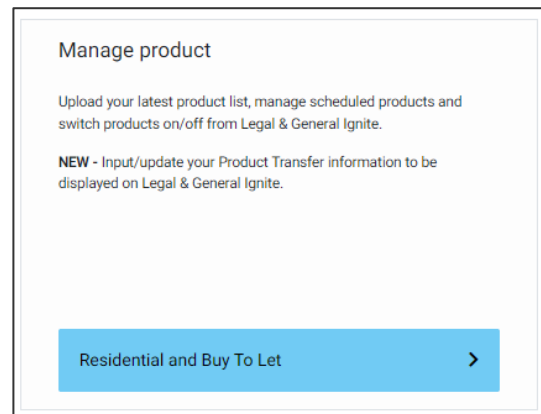


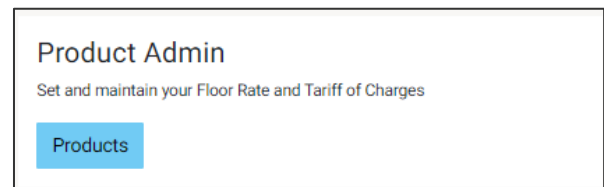
How to complete your Floor Rates and Tariff of Charges in LenderHub

1. [Log in to LenderHub](#) as normal.

2. Navigate to your Products page via the 'Manage Product' tile:

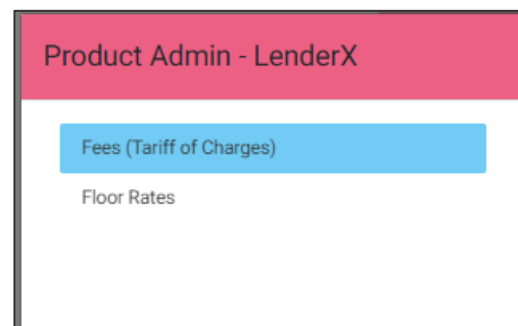


3. When on the product page, you will see a new tile called 'Product Admin'. This is where you will complete and maintain your Tariff of Charges and Floor Rates for your products.



4. When entering your 'Product Admin' section, you will be presented with a pop-up where you can provide your information.

To move from Tariff of Charges to Floor Rates, you can use the buttons on the left-hand side of the pop-up (as seen opposite).



Completing Tariff of Charges

1. Enter the values of your fees in the 'Fees' column
2. Complete the 'Fee Configuration' section on the page
3. Click 'Submit'

Product Admin - LenderX				
Fees (Tariff of Charges)	Fee Name	Description	Fee	Fee Configuration
Floor Rates	Funds Transfer Fee (CHAPS Fee)	Electronically transferring the mortgage funds to you or your solicitor.	0	<input type="checkbox"/> Purchase <input type="checkbox"/> Remortgage <input type="checkbox"/> Product Transfer <input type="checkbox"/> Further Advance <input type="checkbox"/> Existing Customer <input type="checkbox"/> Second Charge
	Mortgage Exit Fee	You may have to pay this if: <ul style="list-style-type: none"> Your mortgage term comes to an end You transfer the loan to another lender; or Transfer borrowing from one property to another. This is payable either at the end of the mortgage term, or before the end of your mortgage term if you transfer the loan to another lender or another property (known as redemption). You may be charged a separate fee by your solicitor or licensed or qualified conveyancer for this work relating to redemption of the mortgage and discharge of the security.	0	<input type="checkbox"/> Purchase <input type="checkbox"/> Remortgage <input type="checkbox"/> Product Transfer <input type="checkbox"/> Further Advance <input type="checkbox"/> Existing Customer <input type="checkbox"/> Second Charge
	Further Advance Fee	This is charged when borrowing additional funds on your mortgage	0	<input type="checkbox"/> Purchase <input type="checkbox"/> Remortgage <input type="checkbox"/> Product Transfer <input type="checkbox"/> Further Advance <input type="checkbox"/> Existing Customer <input type="checkbox"/> Second Charge
				<input type="checkbox"/> Purchase

Fees captured in the Tariff of Charges section of LenderHub:

- Chaps Fee
- Mortgage Exit Fee
- Further Advance Fee
- Processing Fee
- Conveyancing / Legal Fee
- Deeds Release Fee
- Disbursement Fee
- Higher Lending Fee

If these don't apply to you, please leave the fee column with at '0' and do not complete the 'Fee Configuration' section.

We will be removing these columns from the new product sheet when it launches in July. Please have these completed in good time ahead of release.

If you have any questions on how best to fill in these fees, please contact us by emailing LGMSTechSupport@landg.com.

How to configure your fees

You have five options in your fee configuration section:

- Purchase
- Remortgage
- Product Transfer
- Further Advance
- Existing Customer
- Second Charge

Fee	Fee Configuration
<input type="text" value="0"/>	<input type="checkbox"/> Purchase
	<input type="checkbox"/> Remortgage
	<input type="checkbox"/> Product Transfer
	<input type="checkbox"/> Further Advance
	<input type="checkbox"/> Existing Customer
	<input type="checkbox"/> Second Charge

You will need to complete at least one of these options if you enter a value (not zero) in the fees box.

Here is what the options mean:

- **Purchase** – All your purchase products have the fee
- **Remortgage** - All your remortgage products have the fee
- **Product Transfer** – All your product transfers have the fee
- **Further Advance** - All your further advance products have the fee
- **Existing Customer** – Existing customer taking a new product have the fee
- **Second Charge** – All second charge products have the fee

How to Complete Floor Rate

1. Select Floor rate on the left-hand side of the pop up.
2. If you don't have a floor rate on any of your products, you don't need to complete this.

3. You will have the option to set a different floor rate for each lending type.
4. You will be asked to select how your floor rate is managed:
 - a. Is it a fixed floor rate that never changes? i.e. always 3% (set a fixed floor option).
 - b. Is it a variable floor rate that's in line with the variable product margin? (set tracking floor rate).
5. You can only set one of these per lending type.
6. You will need to select which product type this floor rate applies to.
7. Then click 'Save'.
8. This will be used when the new product sheet goes live.

The screenshot shows the 'Floor Rate' configuration page in LenderHub. It is titled 'Residential' and contains the following elements:

- A toggle switch labeled 'Set Tracking and Discount Floor' which is currently turned off.
- Text: 'Enter the value on which your floor rate margin is based'.
- Text: 'For example entering 1 would mean a tracker product with a margin of 3.5% would have a floor rate of 4.5%'.
- A text input field labeled 'Floor rate base' with the value '0' and a '%' symbol.
- A toggle switch labeled 'Set a fixed floor' which is currently turned off.
- Text: 'Enter the fixed value to use for your floor rate.'.
- A text input field labeled 'Fixed floor rate' with the value '0' and a '%' symbol.
- A section titled 'Rate Type' with the text 'Enter the Rate Type to apply your floor rate against'.
- Three radio button options: 'Tracker', 'Variable', and 'Discount'.

If you have different floor rates for different products, please continue to enter this in your product sheet. It's important that your floor rates are correct, so it is reflected in your ESIS.

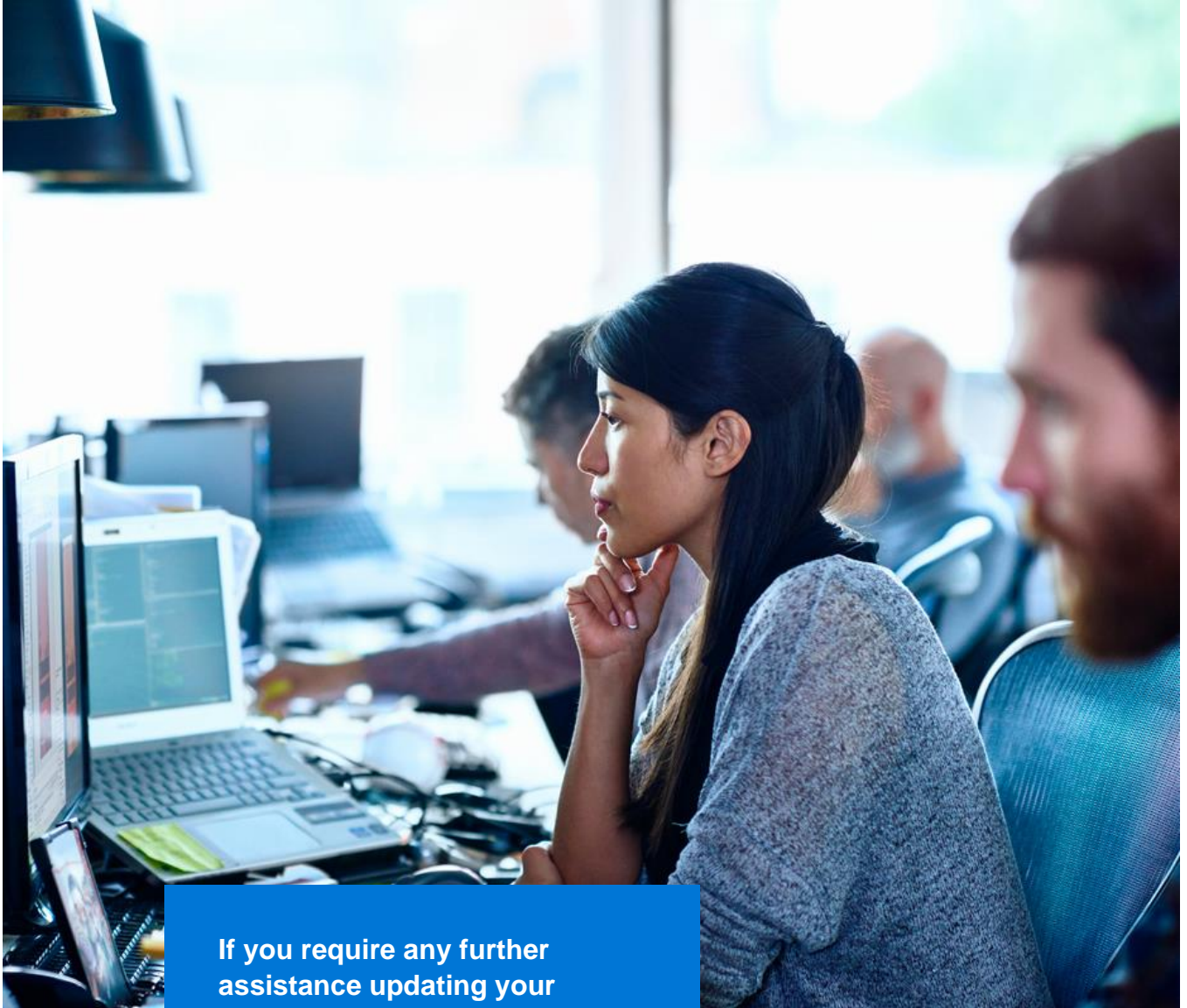
Examples of Tracking Floor rates

Example 1

- Lender A's floor rate is 'the margin of the product'.
- The lender has a product that is 2% above Bank of England base rate (BOEB). They enter 2% in the product sheet.
- The floor rate is 'the margin above the BOEB'.
- Switch on the tracker floor rate using the toggle button and set the base value to 0%.
- We will then look at the margin in the product sheet and set the floor rate for you.

Example 2

- Lender B has set a base for the floor rate and then adds the margin of the products.
- The lender has a product that is 2% above BOEB. They enter 2% in the product sheet and the base of the floor rate is 1% + the margin.
- Switch on the tracker floor rate using the toggle button and set the base value to 1%.
- We will then look at the margin in the product sheet and add it to the 1% for your floor rate.



If you require any further assistance updating your information in LenderHub, please contact your relationship manager or email LGMSTechSupport@landg.com