

Residential Product Guide

23rd April 2024

FOR INTERMEDIARIES ONLY

- **New** Fee Assisted F1 2 and 5 Year Fixed Limited Edition Remortgage Only products available up to 85% LTV with a £595 fee and £350 Cashback, rates starting from 6.54%
- **New** F1 and F2 Special fee assisted products to 65% LTV with new max loan of £2m. Rates from 6.54%

Complete 
Your specialist packager distributor

023 8045 6999
enquiries@complete-fs.co.uk
www.complete-fs.co.uk



Loans from £50k up to £2m or
£500k for F3 and F4 (including fees)

Offers are valid for 4 months

Age 18 years to 75 (at end of term)
Term 5 to 40 year

Our Products are not portable

Available to clients with CCJ's &
Defaults registered over 6 months ago

Only available via intermediaries
offering an advice-based service

Solution Found with Foundation...

We are here to help your clients with circumstances that might be a little out of the ordinary.

Your Clients

Our products are aimed at either clients that are purchasing or re-mortgaging their home, or Professionals requiring a higher income multiple. Your clients may need flexible criteria due to their employment, complex income, property type or low credit score, or they may fall outside of mainstream lenders' criteria due to having credit blips. Our criteria is designed to enable you to find a solution for all your clients' needs, and support you in delivering great outcomes.

We understand you may have clients with vulnerable characteristics, or they may experience vulnerability over time. This is a consideration at all stages of our product lifecycle, to ensure that our products continue to meet your clients' needs and to ensure they experience positive outcomes throughout their time with Foundation. Please contact us should your client need extra support, such as receiving the mortgage documentation in a different format.

Our products

Our fixed rate products are fixed for either 2 or 5 years meaning the monthly payments will remain the same for the duration of the fixed period. Our discounted products provide a discount from our reversion rate which means the monthly payments can fluctuate in line with interest rate movements. These products may be available for all repayment types or, for selected products, only available for capital repayment.

A broader range of options

Our products are available for a range of scenarios including those looking to purchase their first home (see notes for eligibility), wanting reduced upfront fees or those purchasing or re-mortgaging energy- efficient properties.

Credit criteria at a glance

Description	F1 Our most competitive rates for clients who either just fall outside of the mainstream credit criteria or need flexibility for reasons such as complex income types, specialist property or a low credit score	F2 For clients with recent blips within the last 24 months	F3 For clients who have experienced credit problems in the last 12 months	F4 For clients with no significant adverse during the last 6 months
CCJ's/Court Decree	0 registered in 36 months (all CCJ's/Court Decree must be fully satisfied at the time of application)	0 registered in 24 months 1 unsatisfied (if older than 24 months) to the value of £200 otherwise must be satisfied at application.	0 registered in 12 months 1 unsatisfied (if older than 12 months) up to the value of £1,000 otherwise must be satisfied at application.	0 registered in 6 months 2 unsatisfied (if older than 6 months) up to the value of £3,000 otherwise must be satisfied at application.
Defaults	0 registered in 36 months. Defaults registered within 36 months are considered where the cumulative value is below £250 and relates to mail-order, comms or utilities (excluding credit cards).	0 registered in 24 months. Defaults registered within 24 months are considered where the cumulative value is below £250 and relates to mail-order, comms or utilities (excluding credit cards).	0 registered in 12 months. Defaults registered within 12 months are considered where the cumulative value is below £250 and relates to mail-order comms or utilities (excluding credit cards).	0 registered in 6 months. Defaults registered within 6 months are considered where the cumulative value is below £500 and relates to mail-order, comms or utilities (excluding credit cards).
Mortgage Arrears	0 in 24 months	0 in 24 months	0 in 24 months	0 in 12 months; 1 in 24 months
Credit Cards, Mail Order, Comms and Utilities	Worst status of 3 per account in the last 36 months, with 0 in the last 6 months.	Worst status of 3 per account in the last 24 months	Worst status of 3 per account in the last 12 months	Worst status of 3 per account in the last 6 months
Unsecured Loan Arrears (Fixed Term)	Worst status of 2 per account in the last 36 months, with 0 in the last 6 months	Worst status of 2 per account in the last 24 months	Worst status of 2 per account in the last 12 months	Worst status of 2 per account in the last 6 months
Bankruptcy/ Sequestration/ IVA/Trust Deed/CVA & Admin Orders	No bankruptcy, sequestration, IVAs, Trust Deeds, CVAs, DROs or LILAs registered against any borrower in the past 6 years			Bankruptcies/sequestrations discharged, or IVAs, Trust Deeds, CVAs, DROs or LILAs satisfied 3 or more years ago can be considered
Short-term Credit	Applicants who have live short-term credit accounts are not considered			Max. 1 live short-term credit account considered subject to satisfactory conduct
Debt Management Plans	Not Considered	Debt Management Plans considered if 12 months satisfactory conduct		
Repossession & Voluntary Surrender	No repossession or voluntary surrender registered against any borrower			

All accounts, including defaults, CCJs/Court Decree must be up to date at application unless otherwise specified

Limited Edition Fixed Rates

Limited Edition Fixed Rates for F1 eligible clients purchasing or remortgaging. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 Limited Edition 5 Year Fixed	5.99%	80%	£1,295	£750k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Limited Edition Remortgage Only Fixed rates for F1 eligible clients. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 Limited Edition 2 Year Fixed	6.74% 6.94%	80% 85%	£595	£750k	3%, 2%	One free standard valuation No application fee £350 Cashback Remortgage Only
F1 Limited Edition 5 Year Fixed	6.54% 6.74%	80% 85%	£595	£750k	5%, 4%, 3%, 2%, 1%	One free standard valuation No application fee £350 Cashback Remortgage Only

Consumer Duty Product Information Document - Core Fixed Products – All Repayment Types

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

Special Fixed Rates for purchasing or remortgaging

Special Fixed Rates for F1 and F2 eligible clients. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 Special fee assisted 2 Year Fixed	6.99%	65%	£795	£2m	3%, 2%	FTB & Non-FTB One free standard valuation No application fee
F1 Special fee assisted 5 Year Fixed	6.54%	65%	£795	£2m	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB One free standard valuation No application fee

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F2 Special fee assisted 2 Year Fixed	7.09%	65%	£795	£2m	3%, 2%	FTB & Non-FTB One free standard valuation No application fee
F2 Special fee assisted 5 Year Fixed	6.64%	65%	£795	£2m	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB One free standard valuation No application fee

Consumer Duty Product Information Document - Core Fixed Products – All Repayment Types

Note: The maximum aggregate borrowing on Foundation Special products is £3m

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

For owner-occupiers purchasing or remortgaging energy efficient properties. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 2 Year Fixed	6.29% 6.49%	75% 85%	£595	£1m £750k	3%, 2%	One free valuation Capital and Interest repayment only
F1 5 Year Fixed	6.14% 6.44%	75% 85%	£595	£1m £750k	5%, 4%, 3%, 2%, 1%	

Green ABC+ Criteria

Property must have been issued with an Energy Performance Certificate (EPC) rating of 'C' or above.

Green ABC+ is only available on standard properties and we cannot accept applications for listed properties.

You can check the property EPC rating on the government EPC site [here](#)

You can check the EPC rating for properties in Scotland [here](#)

Consumer Duty Product Information Document - Core Fixed products - Capital Repayment only

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

F1 Tier for purchasing or remortgaging

Our F1 tier is perfect for clients who just miss out on the mainstream due to historical credit blips or for those who need a more flexible approach due to complex income, specialist property or a low credit score. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 2 Year Fixed	6.29% 6.39% 6.59%	75% 80% 85%	£995	£1m £750k £750k	3%, 2%	FTB & Non-FTB
F1 5 Year Fixed	6.19% 6.34% 6.54%	75% 80% 85%	£995	£1m £750k £750k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Consumer Duty Product Information Document - Core Fixed Products - All Repayment Types

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

F1 Tier for Key Workers purchasing or remortgaging

Our Key Workers range offers a higher income multiple for a range of Key Workers.

[Click here to visit](#) our Key Workers web page where you can see a full list of criteria and qualifying Key Workers. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 Key Workers 2 Year Fixed	6.24% 6.54%	75% 85%	£595	£1m £750k	3%, 2%	FTB & Non-FTB One free standard valuation No application fee
F1 Key Workers 5 Year Fixed	6.14% 6.49%	75% 85%	£595	£1m £750k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB One free standard valuation No application fee

Key Workers Criteria at a glance

Capital and interest repayment basis only

Maximum 2 applicants

[Consumer Duty Product Information Document – Key Worker Fixed Products](#)

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

F1 Tier for Professionals looking to purchase or remortgage

Our Professionals Mortgage offers a higher income multiple to a range of qualified professionals.

[Click here to visit](#) our professionals web page where you can see a full list of criteria and qualifying professions. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F1 Professionals 2 Year Fixed	6.24% 6.54%	75% 85%	£995	£1m £750k	3%, 2%	FTB & Non-FTB
F1 Professionals 5 Year Fixed	6.14% 6.49%	75% 85%	£995	£1m £750k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Professionals Criteria at a glance

Capital and interest repayment basis only

Maximum 2 applicants

[Consumer Duty Product Information Document - Professionals Fixed Products](#)

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

F2 Tier for purchasing or remortgaging

Our F2 tier is eligible for clients with recent credit blips. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F2 2 Year Fixed	6.44% 6.54%	75% 80%	£995	£1m £750k	3%, 2%	FTB & Non-FTB
F2 5 Year Fixed	6.29% 6.49%	75% 80%	£995	£1m £750k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Consumer Duty Product Information Document - Core Fixed Products - All Repayment Types

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

F3 and F4 Tiers for purchasing or remortgaging

Our F3 tier is eligible for clients who have experienced credit problems in the last 12 months. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F3 2 Year Fixed	6.49% 6.69%	65% 75%	£995	£500k	3%, 2%	FTB & Non-FTB
F3 5 Year Fixed	6.44% 6.54%	65% 75%	£995	£500k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Our F4 tier is eligible for clients with no significant adverse during the last 6 months. [Click to view credit criteria.](#)

Description	Initial Rate %	LTV	Product Fee	Max Loan Size	ERC	Notes
F4 2 Year Fixed	6.79% 6.89%	65% 75%	£995	£500k	3%, 2%	FTB & Non-FTB
F4 5 Year Fixed	6.74% 6.84%	65% 75%	£995	£500k	5%, 4%, 3%, 2%, 1%	FTB & Non-FTB

Consumer Duty Product Information Document - Core Fixed Products – All Repayment Types

All loans revert to BBR+4.99%. | Please contact your client at the end of the fixed or discounted period to review their options.

General Criteria

Application criteria	
Minimum age	18
Maximum age	75 (at end of term)
Maximum borrowers	2 (4 if there is a family tie between applicants and max LTV is less than 80%, except for F1 Professionals where the maximum remains at 2 borrowers.)
Location	England, Wales and Scotland
Minimum income	No minimum income
Minimum loan	£50k
Maximum loan	£2m* for F1 and F2, including fees £500k* for F3 and F4, including fees * may vary dependent on product and LTV
Interest only	Acceptable up to 70% LTV
Part and Part	Acceptable up to 80% LTV
Minimum property value	£75k
Minimum term	5 years
Maximum term	40 years
Product End Dates	All Foundation products have a rolling end date. This means upon completion customers will benefit from their fixed or discounted rate for the full period i.e a 2 year rate will run for 2 years from completion.

Note: for full criteria relating to our Residential products please see our Criteria Guide and pages on the website.

Valuation fee scale and contact details

Valuation fee scale	
Property value up to	Standard Property
£100,000	£170
£150,000	£215
£200,000	£245
£250,000	£275
£300,000	£295
£350,000	£315
£400,000	£365
£450,000	£390
£500,000	£420
£600,000	£500
£700,000	£580
£800,000	£645
£900,000	£725
£1,000,000	£840
£1,500,000	£1,335
£2,000,000	£1,845
£2,500,000	£2,375
£3,000,000*	£2,930

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* Fees for standard properties in excess of £3m are by agreement.

All products are subject to a non-refundable application fee of £199 unless otherwise stated.

Please note that for lending in Scotland, we require a physical valuation on all cases - retypes of the home report cannot be accepted.