

Our application journey

DIP/Enquiry:
Broker keys case

Accept

This will be valid for 30 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 3211000**

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 the submission guidelines here [Resi guide](#) [BTL guide](#)
3. Upload all required documents into the portal
This will be our Residential or Commercial portal depending on the case

All documents on the checklist are uploaded to the portal within 10 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' and will be picked up by a member of our **processing team** to make any necessary checks on the background and documents.

Required documents are not uploaded



Both portals

The broker has **10 days** to provide the information and if not the case will be closed.



Commercial portal only

We will contact the broker to chase on any missing items before the case is closed.

The broker has **3 days** after this to upload any missing docs.

Once all documents have been provided the case will be referred to underwriting for a full review.

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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