




A quick guide to **your annual mortgage statement**



What's in your annual mortgage statement pack?

 **Our letter to you**
Please keep this and the rest of the pack for your records.

 **Tariff of charges**
This explains the fees we charge for certain services.

 **This leaflet**
To help answer any questions you may have about your statement.

Your annual mortgage statement

Your annual mortgage statement gives you all the details you need to review the past 12 months and plan for the year ahead.

Payment breaks

If you took a payment break we've included some extra information in this guide to help you review your statement.



The balance you owe

Repayment type: the type of mortgage you have

A summary of all the activity on your account in 2020 including:
Monthly payments due
Debits – interest and fees we've charged
Credits – the payments we've received

The number of years and months left on your mortgage

Transaction summary

The amount of interest (and other charges) charged on your mortgage

Aldermore

Your mortgage summary

Account number	123456789
Mortgaged property address	1 Sample Road, Sample Town, Sample County, SO12 BRZ
Repayment type	Capital And Interest
Remaining mortgage term	15 years and 9 months

Interest rate details

Loan Part	Starting from	Rate
Part 1	1 January 2020	3.25%

Total cost to repay your mortgage (if it had been repaid on 31 December 2020)

Balance outstanding	£65,922.45
Mortgage exit fee	£90.00
Early repayment charges (ERC)	£0.00
Date ERC ceases to apply	£0.00
Total cost to repay in full	£66,035.22

Transaction summary

Transaction type	Monthly payment due	Debit	Credit	Balance
Opening balance				£70,215.32
Mortgage Payment Due	£540.10			£70,409.14
Interest Charged		£193.82		£69,869.04
Repayment by Direct Debit			£540.10	£70,043.24
Mortgage Payment Due	£540.10			£69,503.14
Interest Charged		£174.20		£69,339.62
Repayment by Direct Debit			£540.10	£68,799.52
Mortgage Payment Due	£540.10			£69,154.89
Interest Charged		£191.85		£68,799.52
Repayment by Direct Debit			£540.10	£69,339.62
Mortgage Payment Due	£540.10			£69,154.89
Interest Charged		£184.73		£68,799.52
Repayment by Direct Debit			£540.10	£69,339.62
Mortgage Payment Due	£540.10			£68,799.52
Interest Charged		£189.91		£68,799.52

Have you taken a payment break this year?

We've included some extra information to help answer any queries you might have.

We recommend you carefully review your statement, for the whole year including your 'transaction summary' as you may have some transactions applied later in the year.

I've had an arrears fee charged on my account, during my payment break. What's it for?

We've charged some customers an 'arrears fee' in error whilst they were on a payment break.

If you've been impacted you'll see this on your transaction summary as **'fee charged arrears fee'**.

We can assure you that we're correcting this on all affected accounts and we're sorry if this has caused any confusion. Look out for **'fee reversed'** on your transaction summary in the months following the error.

We're returning all accounts to their original position and you won't be charged any additional interest. This error won't have impacted your credit rating.

How do my agreed missed mortgage payments show during my payment break?

On your 'transaction summary' you'll see a **'mortgage payment due'** and then no repayments in the **'Credit'** column for the month(s) you took an agreed mortgage payment break.

You'll see the monthly interest we've charged and your balance increasing by this amount.

What happens at the end of my payment break?

If you're currently on a mortgage payment break, we'll write to you before the end to let you know what happens next and your repayment options.

I've started repaying my agreed missed payments and interest. How will this show on my transaction summary? If you...

- **Added the payments to your mortgage** – Your mortgage balance will have increased by adding your agreed missed payment and interest to your mortgage balance. Your monthly payments will have gone up and you'll see this amount under 'mortgage payment due'.
- **Added the payments to your mortgage and extended the term** – Your mortgage balance and interest will have increased if you chose this option and your mortgage term remaining will have extended. Your monthly payments will be the same or similar to what they were before your payment break.
- **Repaying your agreed missed payments in full** – your payment break repayment will show as a **'credit'** by bank transfer or card payment on the date you made your repayment.
- **Spread the cost of your agreed missed payments** – If you chose to repay your agreed missed payments over 12 or 24 months your **'mortgage payment due'** will show your regular monthly payment before your payment break. However, the **'credit'** to your account will be higher and include the additional amount you're repaying each month either in the full monthly payment you made or by a separate payment for the additional amount. You can refer to your payment break confirmation letter for full details of your payment break arrangement.

Key account features and benefits



Making overpayments*

If you pay more each month or do a one-off payment, you could pay off your mortgage quicker.



Borrowing more*

Call us if you'd like to chat about borrowing more money for home improvements.



Making changes to your account*

You can update the bank account your payments come out of, your payment date, your repayment type or mortgage term.



Reviewing your portfolio*

If you're looking to grow or review your buy to let portfolio, give us a call to chat through your options.



Renewing and switching products*

We offer hassle-free and fee-free renewals, as well as some great rates for our existing customers.

We'll be in touch to let you know what we can do for you when your fixed rate period is coming to an end, or your early repayment charge period if you have a term variable rate mortgage.

If you've already transferred to our variable reversion rate, you could look to switch now.

*Subject to your account terms and conditions. Eligibility criteria may apply.



Money worries?

If you're ever worried about paying your mortgage, get in touch with us. We're here to help and we'll talk you through your options.

You can also visit [aldermore.co.uk/moneyworries](https://www.aldermore.co.uk/moneyworries) for more information.

COVID-19 – Supporting you and your mortgage

We understand it's been a really unsettling time for everyone and want to let you know we're here for you.

If you're financially impacted by coronavirus (COVID-19) and worried about making your mortgage payments, we've a number of options available.

You can visit aldermore.co.uk/coronavirus/mortgages to find out more.

We're here to help

Managing your account

For general information or questions on your current mortgage(s):

☎ 0333 3211000

✉ mortgage.servicing@aldermore.co.uk

Monday to Friday, 9am to 5pm

Renewing and switching products

To discuss your product switch options:

☎ 0333 003 3990

✉ product.switch@aldermore.co.uk

Monday to Friday, 9am to 5pm

👤 Get in touch with your broker or financial adviser

Borrowing more or reviewing your portfolio

Talk to one of our mortgage advisers:

☎ 0333 3211000

✉ mortgage.advisers@aldermore.co.uk

Monday to Friday, 9am to 5pm

👤 Contact your mortgage broker or financial adviser

Money worries

If you're ever worried about paying your mortgage:

☎ 01733 821388

✉ mortgage.support@aldermore.co.uk

Monday to Friday, 9am to 5pm



Aldermore

YOUR MORTGAGE IS SECURED ON YOUR PROPERTY. YOUR PROPERTY MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS.

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