

How to switch your clients online

22 April 2024

Easy step by step online switching process

FOR INTERMEDIARY USE ONLY

Easy online switching at a glance – The 6-step switching process



Watch our guide to online switching video here

Log in and load your client's account details

						ЮМЕ		€	PRODUCT SWITCH	CASE SEARCH	USER PROFILE	CALC
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						In the "customer v	erification" section,	all 4 data items must b	e entered in order to re	turn any results.		
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Click on **'PRODUCT SWITCH'**

Standard call charges apply. Monday to Friday 9am-5pm, closed bank holidays.

Fill in your client's details and click on **'view account'**

Once the **'customer verification'** page has loaded:

- Make sure you fill in every field
- Click on **'view account'**



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Open 9-5pm Monday to Friday – 0333 321 1000

Check your client's account summary

Step 2

Total Outstand	ing nortgage balanc	*	EGASHOR				
Current (JY %			61.30%				
Current visuation			6218.000000				
Summary Po	er Accourt Numb	w 12345678					
Current rate	Current monthly payment	Then a rate of	Follow on mantify payment	Product end-date	This account balance	Renaising Term	54
Help to Buy 95	Purchase Pull Scalus	5 Rear Planet 5/735. P	epayment.				
	1542.48	6.22%	2562.48	11/17/2020	\$128,514.00	21 yrs 5 mths	

Check through **'your mortgage'** page

- It displays your client's account details including their current deal
- It only appears if your client does not have an existing offer for a product switch

Types of mortgages

Want to know more?

Fixed Rate

A rate that runs for a fixed period – e.g. 2 or 5 years – and reverts to a variable rate at the end of the period.

Aldermore Managed Rate (AMR)

Is our Standard Variable Rate (SVR) and it can change at any time.

Early Repayment Charges (ERCs)

These are charges owed if customers:

- redeem their mortgage early
- · or exceed their annual overpayment allowance

We waive the penalty for existing customers when they switch up to 17 weeks ahead of their current ERC expiry period

- ERC's apply to all our fixed rate mortgage products. Payable if you redeem early or exceed your overpayment allowance
- 'Your Mortgage' page shows a summary of a customer's account including current product switch options (where available)*

* Not available where a customer is outside of the eligibility criteria and/or period or already in receipt of a valid product switch offer.



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Account summary page



an Early Repayment Charge (ERC) may be payable. You'll find

details of any ERC payable in your client's mortgage offer.

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market factors.

cost of borrowing. It is not directly linked to but can be influenced

by changes in the Bank of England base rate, as well as other

Complete the intermediary declaration page

	Intermediary Declaration
Intermediary Declaration Linumental and other behaviour to determine the product within applicative has been to will be productive only the applicative (ii) Linumental and other behaviour to determine application being associated by Maternase. A loss consorted in Mathema for data and and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being associated by Maternase. A loss consorted in Mathema for data and application being application being and application being and application being and application being app	1.1 confirm that all of the information included within the product switch application has been or will be provided to me by the applicant(s). 2.1 confirm that the applicant(s): a. Have consented to his/her //heir Aldermore application being assessed by Aldermore. b. Have been provided with an up-to-date version of Aldermore's Privacy Motice witch is found at https://www.idermore.ouk/leppl/crivacy-notice/ and been informed that the Privacy Notice explains how and why Aldermore may use the applicant(s) personal data. c. Have been informed that Aldermore will communicate in English and have sufficient Breacy and numeracy skills to understand the nature thermore tage. 3.1 confirm that to be at of my knowledge and belef, all the information provided during this product switch is true and accurate. 4. By accepting this declaration, you are confirming that you have made the applicant(s) aware of, and that the applicant(s) have confirmed to y that they understand, points 2(a) to (c) (inclusive) above. Presse accept Intermediary Declaration
4. By constraining this declaration, you are confirming that you have made the applicant is laware of, and that the applicant is have confirming the your that they upderstand points 2014 to 1/2 Declarated above.	Submission Route
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205	 If you click 'Exit' you'll return to the
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Review the switching options

Step 4

The product selection page displays only the products available to your client

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	initial rete	Starting monthly payment"	APRC (Overall cost for	Tour new monthly payment would	
	3.98%	£700.99	5.82%	£125.46	Select Nodel
	Then a rate of 5.98% verifield for the semalizing term	E826.45		from your current total mantfily payment(s) on this account	
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	3.98%	E100.99			
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For a client in **ERC**, you'll see:

- Current rate and payment
- Reversion rate and payment

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 2.33%
 £361.98

 3.78%
 £355.372

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For **AMR** clients, you'll only see:

• Current rate and payment



Choose the new mortgage deal

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5.	23%	£555.10			
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Click **'select'** next to the product your client wants to switch to

If you click **'exit'** you'll return to the homepage and nothing will be saved

Total Outstanding mortgage balance	00.000.003	
Current CTV %	75.00 %	
Current Valuation	00.000.083	•
Fees		
Fee	Anount	Rhenpayable
Recentation	£90	

Review the fees and click 'next'



The offer and acceptance page

Step 5

- $\cdot\,$ By default, the earliest switch date is selected but you can change this
- Switch dates are always the 1st of the month
- \cdot We'll offer your clients three different switching dates to choose from

	The application is now saved. This offer is available/valid until midnight Confirm a copy of the document tomorrow. Pres/Vew/Save - has been sent to the customer.	
Your Montgage Offer M10000/7100 - Please Read Carefully	Your Switching Preferences	Confirm Switch Data – make
For Veners has been isolated, and som supported by your binneter. Nas carayters Lives/ have the isolaneer from <u>digts gat</u> The periodicities non-scaled. This other is exability 'unif card methods?" Contracting of the clusterest. Mark Statistical Performances Selected with clusterest. Selected with clusterest. Contracting of the clusterest. Selected with clusterest. Selected with clusterest. Selected with clusterest.	Selected switch date: 01/11/2019 You have selected tills date to complete the switch for the customer, if you wish to charge the date. You have selected tills date to complete the switch date to complete the switch date. You have selected tills date to complete the switch are placed on the available switch date. You have selected tills date to complete the switch are placed cick the conformation witch date builton and this will regenerate your offer, using your updated switch Date Deplace Cick the conformation witch date. Available Switch Date Options: 01/11/2019	sure you've checked the 'swi date' check box before you to to confirm the date. Remem to choose the appropriate month for your client to swite and confirm by ticking the b
Its op make a card new to that the saleh dates so event if may have monthetist the eigenvalues have for tagges have been made. Working will be to date to deter so that if the have been the tagges have been to the tagges have been tagges have been to the tagges have been to the tagges have been tagges have been to tagge show the tagges have been	Move gruns use conserving used the WWW(1) date() Collect() (Milly NuM Collection Seven Collection Seven Collection Would you like to be able to choose another product to switch? If yes then please select New Product which will take you back to the product space. This will invitibate the current selected product.	
	Offer Acceptance Declaration	Complete Mortgage Switch
	For any questions regarding the offer document, then please call our Customer Loyalty Yeam on 01625 469 730. I can confirm that the customer has received and understood the documentation. If the account is jointly held my client has confirmed that they have the authority and permission to act on behalf of all parties of the mortgage. My client has agreed to proceed with this new deal and accept that the offer is final.	 Once a product switch is completed through the portal it can't be cancelled
	Accept Offer Declaration	resubmitted. So take the tim
Save & Exit – this will return you to the broker	Complete Mortgage Switch	and your client is happy to g

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Print/View/Save – this opens the ESIS PDF so you can save

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Submit the application

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Accept Other Declaration	
← Save & Exit	3 Terms & Conditions 3 Princy & Cookies Copyright 0 2019 Addension

Then click **'complete mortgage switch'** and wait

Don't click back or refresh

That's it! You're all done!

This page confirms the switch has been accepted

Product withdrawal

- If a product is withdrawn during this period, it will still appear on the Offer and Acceptance page and can still be accepted by a customer.
- If it's withdrawn after this period, it will no longer appear and cannot be accepted by the customer.

An application has a case validity of 30 days following the offer being produced.

Please be aware that not all product families are available to switch in the portal, give us a call and we will be happy to confirm.

We're here to help

Questions about the switching process?

Get in touch with our Product Switch Team on

product.switch@aldermore.co.uk or 01625 469730*

*Standard call charges apply. Open 9-5pm Monday to Friday. Closed bank holidays.



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