

# CUSTOMER PROFILE FORM COMPLETION GUIDE

The Customer Profile Form allows our underwriters to assess your client's overall position and make an informed lending decision.

## General Guidance

- The submission of an incorrect or incomplete Customer Profile Form (CPF) will result in the CPF being returned and this will delay progress with your case.
- This form is intended for completion by a broker.
- An up-to-date copy of your client's credit file should be used to aid the completion of this form.
  - Any anomalies in the credit file should be explained in Supporting Information e.g. where your client has a Further Advance that shows as a separate mortgage entry
  - Flexible Mortgages – on occasion, additional mortgages show on the bureau data which are flexible (these usually have a NIL or minimal balance with no monthly payment). Information surrounding these should be detailed in the Supporting Information section.
- Please do not send a copy of the Credit File unless we specifically request it.

## Personal Details

- This allows us to check the client's details and identify who they are.
- An Investment Strategy must be selected - this cannot be left blank and if 'other' is selected, this must be explained.
- If the Client is a tenant, rent must be keyed.
- Please ensure client's income meets minimum income policy.

## All Residential Properties (including Second Home and Holidays Homes)

- This is needed to help understand the clients overall financial position.
- Ensure this matches the client's credit file and explain any difference in Supporting Information.

## Savings, Investments and other unsecured assets

- This allows us to see the full financial picture for the client and what financial backing they have to help them in the event of rental voids or essential maintenance on the properties.
- This should include personal savings (including ISAs and Premium Bonds), personal investments (stocks, shares and bonds) and any unencumbered properties or land assets.

## Applications in progress

- Ensure this matches the Mortgage Application(s) submitted on One Minute Mortgage.
- Gross Monthly Rent should reflect what appears on the tenancy agreement.
- If the property is managed by a letting agent, management costs must be included.
- Do not include management costs if the property is managed privately by the client.
- If the tenure is leasehold, leasehold costs must be included. If there are none, or these are higher or lower than you would expect, please explain in Supporting Information.
- If the property is freehold or feudal, no leasehold costs should be included.
- For further advance applications, please ensure the new loan requested and new mortgage payment are reflective of the existing loan plus further borrowing.

## All other Let Properties

- We need this information to run desktop valuations to ensure the overall portfolio meets our overall LTV requirement.
- Ensure the address is fully completed and accurate as this information is used to carry out the valuation.
- Only enter properties owned by your client.
- Gross Monthly Rent should reflect what appears on the tenancy agreement.
- If the property is managed by a letting agent, management costs must be included.
- Do not include management costs if the property is managed privately by the client.
- If the tenure is leasehold, leasehold costs must be included. If there are none, or these are higher or lower than you would expect, please explain in Supporting Information.
- If the property is freehold or feudal, no leasehold costs should be included.
- Properties that are owned by a limited company of which client(s) are director(s) of are included in the portfolio and should be noted.
- Any commercial properties (e.g. shop) should not be included.
- If any property is owned with a 3rd party it should be noted which client(s) owns the property and whether it is owned alongside a 3rd party.

For support please visit <https://www.bmsolutions.co.uk/literature/bmsolutionsliterature/> and select Portfolio Landlord or speak to your Business Development Manager.

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