

Your Mortgage Switch



FAQs for switching your mortgage online

We make it easy for you to switch your mortgage with us when you come to the end of your initial rate.

As a valued Aldermore customer we've made it even easier to transfer to a new Loyalty Mortgage with us, you can now switch your mortgage online, it is simple and straightforward.

Your Mortgage Switch

What is Your Mortgage Switch?

It is our new online tool to enable existing customers like you to switch on to new Loyalty Mortgages at a time and place that is convenient for you.

What information do I need to login to the Your Mortgage Switch portal?

All you need to log in and get started is:

- Your mortgage account number (you can find this on your annual mortgage statement)
- Your full name and date of birth
- The postcode of your mortgaged property

There's no need to pre-register, just log in and get started.

Am I eligible to switch?

You must have a good payment record with us (including any applicable charges).

You must be happy to make your own decision regarding your next mortgage with us, as this is an execution only service (if you need mortgage advice, you can call our Customer Services on 0333 363 8475 or contact your mortgage broker).

Please note that we regularly review our loyalty offering and rates will be subject to availability. To confirm you're eligible please get in touch.

When can I switch?

You can switch to a Loyalty Mortgage with us if you're on a current fixed rate which ends in the next three months, if your fixed rate has already finished and you're now on a variable reversion rate or if you have a term variable rate and your Early Repayment Charge period ends in the next three months.

How does it work?

Once you have logged in you can view your current balance, existing mortgage deal and the remaining term of the loan.

You can then compare our latest loyalty rates and monthly payments.

If you choose to take out one of the loyalty products available to you, you can download and view the mortgage offer and then click to accept it online.

We'll then send you a confirmation letter.

What if I can't find my account number?

You can find your account number on one of your latest statements. This can also be given out by the Customer Services team by calling **0333 321 1000** (subject to passing our standard security questions).

Your Mortgage Switch continued

I'd like some advice before I switch to one of your Loyalty rates

If you decide to transfer to one of our Loyalty Mortgages online you'll receive an execution only service. This means that you take responsibility for making your mortgage choice. If you would like advice before switching to one of our Loyalty rates you can talk to your financial adviser or arrange a phone appointment with one of our Mortgage Advisers using the contact details above.

Can I make any other changes to my current mortgage online?

If you would like to make a change to your existing mortgage, such as taking out additional borrowing or updating the mortgage term, please call our advisers using the phone number above, who will be happy to help with any queries.

How else can I transfer to a Loyalty Mortgage, other than online?

If you would prefer not to use the on-line portal you can call our loyalty team for alternative switching methods or contact your broker.

Any other questions?

If you have any further questions which are not answered here, please call our customer loyalty team on: **0333 321 1000** (Opening hours: Monday – Thursday 9am – 6pm, Friday 9am – 5pm)* or email: customer.loyalty@aldermore.co.uk

*Closed Bank Holidays. Calls may be recorded for training and monitoring purposes.

Aldermore

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

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