

Packaging requirements

HSBC for Intermediaries

This information is correct as of August 2017.

INTERNAL

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All customers

- A signed and dated direct debit mandate for mortgage repayments (for remortgages that include a homeowner loan, 2 direct debit mandates are required)
- A signed and dated HSBC mortgage declaration
- Their latest 3 months of bank statements for all non-HSBC current accounts – including the account the customer's salary is paid into

We can access statements for HSBC and first direct accounts, however we'll need you to provide statements for any HSBC international, HSBC Offshore and HSBC Expat accounts.

Proof of identity

When you submit an application online, we automatically run an electronic identity check. If the customer's identity cannot be verified electronically, we'll ask for one of the following documents. A separate document will be required to verify proof of address.

Our preferred forms of identification are:

- Passport
- UK Driving Licence (photo card)
- National Identity Card (EEA and Swiss Nationals only)

If the applicant doesn't have any of the above documents, we can accept one of the following:

- Benefits Agency Letter
- Certificate of Travel (black)
- Disabled Parking Document (blue or orange)
- Foreign and Commonwealth Office letter (foreign diplomatic staff only)
- HMRC Tax Notification (PAYE coding notice, HMRC Notification of Working Family Tax Credit, HMRC Notification of Children's Tax Credit, HMRC Notification of Disabled Persons Tax Credit or HMRC Tax Calculation)
- Northern Ireland Voter's Card
- Travel Documents (blue and red) issued by the UK Home Office
- Armed Forces Identity Card
- Firearms/Shotgun certificate

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- Group Identification form

For more information about the types of documents we accept, see our [‘Verifying a customer’s identity’ PDF](#).

Proof of address

When you submit an application online, we automatically run an electronic address check. If the customer's address cannot be verified electronically, we'll ask for one of the following documents. A separate document will be required to verify proof of identification.

- Current UK photocard driving licence – full or provisional
- Council tax bill, valid for the current year
- Utility bill, dated within last 4 months
- Telephone bill, dated within last 4 months. Mobile phone bills are not acceptable.
- Home broadband, Sky or cable TV bill, dated within last 4 months
- Mortgage statement from a recognised credit or financial institution in the UK or a country with equivalent legislation and financial standards*, dated within last 12 months. Mortgage statements from HSBC or First Direct are not acceptable.
- Credit card statement, dated within last 4 months. Credit card statements from HSBC, First Direct, John Lewis Partnership Card and M&S Bank are not acceptable. Must be from a financial institution in the UK or a country with equivalent legislation and financial standards.¹
- Bank, building society or credit union statement, showing all transactions and dated within last 4 months. Bank statements from HSBC, First Direct and M&S Bank are not acceptable. Must be from a financial institution in the UK or a country with equivalent legislation and financial standards*
- Disabled parking document featuring the customer's address (blue or orange)
- Foreign and Commonwealth Office letter (foreign diplomatic staff only)
- HM Revenue & Customs tax notification, dated within last 4 months. P45s and P60s are not acceptable
- Tenancy agreement from a local council or letting agency (not a private landlord), dated within last 12 months
- Letter confirming the customer's right to benefits from Department for Works & Pensions, Jobcentre Plus, a benefits agency or a veterans agency, dated within last 4 months
- Insurance/Investment documents from a regulated financial sector firm (signed or system-generated)
- Solicitor's letter confirming house purchase or land registry confirmation, dated within the last 4 months
- Northern Ireland Voter's Card
- Letter from university, college or known language school

- National Identity card
- Rent card

For more information about the types of documents we accept, see our [‘Verifying a customer’s address’ PDF](#).

¹ To find out if a particular country has equivalent legislation and financial standards, please call the helpdesk

Employed customers

- Payslips covering the last 3 consecutive months or 13 weeks
- Where there is guaranteed overtime, bonus and/or commission, we ask to see your customer's last 2 years of P60s
- For customers on or about to take maternity leave, we ask for details including whether their income is affected by reduced hours – if it is, please provide an employer's letter
- Evidence of any other income the customer wants us to take into account such as pensions, benefits, investments or rental income

Self-employed customers

- **All self-employed customers:** please provide a minimum of the last 3 months' commercial bank statements to confirm whether the business is still trading at a similar level to that seen within the accounts
- **Sole traders and partnerships:** please provide the last 2 years' signed audited or certified accounts, the most recent of which must be no more than 18 months old.
- **Limited companies:** please provide the last 2 years' signed audited or certified accounts (the most recent of which must be no more than 18 months old)
- **Limited liability partnerships:**

For partners of category 1 LLPs (with 200 or more partners): please provide a letter issued by the company Finance Director or accountant as confirmation of income. The letter should detail the applicant's earnings over the past 2 years and must be dated within 3 months of the application.

For partners of category 2 LLPs (with between 20 and 200 partners): please provide a letter issued by the company Finance Director or accountant and tax returns with SA302s as confirmation of income. The letter should detail the applicant's earnings over the past 2 years and must be dated within 3 months of the application, and the tax returns with SA302s must be for the latest 2 years.

For partners of category 3 LLPs (with less than 20 partners): please provide the last 2 years' signed audited or certified accounts (the most recent of which must be no more than 18 months old). Plus, we'll need to confirm the applicant's shareholding by seeing either: 2 year's tax returns; a letter from the Finance Director or accountant of the LLP; or a copy of the partnership agreement – alongside the financial accounts.

For applicants changing from an employed position to being a partner of a LLP within the last 2 years, please provide P60s for their employed income, along with evidence of their partner income in accordance with criteria outlined above.

Buy to Let customers

All Buy to Let borrowing and rental income must be evidenced to help us identify [professional landlords](#). Please provide the following documentation:

- The latest year's tax return; and
- Mortgage bank statement(s) dated within the last 12 months, to show Buy to Let borrowing outstanding.

Extracts from tenancy agreements and bank statements, showing rental income, mortgage payments and outgoings related to the Buy to Let property, are only acceptable in the following circumstances:

- Customer is paying tax related to their Buy to Let income via PAYE (this will need to be evidenced via a notice of coding and/or payslips); or
- Properties have been purchased within the current tax year; or
- Customer is not paying tax on the Buy to Let income due to their overall gross income level being less than their personal allowance.

Where a customer is unable to meet the above requirements, we are unable to agree a Buy to Let borrowing.

Foreign national customers

All European Economic Area (EEA) Nationals and Swiss Nationals are treated as UK nationals.

For Non-EEA Foreign Nationals who have been granted the right of abode or indefinite leave to remain in the UK by the Home Office, please provide the customer's residency visa and/or work permit.¹

For applicants without the right of abode or indefinite leave to remain in the UK, we will only lend if they meet all the following criteria:

- They are an [HSBC Premier customer](#)
- They have been paying their salary/income in to their HSBC current account for a minimum of 6 months

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- They can demonstrate that their work permit/visa does not expire for at least 12 months
- Their loan has a maximum LTV of 75%
- Their deposit is being funded from their own resources

¹When submitting foreign language documents, please provide English translations as well as the original documents.

Have a question about our intermediary service?

- Go to www.intermediaries.hsbc.co.uk
- Contact [your nearest BDM](#)
- Call our helpdesk on 0345 600 5847
Lines are open Monday-Friday, 9am-5pm