

UNDERWRITING HINTS AND TIPS.

Customer Details	
Customers Basic Information	<ul style="list-style-type: none"> • Ensure your proposal is accurate. Double check the date of birth, spelling of name (and include middle names ready for payout) and address history before submitting. • Ensure the phone numbers, email address and direct debit information belong to the customer. You should not be submitting a proposal with third party details unless you add clear notes as to why you have entered this information. This will prevent an auto acceptance
Addresses	<ul style="list-style-type: none"> • Please take care when inputting addresses always use the address validator icon (magnifying glass) • Please double check after validation to ensure no alterations are required • If the current and previous address are less than 3 years combined then detail this in the notes
Fronted Applications	<ul style="list-style-type: none"> • We will never knowingly accept fronted applications. • In all cases put the agreement in the name of the main driver and add a guarantor where the applicant is not creditworthy in their own right (non-working, part-time employed, etc.). Please note both applicants will need to have a clear credit history. • The Customer / Guarantor must be a UK Tax Payer with a UK bank account to pay for the agreement. • The only exception to the rule is under 18 year olds who cannot take finance out in their own name, however the parent / guardian needs to live at the same address and must hold a full drivers licence. • Guarantors will not be removed from the live agreement.
Guarantors	<ul style="list-style-type: none"> • If the applicant is under 21 we would recommend a guarantor unless they have comparable existing credit or supportive employment– we can always ask you to remove it. • Customers marked as 'non-working' or 'part time working' may also need a guarantor and should also include any source of income in the FAMOS notes
Vehicle Details	
Settlement	<ul style="list-style-type: none"> • Existing hirer – enter the contra settlement details. The agreement being settled must be for the same customer. • Third-Party hirer – Enter the Third-Party settlement details in the same place as a contra but select Third-Party. • In the notes detail settlement of any current finance elsewhere including who the finance is with, settlement amount and monthly payment. • If there is no settlement of existing finance add this in the notes

Driving Licence	
	<p>Always take a copy of the customer's driving licence and ensure expiry date is valid.</p> <ul style="list-style-type: none"> • Please confirm with the customer that the address on the Driving Licence is the current address they currently reside at. • If the customer has changed address please ensure you propose their new current address and not the address on the licence. • Add the address on the licence to the previous address in the proposal or in the notes section if this is not their previous address. • If the customer's driving licence has expired we may request a DVLA check to be completed. • If the customer has recently passed their practical test, it is possible to proceed with a copy of their passport and practical test pass certificate. • If the customer has not yet passed their practical test, we will require a copy of the provisional driving licence, theory pass certificate and confirmation of the practical test booking. We will also require a guarantor who holds a full valid UK Driving Licence. <p>Please note that the guarantor guidelines still apply as if they were being added for affordability purposes, i.e. they must live at the same address and have a strong relationship with the main applicant (such as parent/guardian/spouse).</p>
Business Applications	
Companies	<ul style="list-style-type: none"> • Partnerships: • Both partners added, all partnerships should have 2 partners added. • SA800 partnership tax return. • Please note that the partners provided on the application must be listed on the tax return. • Confirmation of the partnerships trading activities (e.g. what they do, website, where they trade from etc.) • Partners trading history if applicable (e.g. previously sole trader, or limited company for xx years) • Limited Companies: Enter the full company name including "Ltd" together with the correct company registration number this must include the prefix SC/NI if appropriate • If the company has been trading less than 3 years a director's guarantor is normally required. This will increase the chance of a first time decision • Limited Liability Partnerships: These must be entered as an Ltd company proposal NOT as a partnership as they have their own specific Company Registration Numbers starting OC
FAMOS Notes	
Notes	<ul style="list-style-type: none"> • Adding notes in FAMOS does not prevent an auto decision • If a proposal auto accepted, we will NOT have seen the notes. If you have noted something that we need to be aware of, you MUST call and tell us. • Any other addresses including driving licence address (if different) and time at each address. • Time spent outside the UK: Employment based outside of the UK – generally 50% of the time the customer must be in the UK with a permanent UK address.

	<ul style="list-style-type: none"> • The vehicle cannot be taken outside of the UK for more than 60 days in any year. • Self-employed, part-time or retired - please give us as much information as possible. • Changes to Circumstances: Tell us of any up and coming changes to the customer's circumstances that may impact our decision e.g. the customer is starting a new job with a higher salary.
<p>Other Useful Information</p>	
	<p>Open Banking: If we ask for bank statements, we will have sent the customer an Open Banking link via email. Please encourage them to action this request as it is the most secure and efficient process to check affordability. Please avoid sending PDF bank statements.</p> <p>Additional information: When we ask for additional information, please provide what we have asked for all in one go, it will speed up the decision making process if we receive everything we have asked for at the same time</p> <ul style="list-style-type: none"> • Offering alternative proofs may impact on our ability to offer a positive decision. • If sending multiple pages ensure they are sent over in order and as one attachment. All proofs must be legible, and all numbers must be visible to allow for validation. If these criteria are met it will greatly improve the speed of decision and first time resolution. • Once you have submitted the additional information to the underwriters, you must remember to add notes in FAMOS to confirm this and then resubmit the proposal to the underwriting team. This may involve taking the proposal back to quotation and then going through the proposal process to resubmit it.