

Product transfers



Your guide

Helping existing customers transfer onto one of our Loyalty Mortgages comes with lots of benefits for you and your clients. That's why we've created this handy guide to our hassle-free product transfers. It's all part of our commitment to providing you with the right solutions and support, and working together to keep your clients for the long term.

Simply rewarding product transfers

- **Hassle-free** – A straightforward transfer process for you and your clients, with no solicitors, no property valuations, and no credit or affordability checks.
- **Fee-free** – Save your clients money with no valuation, solicitor or product fees.
- **Early access to great rates** – Customers can transfer to a Loyalty Mortgage up to 3 months before maturity with no Early Repayment Charges (ERCs).
- **Specialist support** – Our dedicated Customer Loyalty Team is on hand throughout the process.
- **Total transparency** – Whether they come via their broker or direct, customers will get the same Loyalty deals.
- **Great broker rewards** – With a procuration fee of 0.30% paid on completion.

Which customers are eligible?

You can transfer your clients to a new Residential or Standard Buy to Let Loyalty Mortgage if:

- Their current Aldermore fixed rate ends in the next 3 months.
- They are currently on the Aldermore Managed Rate (i.e. their fixed rate has already come to an end).
- Or they have a Term Variable rate mortgage and are within 3 months of the end of (or are no longer within) their Early Repayment Charge (ERCs) period.

And

- They have no arrears in the last 12 months (including ground rent arrears) on their Aldermore mortgage.
- They are transferring their current balance to a Loyalty Mortgage.

If clients want to make changes to their current mortgage or borrow more, please contact our Customer Loyalty Team.

Aldermore

01625 469 730
aldermore.co.uk

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Submit a product transfer in 5 easy steps



Step 1 Confirm client consent

Your clients can either call us (on the number below) or you can return the Customer declaration form on their behalf.



Step 2 Review their Loyalty options

Contact us for our latest rates and to request KFIs for your clients.



Step 3 Select a Loyalty Mortgage

Let us know the Loyalty product and the transfer date your client has chosen, and we'll put a mortgage offer in the post to you.



Step 4 Submit a transfer request

Return your client's signed product transfer declaration (included within their offer pack).



Step 5 Transfer complete

On your client's selected transfer date, we'll send a completion letter to you and your client confirming the transfer is complete.

Good to know

- KFIs and mortgage offers are generated within 24 hours and can be posted or emailed via our encrypted software to the introducing broker.
- Product transfers happen on the 1st of the month. The deadline for returning documents is the 10th of each month. For example if the product transfer is planned for the 1st June we require the signed paperwork by 10th May.

Want to know more?

We've put together a helpful list of **FAQ's** with further details on our product transfers.

Call the Customer Loyalty Team: **01625 469 730**



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