

Getting a new deal



When can I apply for a new interest rate?

You can switch to a new deal if:

- ▶ You're within six months of your fixed rate ending
- ▶ Your fixed rate has ended and you're on our Standard Variable Rate (SVR)
- ▶ You're within a fixed rate period but you want to pay the Early Repayment Charge. To do this, **give us a few details** and we'll be in touch.

When you're able to switch, there may be times when you can't do this through your hub. For example, when:

- ▶ Another transaction is being processed. For example, you've applied to borrow more money
- ▶ Your arrears balance is more than one full month's payment, or £40 on any individual account
- ▶ Your loan isn't a standard mortgage. For example, it's a Flex, Cheshunt, Guarantor or NICHA mortgage (Northern Ireland only)
- ▶ Your balance is less than £3,000 or the estimated value of your property is too low to offer any deals
- ▶ There's a notice on your account which means you may need our help. For example, you get income support.

Don't worry though, this just means we'll need to speak with you. Within the mortgage summary, use the 'get in touch' link in the banner of the account you want to switch. Give us a few details and we'll call you to arrange an appointment with one of our mortgage specialists.

Important: Your Offer will be **valid for 30 days**. Your new rate will take effect once your current deal ends, or from next month if your deal has ended. To make sure this happens, we must have your Offer acceptance and anything else we've asked for by the **19th of the month before** the new rate is due to start. Your switch may be delayed by a month if you miss this date.





How do I apply to switch my rate?

From your main hub page, select 'See my rates' and apply for a new deal in three easy steps.

1

Select which accounts you want to switch, then 'Search rates' to view your rates. If you're switching more than one account, they have to be on the same rate.

If you only have one account, it will already be selected. Go straight to step two.

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Choose the rate you want and if there's a Product Fee, how you want to pay it.

Use the 'Reduce my term' link in the rate details to pay off your mortgage early and 'Continue with my switch'.

- ▶ Check what you've chosen and if you're happy, click 'Get my new deal'
- ▶ Choose how you want your Offer sent
- ▶ Read the Disclosure and submit.

Select 'Talk to an adviser' if you're switching a residential mortgage and unsure which rate to choose.

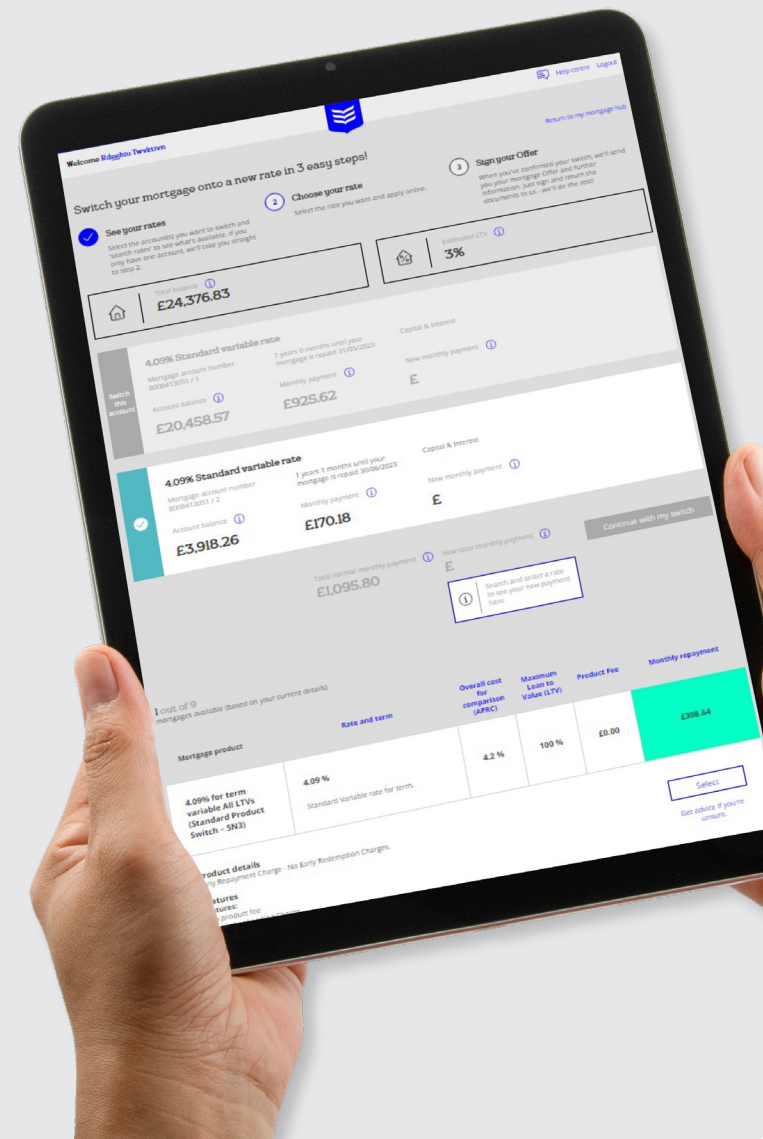
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3

We'll issue your mortgage offer **within five working days**. Sign and return your acceptance with any other documents we've asked for, and we'll do the rest.

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Your property may be repossessed if you do not keep up repayments on your mortgage.

Screens are for illustrative purposes only and may differ as we develop the system and depending on which brand you have your mortgage with.

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