

For use with mortgage intermediaries and other professionals only.

HALIFAX INTERMEDIARIES ONLINE PRODUCT TRANSFERS

INTERMEDIARY Q&A GUIDANCE



PRODUCT TRANSFERS

CLICK ON A TOPIC TO FIND THE ANSWERS TO
YOUR MOST FREQUENTLY ASKED QUESTIONS...



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PRODUCT TRANSFERS

INTERMEDIARY Q&A

3 MONTH ERC WAIVER POLICY



Q When am I able to key a product transfer application for my client?

A Your clients are eligible for an ERC waiver 3 months prior to the existing product end date, which includes the month the existing product ends.

As an example, if the client's existing product end date is 30th September, a product transfer application can be keyed from 1st July.

When a product transfer is keyed and completed within the last 3 months we will waive any ERCs that apply to the mortgage.

EXISTING PRODUCT END DATE:	PRODUCT TRANSFER CAN BE KEYED FROM:
31 ST AUG	1 ST JUN
30 TH SEPT	1 ST JUL
31 ST OCT	1 ST AUG
30 TH NOV	1 ST SEPT
31 ST DEC	1 ST OCT

PRODUCT TRANSFERS

INTERMEDIARY Q&A

SAVING/RESUMING AN APPLICATION



Q Can I save or park a product transfer application and return to it later to resume through to completion?

A No, you will not be able to park or save a product transfer application to resume later.

If you have produced an illustration for your client, when the client is ready to proceed to completion, you will need to key the application as a new product transfer.

Only one product transfer application per client can be in progress on our system at any one time, so the first application you keyed must be cancelled before you can re-key the application for your client.

Applications can be cancelled instantly by selecting the 'Cancel' button next to the application roll number on the 'Home' screen under 'My Applications'.

PRODUCT TRANSFERS

INTERMEDIARY Q&A

CLIENT FACT-FIND



Q My client's mortgage is repayment and I answered 'no' to all of the customer fact find questions, however the system won't let me select a product or produce an illustration. Why am I being forced by the system to submit the application into the Refinance Team?

A In some circumstances, the system will not allow a product transfer application to follow the straight-through process, even when all of the customer fact-find questions have been answered 'no'.

This is rare issue that impacts a small number of applications and does not mean the client is not eligible for a product transfer. Please complete the screens presented to you and submit the application into our processing team when prompted by the system.

The mortgage illustration will be made available to you in the Document Store within Halifax Intermediaries Online as soon as it is available.

PRODUCT TRANSFERS

INTERMEDIARY Q&A

OFFER AND COMPLETION



Q I have completed a product transfer by clicking 'Complete' on the 'Customer Confirmation' screen. Do I need to call in to the Halifax Refinance Team or take any further action?

A After clicking 'Complete' on the Customer Confirmation screen, no further action is required. The Offer will be made available to you in the Document Store and the new product will take effect on the client's mortgage from the first of the following month.

Following completion, you (the intermediary) will not be able to cancel the application. A 28 day cancellation period is available to the client from the point of completion. If the client wishes to reconsider, the client will be required to contact Halifax Customer Services to arrange the cancellation.

PRODUCT TRANSFERS

INTERMEDIARY Q&A

DOCUMENTS REQUIRED



- Q** When submitting a product transfer application into the Refinance Team, the final screen asks me to submit documents such as evidence of income using the Halifax Document Upload Service but does not confirm which documents to upload. How do I know what documents you require?
- A** Following submission of a product transfer application the Halifax Refinance Team will contact you via email to confirm if documents are required to support the application and specifically which documents should be submitted in to us.

PRODUCT TRANSFERS

INTERMEDIARY Q&A

CANCELLING AN APPLICATION



Q How can a product transfer application be cancelled once it has completed?

A If an application has been started but has not yet completed, it can be cancelled by logging into Halifax Intermediaries Online, navigating to the 'Home' screen, locating the application under the 'My Applications' tab and then selecting the 'Cancel' button next to the application roll number.

If the application has been completed it cannot be cancelled by you (the intermediary). A 28 day cancellation period is available to the client from the point of completion. If the client wishes to reconsider, the client will be required to contact Halifax Customer Services to arrange the cancellation.

PRODUCT TRANSFERS

INTERMEDIARY Q&A
TELEPHONY SUPPORT



Q Who should I call for support if I need assistance when submitting a product transfer application?

A For general guidance on the product transfer process, please speak to your Business Development Manager or visit our intermediary website www.halifax-intermediaires.co.uk

If you require assistance when keying a product transfer application using Halifax Intermediaries Online please contact the Intermediary Service Support Helpdesk on 0345 608 0038 or contact your Business Development Manager.

If you have submitted an application into our processing team and you have a query on the progress of the application you can contact the Halifax Refinance Team on 0345 901 3161.

HOME