

# QUICK GUIDE TO COMPLETING A PRODUCT TRANSFER ON BM SOLUTIONS ONLINE

**1** Log in to BM Solutions Online and select either **Create Product Transfer** or **Mortgage Enquiry** from the Home screen.

**2** Account and current valuation details will show on screen and will need to be viewed before proceeding. The PT manual revaluation process has not changed – you will need to complete the **PT Revaluation Form** to request a new valuation.

**3** You will need to click **Next** and then **Create Product Transfer** to run the eligibility checks for the application.

**4** If the account is available to transfer, your **contact details** will then show on screen. You will have the option to add an additional email address for updates and you will need to select your payment route.

**5** Next you will see the client's **personal details** pre-populated into the application, these will be read-only. If any of these details are incorrect you will need to cancel the application and the customer will need to call our Servicing team on **0345 300 2627** to update their details before you can proceed.

**6** At this point you have the option to make **changes** to the **repayment type** and/or **term** if required.

**7** You will then need to pick a **product**. If the product selected includes a fee you will have the option to add this to the loan or pay the fee upfront and you will be prompted to enter the customers card details for the payment.

**8** Once a product has been chosen and a new product effective date selected, a quote and **mortgage illustration** can be generated and shared with your customer(s). Once submitted you can view any available documents in the Product Transfers tab of the Application home screen.

## Helpful Tips

If you do not complete the product transfer after starting the application, you will not be able to save and resume the application. A new application will need to be keyed.

If you start an application and do not complete it you will need to cancel it before the system will allow you to start a new application for the same customer(s) on the same day. Applications can be cancelled by selecting the 'Cancel' button next to the application number on the 'Home' screen under 'My Applications'. Once a Product Transfer has been submitted there is no option for you to cancel the application online. You will need to call **0345 850 5000** to ask for the application to be cancelled.

Please ensure that you have provided the customer(s) with the correct **Customer Confirmation Document** prior to starting a Product Transfer application as you will not be able to proceed without confirming this.

## Eligibility Checks

Upon creation and full submission of a product transfer an automated eligibility check will be carried out to ensure your customer(s) qualifies for a product transfer. If for any reason your customer(s) do not pass the eligibility check, a message will be displayed on screen to explain the reason the check has not been passed and the action that can be taken by you and/or your customer(s).

## When you can apply

Customers are eligible for an early repayment charge (ERC) waiver 3 months prior to the existing product end date. You can choose to secure a new Product Transfer rate in advance or start the Product Transfer from the 1st of the following month(s) prior to the existing product end date and any Early Repayment Charge (ERC) is waived.

As an example, if the customer'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 (see examples in table).

Product Expiry Date	Earliest PT Application Date
31st October	1st August
30th November	1st September
31st December	1st October
31st January	1st November

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