

Aldermore

How to switch your clients online

Easy step by step online switching process

22 April 2024

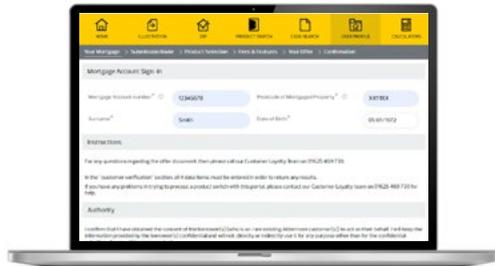
FOR INTERMEDIARY USE ONLY



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

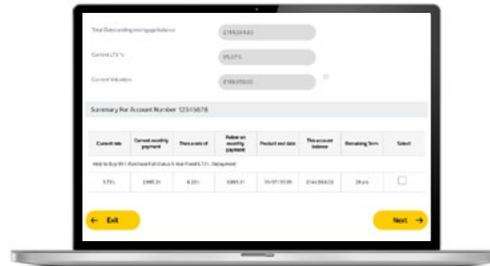
Step 1

Log in and load your customer's account details



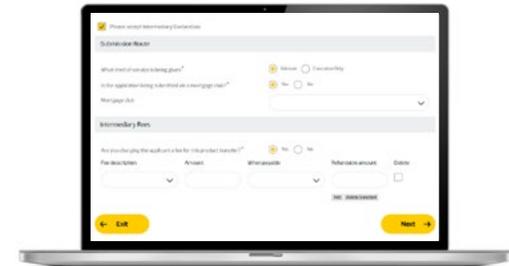
Step 2

Check the account summary



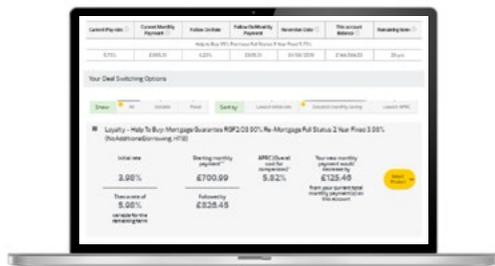
Step 3

Complete the Intermediary Declaration



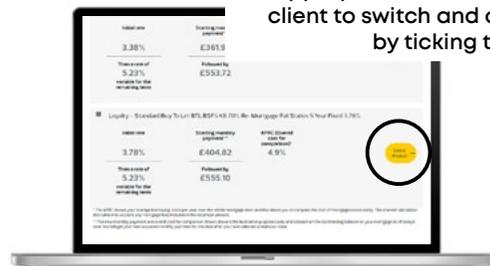
Step 4

Look at the switching options



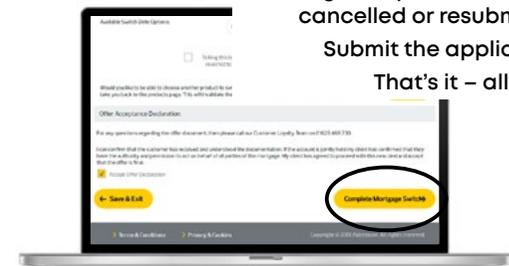
Step 5

Choose the new mortgage deal that's right for your customer. Remember to choose the appropriate month for your client to switch and confirm by ticking the box.



Step 6

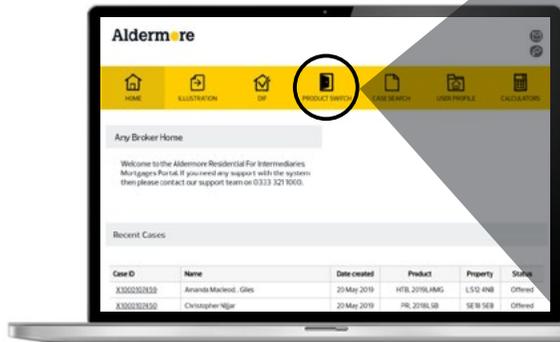
Make sure everything is correct and your client is happy. Once a product switch is completed through the portal it can't be cancelled or resubmitted. Submit the application. That's it – all done!



Watch our guide to online switching video [here](#)

Log in and load your client's account details

Step 1



HOME ILLUSTRATION DIP PRODUCT SWITCH CASE SEARCH USER PROFILE CALCULATORS

Your Mortgage > Submission Route > Product Selection > Fees & Features > Your Offer > Confirmation

Mortgage Account Sign-In

Mortgage Account number* 12345678 Postcode of Mortgaged Property* XX1 1XX

Surname* Smith Date of Birth* 01/01/1972

Instructions

For any questions regarding the offer document, then please call our Customer Loyalty Team on 01625 469 730.

In the 'customer verification' section, all 4 data items must be entered in order to return any results.
If you have any problems in trying to process a product switch with this portal, please contact our Customer Loyalty team on 01625 469 730 for help.

Authority

I confirm that I have obtained the consent of the borrower(s) (who is an /are existing Aldermore customer(s)) to act on their behalf. I will keep the information provided by the borrower(s) confidential and will not, directly or indirectly use it for any purpose other than for the confidential selection of a new Aldermore product.

Accept declaration

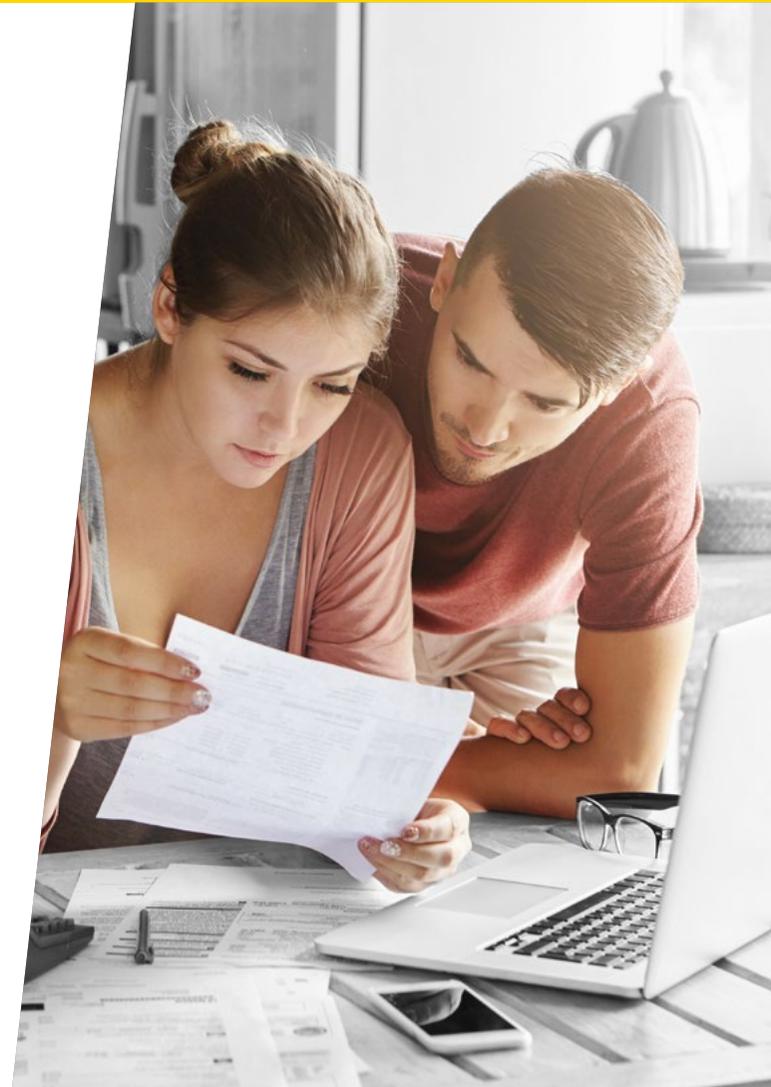
Click on **'PRODUCT SWITCH'**

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

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

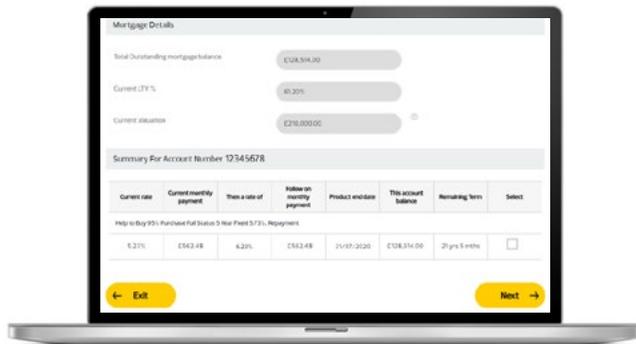
Once the **'customer verification'** page has loaded:

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



Check your client's account summary

Step 2



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.

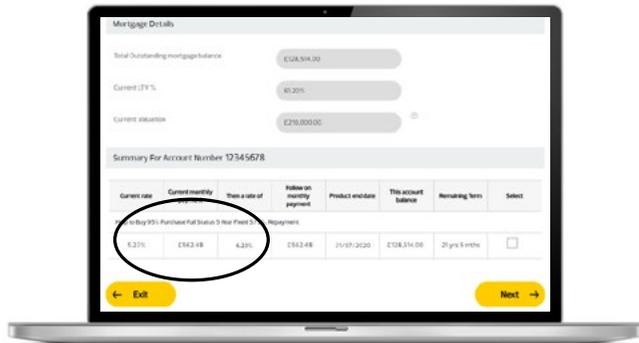


Account summary page

Don't forget there are **2 customer type options**

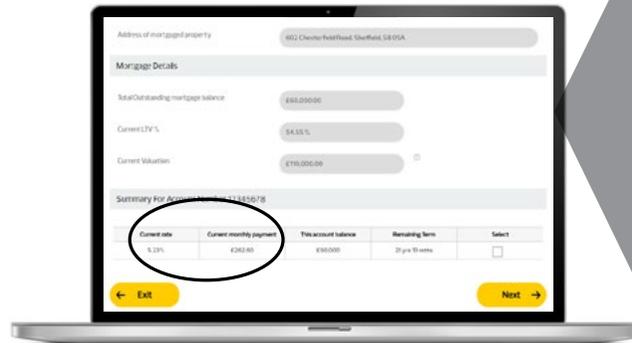
Step 2

Varies depending on the type of mortgage



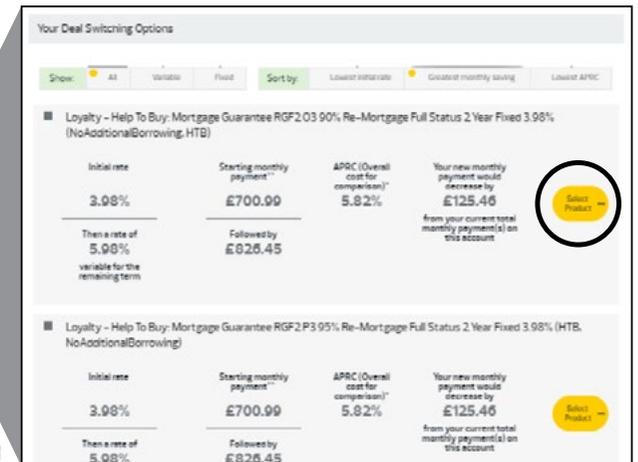
1. For a client in **ERC**, you'll see:

- Current rate and payment
- Reversion rate and payment



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

- Current rate and payment



3. Click **'select'** next to the product you want to switch

- Then click **'next'** to move to the next stage
- If you click **'exit'** you'll return to the homepage and nothing will be saved

Definitions

ERC

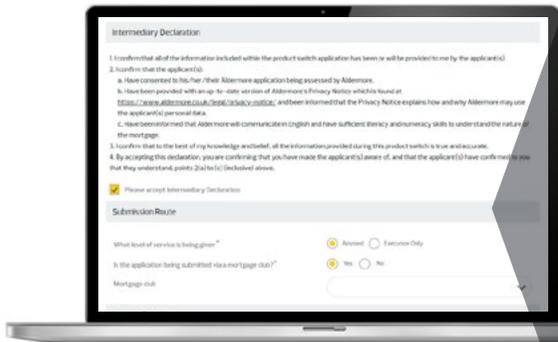
If your client wants to repay their mortgage early or make an overpayment that's more than their overpayment allowance, an Early Repayment Charge (ERC) may be payable. You'll find details of any ERC payable in your client's mortgage offer.

AMR

AMR is our Standard Variable Rate (SVR) and it can change at any time. The AMR is set by Aldermore and is normally influenced by the 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 market factors.

Complete the intermediary declaration page

Step 3



Intermediary Declaration

1. I 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. I confirm that the applicant(s):

- a. Have consented to his/her/their Aldermore application being assessed by Aldermore.
- b. Have been provided with an up-to-date version of Aldermore's Privacy Notice which is found at <https://www.aldermore.co.uk/legal/privacy-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 literacy and numeracy skills to understand the nature of the mortgage.

3. I confirm that to the best of my knowledge and belief, 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 you that they understand, points 2(a) to (c) (inclusive) above.

Please accept Intermediary Declaration

Submission Route

What level of service is being given* Advised Execution Only

Is the application being submitted via a mortgage club?* Yes No

Mortgage club

Intermediary Fees

Are you charging the applicant a fee for this product transfer?* Yes No

Fee description	Amount	When payable	Refundable amount	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Complete all the relevant sections including:

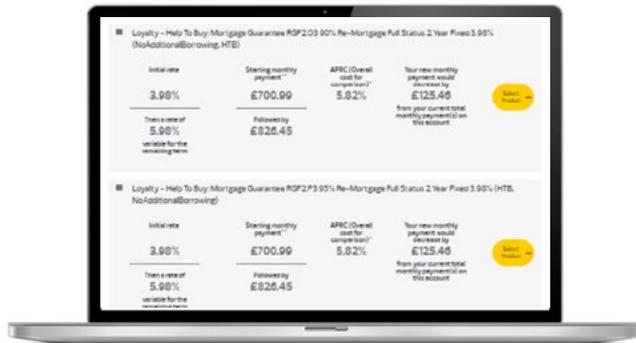
- The Intermediary declaration
 - Level of service
 - Fees
- Then click **'next'** to search available deals
 - If you click **'Exit'** you'll return to the homepage and nothing will be saved



Review the switching options

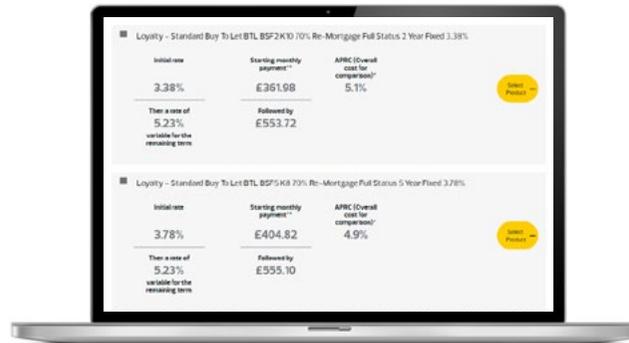
Step 4

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



For a client in **ERC**, you'll see:

- Current rate and payment
- Reversion rate and payment



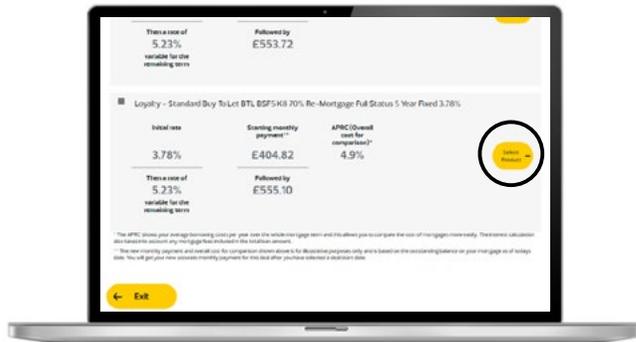
For **AMR** clients, you'll only see:

- Current rate and payment



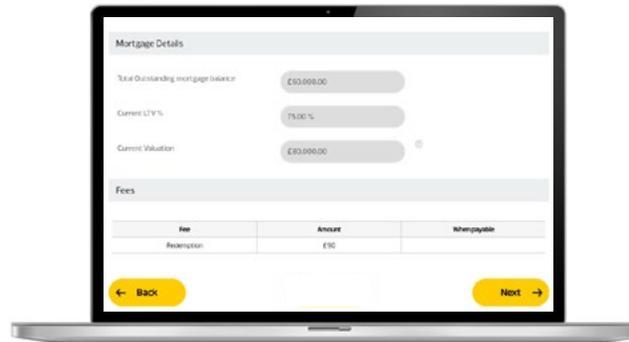
Choose the new mortgage deal

Step 5



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



Review the fees and click **'next'**



The offer and acceptance page

Step 5

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

The image shows a laptop displaying the mortgage offer page and a larger, detailed view of the page content. The page title is "Your Mortgage Offer M100007100 - Please Read Carefully". It includes a PDF viewer notice, a "Print/View/Save" button, and a "Confirm a copy of the document has been sent to the customer" checkbox. The "Your Switching Preferences" section has a "Selected switch date" dropdown set to 01/11/2019 and an "Available Switch Date Options" dropdown also set to 01/11/2019. There is a "Confirm Switch Date" button and a "New Product" button. The "Offer Acceptance Declaration" section has an "Accept Offer Declaration" checkbox and a "Complete Mortgage Switch" button. A "Save & Exit" button is also visible at the bottom left.

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

Confirm Switch Data – make sure you've checked the 'switch date' check box before you try to confirm the date. Remember to choose the appropriate month for your client to switch and confirm by ticking the box

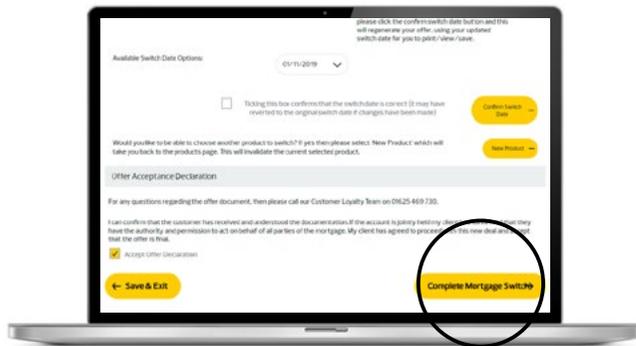
Complete Mortgage Switch – Once a product switch is completed through the portal it can't be cancelled or resubmitted. So take the time to make sure everything is correct and your client is happy to go ahead with the offer produced. Once you've checked the details click 'confirm'

Save & Exit – this will return you to the broker portal home screen

Switch date – this button will appear on screen

Submit the application

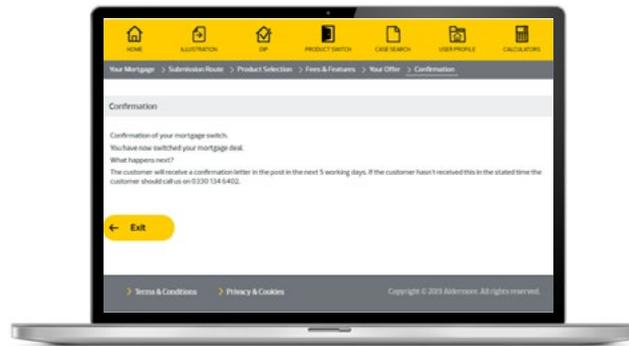
Step 6



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.

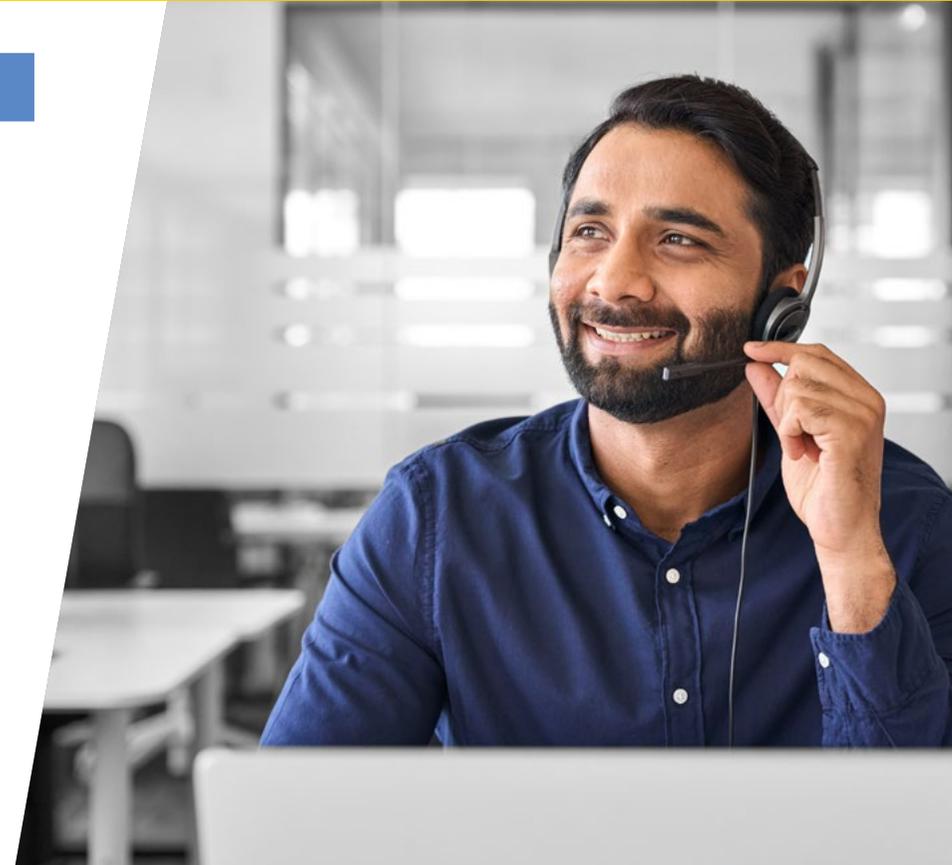
Please be aware that not all product families are available to switch in the portal, give us a call and we will be happy to confirm.

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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