Legal & General Ignite

New Product Sheet FAQs

June 2024

When do I need to update my tariff of charges?

You can **update your tariff of charges now in LenderHub**. We request that you update these in good time ahead of the launch of the new product sheet in July. You can find guidance on how to update your tariff of charges in the Lender Support Site.

When do I need to update my floor rate?

You can **update your floor rate from in LenderHub now**. We request that you update these in good time ahead of the launch of the new product sheet in July. You can find more guidance on how to update you floor rate on the Lender Support Site.

What happens if I don't update tariff of charges or floor rates?

We have removed these fields from the product sheet and moved them centrally to LenderHub. If these aren't completed and kept up to date then your products will not source accurately on Ignite, including the ESIS.

Can I start using the new product sheet before it goes live?

We will provide an opportunity to test and audit your product sheet in the new format ahead of the launch date. However, you cannot use the sheet to upload products to live using the new sheet until the July launch. If you plan to update your products within the days leading to launch of the new sheet, please advise your Relationship Manager or contact LGMS Tech Support mailbox at **LGMSTechSupport@landg.com** and we will support as best we can.

What happens if I upload using the new sheet before it is live?

If you attempt to upload using the new sheet before it is live, you'll receive an error message in LenderHub stating that the upload has failed. If you'd like to test your completion of the new product sheet ahead of the launch date, please contact your Relationship Manager or **LGMSTechSupport@landg.com**.

What if I want to change products the day before the new product sheet is released? Do I need to upload twice?

If you plan to update your products within the days leading to launch of the new sheet, please advise your Relationship Manager or contact **LGMSTechSupport@landg.com** and we will support as best we can.

What happens if I upload using the old product sheet after the new product sheet is launched?

If you attempt to upload using the old sheet after the new sheet has launched, you'll receive an error message in LenderHub stating that your upload has failed.

If I'm not changing my products on the day the new product sheet launches, do I need to upload my current products again using the new product sheet?

We request you upload using the new product sheet at the next earliest opportunity after it has launched. This helps ensure that your products display accurately to advisers sourcing in Ignite.

Can I use the schedule function to upload using the new product sheet ahead of its launch?

No, if you plan to update your products within the days leading up to the launch of the new sheet, please advise your Relationship Manager or contact **LGMSTechSupport@landg.com** and we will support as best we can.

Will I be sent a copy of my products in the new template?

Yes, we will provide a copy of your existing products mapped to the new product sheet where possible. However, there will be gaps in the data which must be completed before the product sheet can be successfully uploaded.

Where can I see how to update my tariff of charges?

You can find guidance on how to update your tariff of charges in the Lender Support Site. If you require any additional support, please contact your Relationship Manager or **LGMSTechSupport@landg.com.**

Where can I see how to update my floor rates?

You can find guidance on how to update your tariff of charges in the Lender Support Site. If you require any additional support, please contact your Relationship Manager or **LGMSTechSupport@landg.com.**

Where can I see how to update the new product sheet?

You can find guidance on how to update your tariff of charges in the Lender Support Site. If you require any additional support, please contact your Relationship Manager or **LGMSTechSupport@landg.com.**

What's changing in the new product sheet?

We're reducing the number of columns in the product sheet by almost half while changing how some others work. This has been achieved by removing several fields and centralizing a few others in LenderHub, like your floor rates and tariff of charges. These centrally-hosted fields enable you to make changes and apply them across all the products in your product range.

Residential and Buy-to-Let are now separated in the new product sheet so you only fill in what is relevant to you, your products and your lending type.

Also, it is now possible to delete rows in the product sheet, helping to update your products easily and with greater flexibility.

We've made some enhancements within our criteria which means you will no longer need to duplicate products for different LTV examples where you may have previously done this (e.g. Interest Only products, New Build etc.). **This can be updated in LenderHub now**.

At the end of August, we will also be making enhancements to how you set up and maintain your ESIS template in LenderHub. This includes giving you the ability to 'preview your ESIS with live products'.

For a more detailed explanation or guidance on these changes, please contact your Relationship Manager or **LGMSTechSupport@landg.com.**

Where can I see a sample of the new product sheet?

The new product sheet can be accessed via the Lender Support Site, your Relationship Manager or by emailing **LGMSTechSupport@landg.com**.

There are guides and demos on how to update the new product sheet on the Lender Support Site, but should you need any further help, please contact your Relationship Manager or **LGMSTechSupport@landg.com.**

Who do I contact if I'm having trouble completing the new product sheet?

If you're having trouble or have any questions, please contact your Relationship Manager or email **LGMSTechSupport@landg.com**.

Who do I contact if I'm having trouble completing the tariff of charges or floor rates?

If you're having trouble or have any questions, please contact your Relationship Manager or email **LGMSTechSupport@landg.com**.

I'm a packager, do I need to complete tariff of charges and floor rates?

No, packagers do not need to complete the tariff of charges or floor rates.

I'm a packager, do I need to complete the new product sheet?

Yes, you need to complete the new sheet if you are uploading exclusive products to Ignite.

Do I still need to duplicate products in the new product sheet?

No, as part of our optimisation of the product sheet and Ignite, you'll no longer need to duplicate products in the new sheet for incentives or LTV limits for repayment types.

How do I add buy-to-let and residential products in the new product sheet?

There are now separate tabs within the same product sheet for buy-to-let and residential products.

~~How do I check my criteria for sourcing in Ignite?~~

~~You can **access criteria for sourcing in LenderHub now** under 'Sourcing'.~~

~~If you're having trouble or have any questions, please contact your Relationship Manager or email **LGMSTechSupport@landg.com**.~~

What if I don't have a revert rate code?

If you don't use a revert rate code, you can choose one to put in the sheet that makes sense to you and your products. Revert, RR, SVR.

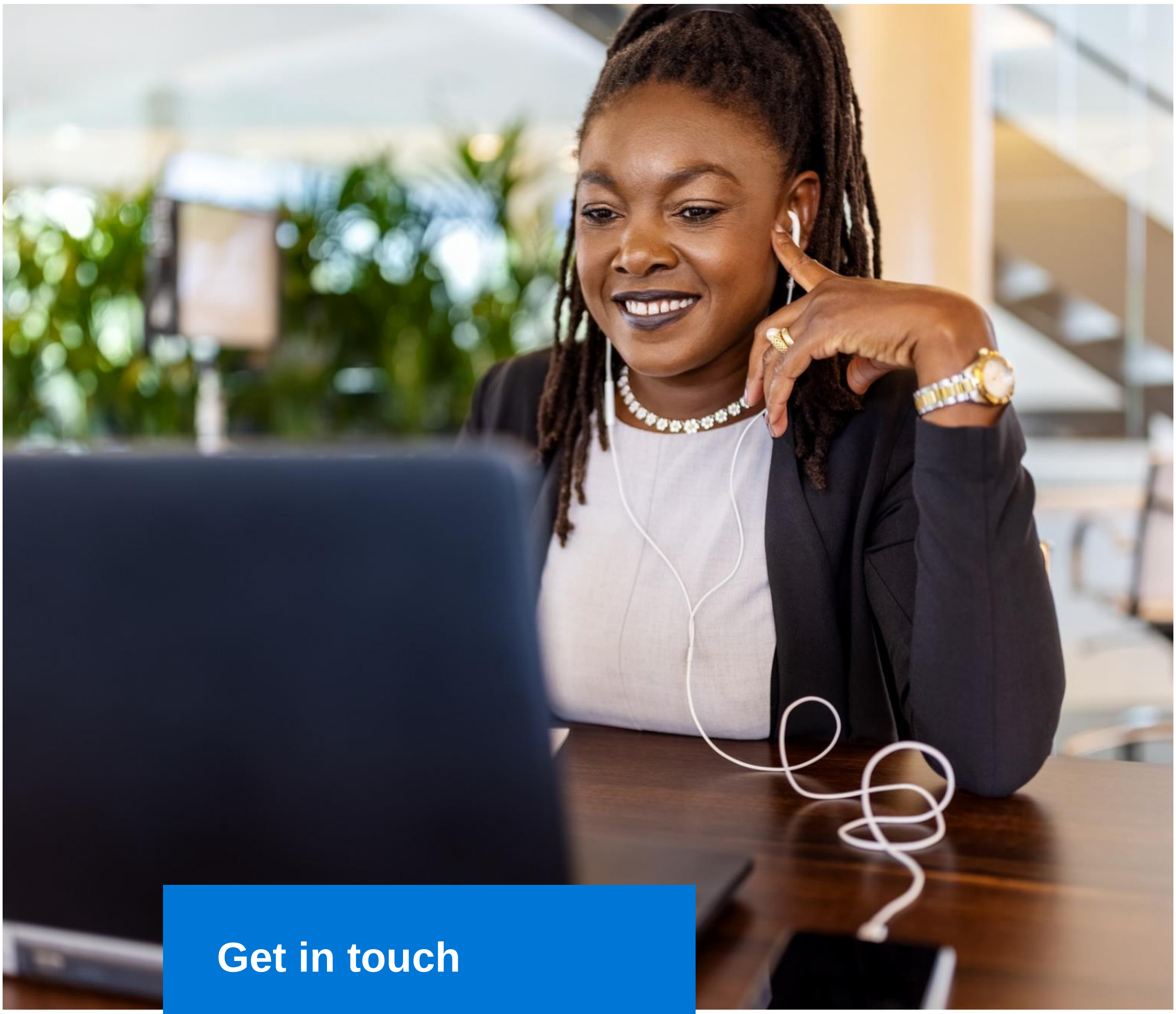
This will allow you to provide a revert rate in LenderHub, and it will apply that rate wherever you have input your code.

You can have as many codes as you like. If you have different rates for residential and buy-to-let you will need to use different codes for each.

Is there support to review my completed product sheet in advance?

Yes, we'd love you to complete the product sheet as far in advance as possible and share it with us for testing. We can ensure your product sheet is completed correctly, and all products are sourcing as expected in Ignite before the launch date. This allows time for fixes and avoids any lost opportunities.

Please share your completed product sheet with us via **LGMSTechSupport@landg.com**.



Get in touch

For additional guidance and help with updating and uploading your product sheet in LenderHub, please contact your Relationship Manager or by emailing **LGMSTechupport@landg.com**.