Our application journey



Accept

This will be valid for 10 days which gives the broker time to progress to full mortgage application and pay the valuation fee

Refer

This will be picked up by the processing team with the broker advised of the decision normally within 24 hours

Decline

This doesn't always mean a 'no'. We can look into alternative options, please speak to your BDM on **0333 321 1000**

Pre-Full Mortgage Application

1. The broker progresses the DIP/enquiry to application
2. A standard document checklist will be generated for the broker or you can check our minimum packaging standards guide here — **Package standards guide**
3. Upload all required documents into the portal
   This will be our Residential or Commercial portal depending on the case

The case is packaged to minimum standards within 10 working days of application submission

Minimum standards not met within 10 working days

Residential portal

The application will automatically change to **'FMA Submitted'** and be referred to underwriting for a full review.

Commercial portal

The application status will automatically change to **'Application Submitted'**. It will be picked up by a member of our **BDM team** to make any necessary checks on the background and documents, and will then be referred to underwriting for a full review.

Both portals

A member of our BDM team will be in contact to confirm outstanding documents and discuss timescales.

If full minimum standards are not met, case is cancelled

Full Mortgage Application

When the application is fully packaged it will be sent to the underwriting team to be reviewed. The application is allocated to a mandated underwriter.

First Touch

The **underwriter** will review the application and, if happy to support lending, will pass the case to **underwriting assistant** to instruct the valuation.

Our Underwriting Assistant

reviews the progress of the case and speaks to the broker if documents are missing.

The requested documents will be checked and referred back to the underwriter once all are uploaded.

Second Touch

Second review by the underwriter once all required documentation and valuation is received. If acceptable, the **mortgage offer** will be issued.

The benefits for you

- **Improved application to offer journey – our turnaround times are reducing!**
- **Increased telephone contact – you can speak to us!**

Aldermore

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