



Lender Retention

Lender	Product Description	Retention fee offered?	Gross fee offered	What supporting documents required	When can a customer move product?	Lender contacts customer & when?
Accord Mortgages	Product Transfers	yes	0.300%	No supporting documents required	The customer can choose the product up to 90 days before but can only switch on the 1st of the month in which the product matures	90 days ahead of maturity
Aldermore	Residential and Buy to Let-Retention	yes	0.350%	A signed product transfer declaration form.	Customers can transfer their mortgage up to 3 months prior to the end of their Early Repayment Charge period.	3 months prior to the end of their current fixed rate product
Axis Bank	Product Transfers	yes	0.350%			
Barclays	Residential: EMC* Reward rates Buy-to-Let - BTL EMC* Reward rates *existing mortgage customer	yes	0.200%	Completed Rate Switch form	A new Reward rate can be pre-booked up to 90 days in advance of maturity	Introduced customers are contacted 90 days ahead of maturity. Contact includes a reminder of the option to return to their intermediary for advice.
Bank of Ireland	Residential - Retention & BTL	yes	0.250%	Broker submits online product transfer form	Prebook a new rate up to 3 months in advance	30 days ahead of maturity
BM Solutions	Product Transfers	yes	Same as Acquisitions	Broker completes online Product Transfer Application	60 days prior to maturity any Early Repayment Charge applicable to existing product is waived	Typically not more than 1 month before their contracted monthly payment is due
Buckinghamshire BS	Product Transfers	yes	0.200%	Signed product switch form	The customer can choose the product before but can only switch on date of maturity. (excludes self build and custom build products via Build loan)	2-3 months prior to maturity
Cambridge BS	Retention - Residential and Buy to Let	yes	0.200%	Customer Information Request Form, Product Switch Acceptance Form, KFI	The customer can choose the product up to 3 months in advance but can only switch on the 1st of the month in which the product matures (waiving any applicable ERC's). We need all signed documentation to be with us by the 10th	90 days ahead of maturity
Clydesdale	Product Transfers	yes	0.200%	Broker Completes the Online Product Transfer form	Customers are allowed to switch to another CB mortgage. They can apply 180 days in advance and complete within 90 days of current expiry date with no ERC's	They can apply 180 days in advance and complete within 90 days of current expiry date with no ERC's
Coventry BS	BTL/Resi Product Transfer	yes	0.300%	Confirm customer authority and/or request account information	Customers can apply to switch to a new product 4 months prior to maturity, but not until the existing product expires.	Typically 10 weeks before maturity
Danske Bank	Existing Customer Product Change	yes - selected partners only	0.400%			
Family Building Society	Product Switches	yes	0.200%	Customer Authority Form & Broker Submission Form	3 months in advance	3 months in advance
Furness BS	Product Transfers	yes	0.300%	Broker Completes the Online Product Transfer with the Mortgage A/C number and unique broker switch number	3 months in advance	3 months in advance
Halifax	Product Transfers	yes	Same as Acquisitions	Broker completes online Product Transfer Application	3 months prior to maturity, no Early Repayment Charge payable if less than 3 months left on existing product	Typically not more than 1 month before their contracted monthly payment is due
Hodge Lifetime	Over 55 Retention	yes	0.250%			

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Holmesdale BS	Product Transfers	yes	0.200%	Customers will be given a form including declaration for signature by them and advising broker, which will require to be returned to the society.	At end of deal – the rate will naturally migrate towards the newly selected mortgage product – this is planned to be selected from a list of 2+ products dependent upon those products “live” from time to time.	3 months before end of deal.
HSBC	Product Transfers	yes	0.200%			
Kensington	Retention	yes	0.500%			
Kent Reliance	Product Transfers	yes	0.250%	The last payslip, bank statement will be required	3 months ahead of maturity	3 months ahead of maturity
Leeds BS	Product Transfers	yes	0.200%	Online broker tool for transfers, no supporting documentation is required. Offer sent to customer for signature and return.	90 days in advance of maturity but can only switch on date of maturity	3 months ahead of maturity
Melton BS	Product Transfers	yes	0.250%			
Metro Bank	Rate Switch - Residential	yes	0.200%	None	3 months ahead of maturity	3 months ahead of maturity
	Rate Switch - Buy to Let	yes	0.200%			
NatWest Intermediary Solutions	Product Transfers	yes	0.200%	Online Transfer Facility available click on Product Switch.	The roll-off period commences 110 days before the end date	The roll-off period commences 110 days before the end date
Nationwide B.S.	Rate Switch - Retention	yes	0.200%	None. The product switch can be applied for online where there are no paper forms to complete.	5 months ahead of maturity	5 months ahead of maturity
Newcastle BS	Residential and BTL Retention	yes	0.200%	Exclusive pilot with L&G until Dec18	Exclusive pilot with L&G until Dec18	Exclusive pilot with L&G until Dec18
Newbury BS	Product Transfer	yes	0.200%			
Paragon	Product Transfer	yes	0.250%			
Platform	Mainstream Retention	yes	0.300%	The last payslip, bank statement will be required	A product switch can be applied for up to 90 days before product maturity	90 days ahead of maturity
Post Office	Residential & BTL - Retention	yes	0.250%	Broker submits online product transfer form	Prebook a new rate up to 3 months in advance	30 days ahead of maturity
Precise	Product Retention	yes	0.250%	Completed Switch Form	Invitation only at end of ERC period	Invitation only around 3 months before end of ERC period. Includes reminder of option to return to intermediary for advice.
Principality	Product Retention	yes	0.200%			
Progressive	Product Switch	yes	0.200% (Min £200)	Broker signs declaration confirming advice and recommendation	Customer can select product up to 60 days ahead of maturity but can only switch on expiry of existing product	Lender writes to the customer 30 days ahead of maturity to give notification of existing product ending
Santander	Residential & BTL Retention	yes	0.200%	No supporting docs required	4 months ahead of maturity	4 months ahead of maturity
Scottish Widows	Product Transfer	yes	Same as Acquisitions	Broker completes online Product Transfer Application	3 months prior to maturity, no Early Repayment Charge payable if less than 3 months left on existing product	Typically 60 days prior to maturity
Skipton B/S	Product Transfer - Residential	Yes	0.300%	The customers just need to sign the MIL and return it within 7 working days	Customer is eligible when mortgage account is due to mature within 14 weeks or account is currently on variable rate with no ERC	We will e-mail broker and confirm receipt illustration to customer. Customer will also receive a letter two weeks before implementation confirming the new mortgage payment
	Product Transfer - buy to let	Yes	0.350%	The customers just need to sign the MIL and return it within 7 working days	Customer is eligible when mortgage account is due to mature within 14 weeks or account is currently on variable rate with no ERC	We will e-mail broker and confirm receipt illustration to customer. Customer will also receive a letter two weeks before implementation confirming the new mortgage payment
Tesco Bank	Product Transfer	Yes	0.300%			
TSB	Product Transfer	Yes	0.300%	We require signed declaration form	Customer can switch 3 months before maturity	We contact 3 months before maturity by letter.
The Mortgage Works	Switcher Product Advance	yes	0.200%	None. The product switch can be applied for online where there are no paper forms to complete.	You can apply on your clients' behalf for a product switch up to 6 weeks before the current product end date.	Your clients will be sent a 'Product Maturity' letter in the month prior to maturity and they'll be given at least 10 days' notice of future rate and payment change.
Virgin Money	Product Transfer	yes	0.380%	Depends on the circumstances of the individual case. Straight swap will be qualifying questions around change in circumstances and then they may not require documentation	120 days	120 days out from the end of the product term
West Bromwich BS	Product Transfer	Yes	0.200%			