

The logo for Complete, featuring the word "Complete" in a black sans-serif font with a small yellow and black circular icon containing a white 'S' to the right.

Plan Guide

V.18, released 02 November 2015

For Approved and Regulated Introducers Use Only



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Residential Secured Loans

'Keeping things simple for Customers and Brokers'

-  Loans Banded by £ and LTV
-  Unlimited Overpayments
Min £100, no max (no fees)

Loan Size (Net)	0 - Status		1 - Status		2 - Status	
	£3,000 to £150,000	£3,000 to £100,000	£3,000 to £100,000	£3,000 to £70,000	£3,000 to £70,000	£3,000 to £50,000
Max LTV (Gross)	≤60%	>60% - 75%	≤60%	>60% - 75%	≤60%	>60% - 75%
Variable Rate pa	9.10%	9.60%	9.60%	10.60%	10.80%	11.80%
3Yr Fixed Rate pa	10.00%	10.50%	10.50%	11.50%	11.70%	12.70%
Lender Fee	£0	£0	£0	£0	£0	£0








Applicable To Residential

-  3 to 25 year Term
-  2% Commission
Calculated on Net loan plus Introducer Fee
-  Max 15% Introducer Fee (£5,000 max)
Calculated on Net loan
-  Max 55% DTI
-  No minimum time in Employment
If no Probation Period confirmed
-  Min 12 Months Self-Employment
-  12month Mortgage History
-  Property is Owner Occupied
-  Max 35% APR

Additional Rate Loading

Northern Ireland + 1.00%
(0-Status, max 75% LTV, £50k)
£399 Lender Admin Charge

Status Units

-  1 Unit per Mortgage / Secured Loan Arrear
Must miss a full calendar month, ignore part months arrears
-  1 Unit per Default (no max £)
Ignore: <£300, <£3k satisfied, and all >3yrs old
-  1 Unit per CCJ (no max £)
Ignore: <£300, <£3k satisfied, and all >3yrs old
-  1 Unit per CCard/Unsecured Loan/Utility 3 down
Ignore: Accounts that are currently 2 or fewer payments down, irrelevant of the previous account conduct
-  Ignore Mail Order and Comm's for Adverse
-  Ignore Discharged Bankrupts > 3 years old
-  Ignore IVA's
Note: Must be maintained, UTD and being settled with loan



Unlimited overpayments
Min £100, no max (no fees)

Buy-To-Let 2nd Charges

England, Wales - Unregulated applications only



Loan Size (Net)

Max LTV (Gross)

Variable Rate pa

3Yr Fixed Rate pa

Lender Fee

0 - Status

£5,000 to £100,000

≤60%	>60%- 75%
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8.99%	9.99%
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9.99%	10.99%
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2% added to loan

1 - Status

£5,000 to £100,000

≤60%	>60%- 75%
------	-----------

9.99%	10.99%
-------	--------

10.99%	11.99%
--------	--------

2% added to loan

Criteria

- ☞ Min 18 years of age, term must end by 80th birthday
- ☞ 3 to 25 year Term
- ☞ 2% Commission
Calculated on Net loan
- ☞ Max 15% Introducer Fee (£5,000 max)
Calculated on Net loan
- ☞ Minimum Rental Cover 115%
AST (with Latest Bank Stat) vs. Mortgage + Secured Loan
External income can be used (payslips/accounts required)
- ☞ No minimum or maximum income £ levels
- ☞ Tenants must not be relatives of the applicant(s)
- ☞ Applicant(s) must not have lived in or intend to live in security property
- ☞ Early settlement of loan
Settlement figure valid for 28 days, 30 days penalty interest

Security Details

- ☞ Mortgage balance on credit search
- ☞ Most constructions generally accepted
- ☞ Individual and Corporate ownership accepted
- ☞ Min £60k property value
Max 65% LTV under £75k
- ☞ Max LTV ex-council Flats / Maisonettes
LTV: 75% => £150k Val, 65% < £150k
- ☞ Max LTV > £500k properties
LTV: 75% =< £1m & 65% > £1m
- ☞ Max 65% LTV Freehold flats
- ☞ Unlimited BTL properties in the background
- ☞ Full Valuation
On all cases

Status Units

- ☞ NO Mortgage / Secured Loan Arrears in the last 12 months
Ignore: Partial missed payments
- ☞ 1 Unit for each Default or CCJ (no max £)
Ignore: <£300, <£3k satisfied, and all >3yrs old
- ☞ 1 Unit per CCard/Unsecured Loan/Utility 3 down
Ignore: Accounts that are currently 2 or fewer payments down, irrelevant of the previous account conduct
- ☞ Ignore Mail Order and Comm's for Adverse
- ☞ Ignore Discharged Bankrupts > 3 years old
- ☞ Ignore IVA's
Must be maintained, UTD and being settled with loan
- ☞ 12 month mortgage history required
History can be taken from residential or buy to let property

Introducer Information

Extended opening Hours

08.00 to 19.00 Mon to Fri, Saturdays at month-end

Commission paid weekly

Same day turnaround

Received before 14.00, response before 19.00

Referrals welcomed by phone/email

The support we offer begins when your sale starts

Scan and email documents for review and guidance

Tel: 023 8045 6999

Email: enquiries@complete-fs.co.uk

Summary Guidelines

Introducer Information

- ☞ Referrals Welcomed by Phone/Email
The support we offer begins when your sale starts
Scan and email documents for review and guidance
- ☞ Same day Turnaround
Received before 14.00, response before 19.00
- ☞ Extended Opening Hours
08.00 to 19.00 Mon to Fri, Saturdays at month-end
- ☞ Commission Paid Weekly

- Buy-To-Let:
 - ☞ No Consideration Period Required

Affordability

- Residential:**
- ☞ No Min or Max £ Income levels
 - ☞ GROSS Affordability Calculator
Calculates DTI and Affordability and provides a binding decision when data correctly entered.
 - ☞ 55% DTI, calculated using Gross Income
- Buy-To-Let:**
- ☞ Minimum Rental Cover 115%
AST (with Bank Stat.) vs. Mortgage + Secured Loan
 - ☞ No Minimum Income

Security Details

- ☞ Mortgage Balance on Credit Search
- ☞ All Constructions Generally Accepted
- ☞ Min £60k Property Value
Max 65% LTV under £75k
- ☞ Max LTV Ex-council Flats / Maisonettes
LTV: 75% => £150k Val, 65% <£150k
- ☞ Max LTV >£500k Properties
LTV: 75% =<£1m & 65% > £1m
- ☞ Max 65% LTV Freehold Flats
- ☞ Max 65% LTV Scottish Isles
- ☞ Max 75% LTV Northern Ireland
0-Status only (N/Ireland requires full valuation)

Applicant Information

- ☞ Min 18 Years of Age
- ☞ Term Must End Before 80 Years of Age
Proof of post-retirement income required
- ☞ Loans Generally for any Legal Purpose
- ☞ E-id (or Proof of ID where failed E-id)
P/Port or D/Lic. or 3 alternative documents
- ☞ Full 3 year Proof of UK Residency
Voters Roll, or standard document proof
- ☞ Where Spouse/Cohabiter not on
1st Mort. or legal a waiver can be signed
- ☞ Unlimited BTL Properties in Background
- ☞ Part-redemption of Credit Acceptable
- ☞ Client Funds Sent by Cheque or TT
£30 TT fee deducted from advance
Debt consolidation cheques sent direct to clients

Proof of Income

- ☞ Employed Income
2x monthly / 3x weekly payslips, or emp ref
- ☞ Overtime, Bonus and Commission
Up to a Max 50% of guaranteed income
- ☞ Self-Employed Income
Acc Cert / SA Forms / Full Accounts
- ☞ Benefit Income
Latest entitlement letter
- ☞ CSA/ Court Ordered Maintenance
Latest entitlement letter and Bank Stat.
- ☞ Pension Income
Latest private pension statement, showing annual / monthly income derived from pension or the latest Bank Stat. to show last 2 pension credits to confirm amount and frequency of payments
- ☞ Unacceptable Income
Includes: JSA and savings (see full LP Criteria)

Valuation Reports

- ☞ Assessed Valuation
Up to 50% LTV, with a Net loan of £25k
<10 year proof of purchase
- ☞ Home-Track Valuation
Up to 60% LTV, with a Net loan of £50k
Up to 75% LTV, with a Net loan of £20k
Minimum 5.0 confidence level
- ☞ Drive-By Valuation
Up to 60% LTV, with a Net loan of £100k
Up to 70% LTV, with a Net loan of £60k
Up to 75% LTV, with a Net loan of £10k
- ☞ Full Valuation
Up to maximum LTV and Net loan sizes
Required if Northern Ireland, BTL, ex-council Flats
=>150k and properties >£500k with >65% LTV

The details above represent a summary of key points within Central Trust Limited's Lending and Product Criteria, however, for further specifics the full Lending and Product Criteria should be referred to. Central Trust Limited reserves the right to obtain or request additional information following submission and underwriting.