

# MORTGAGE HUB FREQUENTLY ASKED QUESTIONS

**Q:** I have recently registered with you. When can I start submitting mortgage applications?

**A:** Once you've registered, we'll email you an activation link. You will need to click this link before you can access the system. Please check your spam or junk folder if you haven't received your activation email. Once you have access, you'll be able to start completing application forms and uploading supporting documents. You won't be able to submit applications until we have activated your registration.

**Q:** Where can I raise any queries regarding my registration?

**A:** The registration process is normally finalised within two working days and we'll send you a confirmation email when it's completed. For any queries, email [mortgage.desk@familybsoc.co.uk](mailto:mortgage.desk@familybsoc.co.uk) or contact our Mortgage Desk on **01372 744155**.

**Q:** What is my username?

**A:** The email address you used to register with.

**Q:** I have forgotten my password. How do I log in?

**A:** Please use the 'Forgot Password' link to request an email with a temporary password. Use this password to log in, after which you will be asked to choose a new password. Please check your spam or junk folder if you haven't received your password reset email.

**Q:** How do I start an application?

**A:**

- Select 'Create New Client' and enter the main client's details.
- Click 'Save Client Details'.
- Select one of the 'Create Application' options.
- Add and save any additional clients before selecting the pencil icon to bring up a list of available application forms.

**Q:** How do I add another applicant?

**A:** Use the blue 'Add' button, in the top right corner. You can then choose to either add an existing client or create a new individual to be added to the application. You can have a maximum of three additional clients on each application.

**Q:** How do I navigate through the application?

**A:** After you've input data on each page, use the 'Next' button, at the top and bottom of each page to progress through the application. Or you can click the page numbers at the top of the form to navigate to a particular part of the application form. The 'Client' tabs on the top right of the form can also be used to switch between applicants.

**Q:** How do I save the information I have input?

**A:** The information will automatically save after you have answered each question. If you need to re-enter the data having logged out part way through, you'll always be taken back to page one. Simply navigate to the page of the form to continue where you left off.

**Q:** How do I know which questions are mandatory?

**A:** The mandatory questions are ringed in red and you must complete all of these before the application form can be finished using the button at the bottom of the 'Summary Page'.

**Q:** Where can I upload supporting documents?

**A:** You can upload documents next to the main client's details. There is a limit of 4MB per document but there is no limit to the number of documents that you can upload.

**Q: Can I upload notes to support the application?**

**A:** You can add additional notes next to the main client's details, or there is an 'Additional Information' section at the bottom of every page of the application form.

**Q: How can I access the Customer Declaration, required for all Mortgage Hub applications?**

**A:** Links to these documents can be found within the Lending Criteria section on the Mortgage Hub. We also provide links in the email you receive after successful registration, and after each application has been submitted. You can also find links to our Terms of Business, Privacy Statements and minimum submission requirements here.

**Q: I have input a case onto the Mortgage Hub, but not received an update?**

**A:** Please make sure you have clicked the green 'Submit' button after completing the application form. You'll receive an automatic email to confirm that we have received your application and what we require before we can look into the application. If you submit the application after 3pm, we may start processing it the next working day.

**Q: Where and how can I get case updates?**

**A:** At key stages of the underwriting process you will receive an automated email. Our underwriting team will also send you detailed emails throughout the application journey. Alternatively if you do have any queries please do not hesitate to phone us on **01372 744 155** or email us at [mortgage.desk@familybsoc.co.uk](mailto:mortgage.desk@familybsoc.co.uk).

**Q: How can I print a copy of the completed application form?**

**A:** Once you've submitted the application, you can download it by expanding the application section using the green '+' button next to the submitted date. Then click on the green complete button. You will now see an option in grey where you can download a PDF version of the data you've input. The declarations that your clients are required to read and sign are also contained in this downloaded PDF.

**Q: Where is the Mortgage Offer?**

**A:** When an offer has been approved you'll receive an automatic email, prompting you to log into Mortgage Hub. Choose the relevant client from the 'Client Table', (the section which is shown when first logging in). You can then expand the application by clicking on the green '+' button. This will bring up several application stages. The underwriting stage will have a green tick next to it. If you click the underwriting stage you will see that the Mortgage Offer approved task has a link. Click this link to download the offer document.

**Q: My client's situation has changed since completing the application form. How can I update the information you hold?**

**A:** Once an application has been completed you can't change the details on the form. Please let us know about any changes to the information you've provided, no matter how small. You can do this by emailing us at [mortgage.desk@familybsoc.co.uk](mailto:mortgage.desk@familybsoc.co.uk). If you have significant changes to the original application, please complete and upload one of the supplementary application forms available on our Intermediary website.

**Q: I am / have a broker leaving the firm and my / their account will need to be deactivated or suspended. Who should I contact?**

**A:** Please email our Mortgage Desk as soon as possible at [mortgage.desk@familybsoc.co.uk](mailto:mortgage.desk@familybsoc.co.uk). Please give us the brokers name and firm so we can suspend their account.

If you have any questions please contact our dedicated Mortgage Desk:



[familybuildingsociety.co.uk](http://familybuildingsociety.co.uk)



01372 744155



[mortgage.desk@familybsoc.co.uk](mailto:mortgage.desk@familybsoc.co.uk)

**EBBISHAM HOUSE  
30 CHURCH STREET  
EPSOM, SURREY  
KT17 4NL**

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