

Step-by-step guide to HSBC mortgages

HSBC for Intermediaries

This information is correct as of 14 March 2016

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Unlike some lenders, we provide purchasing customers with a mortgage offer before we receive the valuation report. We believe this helps to put them a step ahead as they can demonstrate to estate agents and sellers that they're serious buyers.

When you place business with us online, we keep you informed via email and status updates from application through to drawdown.

Here's a quick overview of the key stages involved:

Step 1: Find out how much your customer could borrow

The first step is to run a pre-application check to find out how much we could lend your customer.

For residential applications, you can do this in one of two ways. Either use the [affordability calculator](#) on our website for an accurate projection of how much we could lend – subject to the accuracy of the information you provide.

Alternatively, obtain a decision in principle for your customer in just a few minutes by logging on to start a new case. All the data you enter will be captured and pre-filled when you go on to complete the full mortgage application.

For Buy to Let applications, simply use our Buy to Let rental assessment calculator.

Step 2: Submit a full mortgage application

When your customer is ready to proceed with their mortgage, [log on](#) to submit a full mortgage application.

Provide us with details of the customer's income and expenditure then upload the relevant supporting documentation in order for the application to progress. You can find out more about our [packaging requirements](#) on our website.

If a booking fee applies, let us know how the customer wishes to pay and whether they want to add some of the cost to their loan. We contact you when we've received all the relevant documents and have passed the application to our underwriting team.

To make sure everything goes smoothly, you have a single point of contact throughout the underwriting process. Your underwriter may be in touch to request more information about the customer, asking you to reply to them directly.

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Step 3: Advise the customer of our decision

As soon as the underwriter reaches a decision, they let you know so you can inform the customer.

If the application is approved, we advise you that we're preparing the offer documents. Where a booking fee applies, we advise whether we can debit it from the customer's HSBC account or whether you need to ask the customer to call us and make a payment before we can issue the mortgage offer.

While the majority of applications are approved, if your customer's application is declined, we always indicate why.

Step 4: You receive a copy of the mortgage offer

We send the customer their mortgage offer documents in the post. If there are two applicants, we issue an offer to each and both need to sign and return their own copy.

We send you copies of the offer documents for your records and advise whether the offer is subject to a professional valuation. If it is, we instruct a valuer from our approved panel to contact the customer to take the valuation fee and arrange a suitable date and time to visit the property.

Step 5: We receive the valuation report

When we receive the valuation report, where one is required, we confirm that we are able to proceed with the mortgage. If the valuation is not as expected, we let you know why and what happens next.

Step 6: We complete the mortgage

Once the solicitor or licensed conveyancer advises that all the legal requirements have been met and we receive the customer's signed offer documents, we make the funds available for drawdown.

Please note that solicitors will only liaise with HSBC and the customer directly.

We get in touch to let you know when the mortgage is complete – thank you for placing business with HSBC.

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