

## BEVERLEY MORTGAGE HUB - FREQUENTLY ASKED QUESTIONS

**Q. How do I register?**

**A.** You can register to use the Beverley Mortgage Hub when you visit the site. Please follow the steps on our online Guide to Registration & Logging In, which can be found in the intermediary section.

**Q. Does my registration have to be approved first before I can submit an application?**

**A.** Here at the Beverley we offer a straight through registration process. This enables brokers to submit applications as soon as they register, without having to wait for their registration to be approved first.

**Q. Can I submit an application form where I don't have all the supporting documents?**

**A.** Yes, although we do require at least one document. Other documents can be uploaded during or after submitting the application to the Society. A full list of the documents required to accompany an application can be found on the last page of the application form.

**Q. What should I do if I'm having trouble completing or submitting the application?**

**A.** Please contact our Mortgage Team on 01482 881510.

**Q. What should I do if I've forgotten my password?**

**A.** Simply click on the "forgot password" on the login screen and you will receive an email with a link to reset your password.

**Q. What if I am part way through keying the application and I have to log out, will all my work be lost?**

**A.** No, Once your client is set up and you are keying an application you can log out and all of your work will be saved.

**Q. What if I have an application with more than 2 applicants to submit?**

**A.** You are able to create two clients per application.

**Q. How do I download and print an application?**

**A.** Once the application is completed click on the pencil icon. This will bring up details of the application form. You will see two options "View" and "download". The download button will download the form in a PDF format. The PDF file can then be printed off if needed. Clicking the View button will bring up the application form in a readable format.

**Q. Why have I not received your email?**

**A.** Please check your Junk Mail to see if it has been placed in there. If the email still hasn't arrived then please contact the Mortgage Team on 01482 881510.

**Q. How can I obtain a Decision in Principle?**

**A.** The Society operates a manual DIP facility currently, which can be found in the suite of documents under the intermediary section of the website. Please complete this and email it back to mortgages@beverleybs.co.uk. However, you are welcome to contact us by phone and run the details of the case past us first if you wish.

**Please note that we require the required signed "Declaration page" in order to proceed with an application.**