



**RELIANCE
BANK**

Giving money meaning

| for Intermediaries



**RELIANCE BANK LTD
MORTGAGE PACK**

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Who are Reliance Bank Ltd?

Reliance Bank has been at the forefront of social impact banking since 1890 and we were formed by William Booth the founder of The Salvation Army. Over the years we've worked with social impact businesses of all shapes and sizes. (From them we have learnt to put compassionate customer service at the heart of what we do.

Giving money meaning

- Reliance Bank is a full-service bank, offering current accounts, savings accounts, mortgages and loans. But it's also so much more than that.
- As part of The Salvation Army, our mission is to serve customers and communities with compassion and integrity help good people do great things with money.

Reliance Bank Mortgage Team

At Reliance Bank Ltd, we believe in building real relationships and will review each case individually and establish how we can best support you during these challenging times.



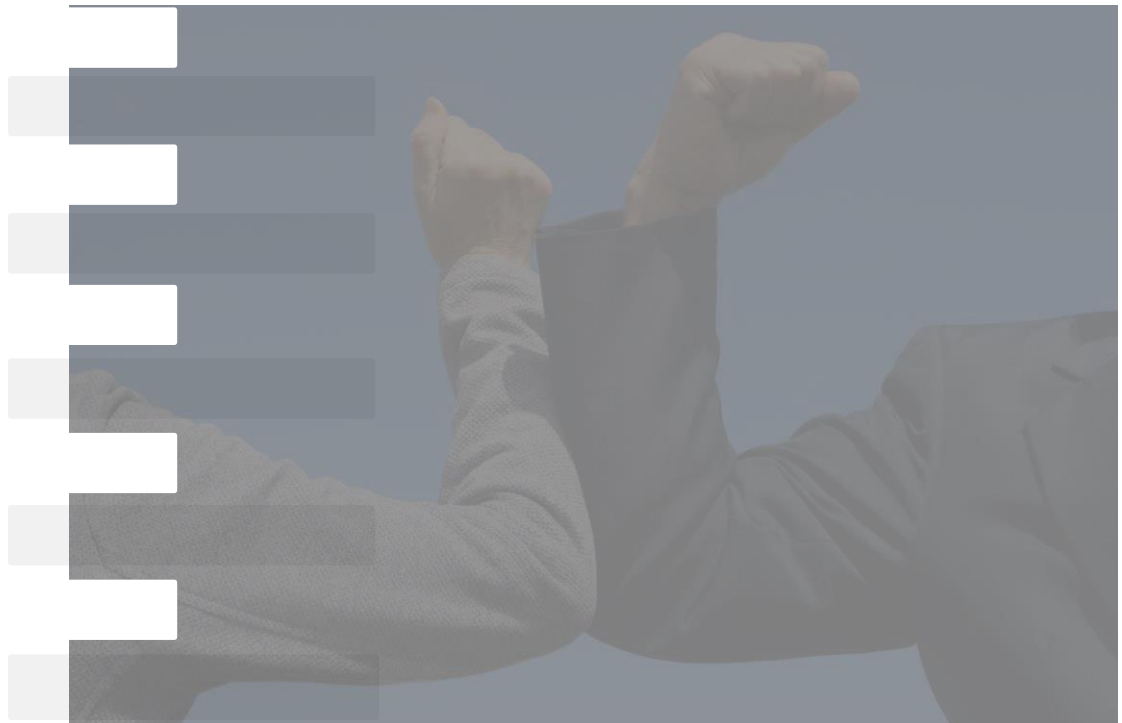
Gareth Byrne
Head of Mortgages
Reliance Bank Ltd



Gareth Ford
Senior Mortgage Underwriter
Reliance Bank Ltd

Gareth Byrne is the Head of Mortgages for Reliance Bank. Gareth has been working in the mortgage industry for over 18 years in a number of senior managerial roles within major retail banks.

His experience, working alongside other key internal and external stakeholders has been key to ensure the development and delivery of the mortgage strategy within the secured mortgage lending sector to help ensure that business objectives have been achieved.



Meet the Mortgage Team



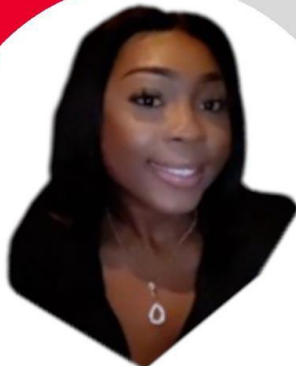
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Sonny Rasoda
Mortgage Underwriter
Reliance Bank Ltd

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M: 020 7398 5423

How to submit business with Reliance Bank Ltd

Reliance Bank Ltd do ask all brokers to call the mortgage department to discuss your case so we can give you an early indication to see if it is affordable – as we do not have an affordability calculator. Our USP is that we are an **old school type of lender, who wants to speak to brokers to talk through cases before anything is submitted to us** – we are able to review your case and get a proper feel to see if this would fit our criteria.

(Please note all our residential mortgage criteria is available via our mortgage club partners support pages – including important updates regarding COVID-19)

For any new initial enquiries – please contact one of [the Residential Mortgage Underwriter Team](#), **note that the underwriters do operate a phone rota system**. If you are unsuccessful speaking to the first underwriter, then please look to try the next underwriter on the below list with your case overview – we will then be able to review this and come back to you and provide you a guide as to next steps.

(broker needs to have their fact find with them as we process the affordability over the phone)

Points of contact – Residential Mortgage Team:

- Gareth Ford – **Senior Mortgage Underwriter** – Landline – 020 7398 5421
Email - Mortgages@Reliancebankltd.com
- Ashezi Yiggon – **Mortgage Underwriter** – Landline – 020 7398 5422
Email - Mortgages@Reliancebankltd.com
- Sonny Rasoda – **Mortgage Underwriter** – Landline – 020 7398 5423
Email - Mortgages@Reliancebankltd.com
- Gareth Byrne – **Head of Mortgages** – Mobile 07584 187 415
Email – Mortgages@Reliancebankltd.com

Once we have gone through a case with you over the phone – we would ask you to complete an application form and send onto your client to review / sign and scan and return back to yourself. You in turn would then send this onto us where we would look to complete an Agreement in Principle which is valid **for 4 months from date of issue**. AIPs are **SOFT FOOTPRINT** with Experian and we also use CIFAS and only go to **HARD FOOTPRINT** when the case goes to FMA (Full Mortgage Application Stage).

Please also note that rates are **only secured when the application reaches FMA stage**.

Following the case discussion your advisers will be asked to send a email into the mortgage team (email address is Mortgages@RelianceBankLtd.com) with the following points;

Subject heading of email MUST contain the following;

- **Clients Surname**
- **Application Type + LTV%**
- **Location of property**

EG – Jones / Shared Ownership HP case 90% LTV Newcastle

Body of email MUST include the following;

- ✓ Bullet points of the case discussion
- ✓ Who you spoke to from the mortgage department (will require full name please) as this will need to be verified.

Opening Hours

MONDAY - FRIDAY = **8:30AM – 4:15PM**

WEDNESDAY = **10AM – 4:15PM**

SATURDAY + SUNDAY = CLOSED

Reliance Bank Ltd - Mortgage with a social conscience

020 7398 5421 | 5422 | 5423 | mortgages@reliancebankltd.com | www.reliancebankltd.com/mortgages

Why you should use Reliance bank Ltd

USPs

- ✓ We are a manual underwriting lender – which means it is not computer says no and no API algorithms to contend with and we look to use a common sense approach
- ✓ We **credit SEARCH** – not credit score – really helpful for those FTBs who do not have a track record of borrowing, which other lenders see as an issue
- ✓ We are transparent with our SLAs – we provide these to the broker when they call up to talk through the case – always best to be upfront and realistic to help you make the final decision as to who you can place the case with
- ✓ We carry out **SOFT footprint for AIPs and HARD footprint for all Full Mortgage Applications**
- ✓ When you call us to discuss placing your case, we complete an affordability assessment there and then over the phone, always great to see if your case fits our stress test as we do not provide an affordability calculator as we are a manual underwriting lender
- ✓ All our AIPs are valid for **4 MONTHS from date of issue**
- ✓ All cases are assigned to a mortgage underwriter – who will be the brokers main point of contact – nothing beats old school case ownership + no call centre's either
- ✓ All applications are closely managed by the underwriter from AIP all the way through to COMPLETION – not many lenders offer that type of handholding and ongoing regular follow up post mortgage offer and helps with the joint up approach with Lender / Broker / Solicitor & Customer
- ✓ All our Formal Mortgage Offers are valid for **6 months from date of issue** (+ can offer 4 weeks extension depending on circumstances)

In terms of PRODUCTS and segment in the mortgage market – we will focus mainly on **Keyworker products + Shared Ownership Products**, where the LTV is mainly higher as this fits more with our bank's ethos.

Shared Ownership:

- Our shared ownership proposition is simple – we as a lender will lend up to **95% LTV of the share – no matter if this is a new build property or not**
- Our shared ownership products allow for new build purchase (using the when done model) / re sale / remortgage / staircasing
- We now offer **£850 cash back** for all shared ownership cases where borrowing is £50,000 +
- Shared ownership remortgages can go up to a maximum LTV of 95% of the share – we can also include debt consolidation as part of the capital raise – subject to affordability assessment
- Shared ownership Staircasing, we are able to accept these types of application, again we can go up to 95% of the share for these, we do ask for confirmation letter from the housing association that staircasing has been approved – subject to affordability assessment
- If you have a client who is works in one of our Key worker occupations, we are able to complete full staircasing to full ownership by using our Keyworker Product Range

Keyworker Product Range

- We offer bespoke mortgage products to Keyworkers
- Can lend up to 95% LTV for Purchases
- Can lend up to **90% LTV for Remortgages / unencumbered properties** – This is higher than for non-Key Workers wanting to Remortgage their properties not under shared ownership scheme, as this is capped to 75% LTV.

Offer **an attractive cash back for all Key Worker Applications**, where borrowing is more than £150,000+

The process / Next steps

Following the case discussion your advisers will be asked to send a email into the mortgage team (email address is Mortgages@RelianceBankLtd.com) with the following points;

Subject heading of email MUST contain the following;

- Clients Surname
- Application Type + LTV%
- Location of property

EG – Jones / Shared Ownership HP case 90% LTV Newcastle

Body of email MUST include the following;

- ✓ Bullet points of the case discussion
- ✓ Who you spoke to from the mortgage department (will require full name please) as this will need to be verified.

The underwriter who you have spoken to will provide you with an email summary of the case discussion together with clear next step actions in order to submit your application.



Our Packaging Requirements

We are aware that everyone is stretched currently – and in a market where every lender has their individual quirks when it comes to packaging requirements, we thought it would really benefit you to have a understanding of what we, at Reliance Bank look for when it comes to packaging cases. These tips will help **reduce turnaround times**, as well as **reduce the need to go back for further information**.

ID&V	Driving license	Passport
<p>We do ask for documents to be copied in COLOUR please</p> <ul style="list-style-type: none">• Proof of Name ID – Certified copy of UK / Irish Passport – if NON UK or Irish– we will also need Proof of rights to remain in the UK <u>POST 1/1/21 (BREXIT)</u>• Proof of Address is FRONT + BACK of UK photocard Driving License• IF your client(s) only have 1 of the above forms of ID – we do accept Council tax bill for the current year as an alternative proof of address• Note that we do not accept use of Bank Statement – as this is used as part of affordability assessment		

Deposit

- **Proof of deposit** – Savings Account with FULL deposit
- **Gifted Deposit** – we require **NAMES / ADDRESS / EMAIL ADDRESS** of the giftors to be added onto our application forms. This enables us to send out our gift waiver document. The Bank does also require proof of gift (source of funds)
- **Gift Waiver** - Independent legal advice **MUST be sought** from one of the following ; **solicitor / notary public / licensed conveyancer** (this can be a different person within the same practice as to whoever is carrying out the legal works for your clients) – ILA is carried out at **PRE OFFER** and there will be a additional cost for you / your clients to consider when going down this route.
- **GIFTS FROM FRIENDS AS WELL AS WIDER FAMILY MEMBERS ARE ACCEPTABLE**
- **Deposit Calculator** – we will issue this to you when we provide the AIP – this will need to be returned to us

Our Packaging Requirements

Income

- For **EMPLOYED Clients** – we ask for the LAST 3 MONTHS PAYSLEIPS at time of FMA
- For **SELF EMPLOYED Clients** – We ask for SA302's + tax calculations from HMRC / Accountants reference – we supply the reference and accountant must be qualified.
- **ALL CASES** - Last 3 MONTHS bank Statements on **ALL ACCOUNTS HELD**

Pay slip (in COLOUR)

The pay slip form includes the following sections and fields:

- EMPLOYER** (with EMPLOYEE NAME and DATE)
- DEPARTMENT** (with N.I. NUMBER & TITLE, TAX CODE, PAYMENT METHOD, and PERIOD)
- YEAR TO DATE** table with columns: RATE, HOURS, GROSS PAY, DEDUCTIONS.
- TOTAL PAY** table with columns: TAXABLE PAY, TAX, NI EMPLOYEE, NI EMPLOYER, NI/FABLE PAY.
- SP** (Supplementary Payment) table with columns: SP, SP, SP.
- PENSION EMPLOYEE** table with columns: HOURS, TAXABLE PAY, DEDUCTIONS.
- PENSION EMPLOYER** table with columns: EMPLOYER NATIONAL INSURANCE, NI/TAXABLE PAY, NI PAY, TOTAL PAY.

KEY: T = TAXABLE N = NI/FABLE B = BOTH

Bank statement (in COLOUR)

Your Statement
01 April to 30 April 2017

Account Summary

Opening Balance	£ 1,174.10
Payments In	£ 2,141.23
Payments Out	£ 1,742.87
Closing Balance	£ 1,572.46

Your Bank Account details

Date	Description	Debit	Credit
01 Apr 17	BALANCE BROUGHT FORWARD		1,174.10
01 Apr 17	INTEREST	88.00	
01 Apr 17	DIY CARD RETURN		2,141.23
01 Apr 17	PAYROLL		788.00
01 Apr 17	SP		2,888.00
01 Apr 17	CASH IN HSB2 APPRIS		1,000.00
01 Apr 17	INTEREST MONTHLY PAY		3,888.00
01 Apr 17	REB BANC REPAYMENT	3,888.00	
01 Apr 17	CHARGES AT HSB2 BANK PLC		100.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		500.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		83.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		2,000.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		500.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		40.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		120.00
01 Apr 17	CHARGES AT HSB2 BANK PLC		1,400.00
01 Apr 17	BALANCE BROUGHT FORWARD		788.00

Self Assessment (in COLOUR)

EMPLOYEE SELF-EVALUATION TEMPLATE

EMPLOYEE NAME: _____
 POSITION/TITLE: _____
 EMPLOYEE ID: _____
 DEPARTMENT: _____
 REVIEW PERIOD: _____
 DATE OF REVIEW: _____

CURRENT RESPONSIBILITIES

LIST KEY RESPONSIBILITIES: _____
 ASSESS YOUR PERFORMANCE IN RELATION TO YOUR KEY RESPONSIBILITIES

PERFORMANCE GOALS

SET PERFORMANCE AND WORK OBJECTIVES: _____
 ASSESS YOUR PERFORMANCE IN REGARD TO PREVIOUSLY SET PERFORMANCE AND WORK OBJECTIVES

CORE VALUES

ASSESS YOUR PERFORMANCE IN RELATION TO CORE VALUES

COMMENTS AND APPROVAL

INCLUDE ANY ADDITIONAL COMMENTS: _____

EMPLOYEE SIGNATURE: _____

Occupier Waivers

- For all parties who are **NOT PARTY** to the mortgage and are over the age of 17 and will be residing in the property – we will need to issue the Bank’s occupier waiver form – again this would require Independent Legal Advice as per the above rules for Gifted Deposits – this is also carried out at **PRE OFFER** and again is MANDATORY Requirement.


The underwriters will require **ALL documentation** which can be provided to us is submitted **BEOFORE** they can look to complete a **FULL UNDERWRITE** and as such be able to look to move the case forward to FMA stage.

If you have any further questions – My team will be happy to assist you with your enquiry/question to hold a MS Teams call to help provide any further help and support.







Our Partners

Meet some our

Sourcing Partner/ Criteria Partner -

		
Twenty7Tec	Knowledge Bank	Mortgage Brain

Mortgage Club Partners -

		
Legal & General	SimplyBiz Mortgage Club	Sesame Bankhall Group
		
Finova	TMA Mortgage Club	Tenet Group



TMG

Valuers -



Pure Management

We outperform high street banks for customer satisfaction!

www.reliancebankltd.com

Follow us on our social media:

