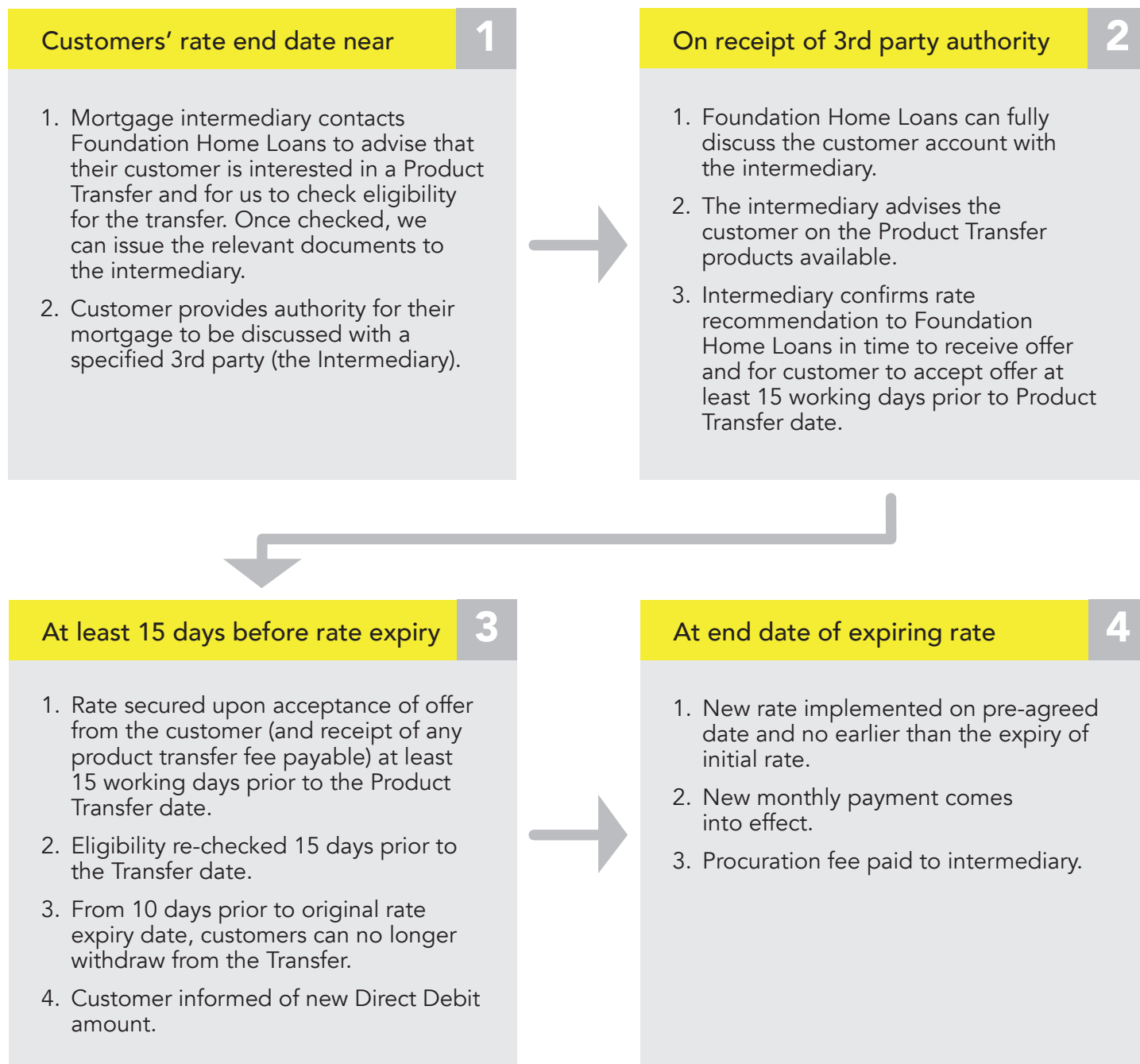


What's the process for a Product Transfer with Foundation Home Loans?



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Eligibility	
Who is eligible for a Product Transfer?	Product transfers are now available for both owner-occupier and buy to let customers (including limited companies) who have mortgages originated through Foundation Home Loans, and who meet the required criteria.
What are the eligibility criteria?	Applications are assessed on a case-by-case basis and full criteria is available on request, however, applications for a Product Transfer will be considered if customers: <ul style="list-style-type: none"> <li>• Have made their mortgage payments in full and on time on each of their mortgage accounts</li> <li>• Do not have any outstanding ground rent or service charge arrears</li> <li>• Would like to transfer their current mortgage balance (pound for pound) to a new rate</li> <li>• Customers who do not meet the eligibility criteria for a Product Transfer are free to re-apply to Foundation Home Loans for a remortgage.</li> </ul>
Can a customer apply for a Product Transfer if they are already on the reversion rate?	Yes, a customer who is already on the reversion rate may apply for a Product Transfer if their mortgage was originated through Foundation Home Loans, but any transfer rate will not be backdated.
Can the Product Transfer be implemented before the end of the initial rate period?	No, the earliest date that the Product Transfer can take effect is the day after the end of the initial fixed rate period. The Product Transfer can be arranged in advance of this date and the rate can be secured by accepting the Product Transfer Offer Illustration.
Can my customer make other contract variations such as term extension or repayment type?	No. The Product Transfer is only available on a pound-for-pound basis. Should your customer wish to extend their term, or change their repayment type they can apply directly to our customer services department on 0344 770 8030 or alternatively, if they wish to increase their loan amount they can apply for a new loan with us via a broker.

Intermediary requirements	
Can I act for a customer I did not originally introduce to Foundation Home Loans?	Yes. The customer is free to use any qualified mortgage intermediary who is registered with Foundation to submit business via any of our current submission routes prior to the PT taking place. Our available submission routes can be found on our website.
How can the customer give permission for a broker to access the details of their mortgage account?	The easiest way to do this is by completing and sending in the standard Customer Authority Form supplied to the intermediary at the point of initial contact. We also accept the broker's own 3rd party authority form signed by the customer. Alternatively, the customer can write a letter to us naming you as their broker and giving full disclosure permissions. Borrowers can sign and post back the fully completed 3rd party authority form to the office address printed on the form, or sign, scan and email it to <b>ProductTransfer@foundationhomeloans.co.uk</b> .
Does the mortgage intermediary need to register with Foundation Home Loans?	Yes, if you are not already registered with Foundation Home Loans, please register using our online portal. You will need to be FCA authorised for regulated mortgages. You are still able to begin this process of the Product Transfer for your customer while you are waiting for the Due Diligence process to be completed.
What if my customer changes their mind?	If a customer has accepted a Product Transfer, they can withdraw by emailing, writing or calling up to 11 days before the original expiry date or the Product Transfer date to obtain a confirmation in writing that the process is cancelled. From 10 days prior to original rate expiry date, customers cannot withdraw from the Transfer.
Is this an advised sale or execution-only?	This is not an execution-only transaction. The intermediary is liable for the advice in respect of this Product Transfer.
Can I charge a fee for arranging the Product Transfer?	The Product Transfer is advised. You are at liberty to charge a fee. Please ensure that you inform the broker desk on <b>0344 770 8032</b> so that it can be included in the illustration.

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### Intermediary requirements continued

Will you (the Lender) be charging a fee?	We may charge a Product Transfer fee which borrowers will be able to pay or add to their loan as long as it does not exceed our maximum loan to value limits. You must inform us about the fee payment preference when you inform us which product you have recommended. Please note that where the customer is paying the product transfer fee upfront, we must receive payment no later than 15 working days prior to the product transfer date. Fees will be notified along with the Product Transfer rates applying at any given time.
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### Products

What products are available for a Product Transfer?	Following our receipt of the 3rd party authority, we can provide you with a range of product choices to discuss with your customer. Currently we offer a range of fixed and discount rates for standard and non-standard properties, for product transfers. Products are offered to match the same tier and loan to value as the clients' previous product, for example, a borrower on an F2 75% LTV product can now choose from the any of the F2 75% LTV Product Transfer rates. Please call <b>0344 770 8032</b> with your client's existing Foundation mortgage details and a completed Customer Authority Form and we will be pleased to help you.
Will you underwrite for affordability?	No.
What ID or supporting documentation do you require?	You do not need to provide any supporting documentation.
Why is the reversion rate of the new product based on Bank of England Base Rate but the old rate is based on LIBOR?	The Financial Conduct Authority has confirmed that the London Interbank Offered Rate (LIBOR) will cease to be available from 31 December 2021 and lenders must move away from the use of LIBOR. All Foundation Home Loans mortgages will revert to a rate based on the Bank of England Base Rate (also known as Bank Rate) after their initial rate period.
How much notice do you require to make the Product Transfer?	Once illustrations have been issued and you have reviewed these with the customer, please let us know if they would like to proceed. We will then produce an offer which will go to the customer to sign and return to us. If their rate expiry is upcoming, we will need to receive a completed offer acceptance (and payment of any product transfer fee) 15 working days prior to the Expiry Date in order to effect the Product Transfer on the reversion date. If the rate expiry date is already passed, we can effect the Product Transfer on the 1st of the month following 15 working days processing time from the receipt of their offer acceptance.
When will the Direct Debit amount change?	The new Direct Debit amount will take effect on the 1st of the month after the Product Transfer.
What do I need for the Green Product?	For a property to be eligible for the Green mortgage product the property's Energy Performance Certificate (EPC) must show the rating applicable to the product. You can check the property EPC rating on the government EPC site <a href="#">here</a> . You can check the EPC rating for properties in Scotland <a href="#">here</a> .

### Procuration fee

What procuration fee is payable for Product Transfers?	We pay 0.3% of the current loan amount for Product Transfers. You'll receive the procuration fee thirty days after the mortgage has transferred to its new rate via the submission route through which you registered.
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### Ready to go?

Let's get started!	<ul style="list-style-type: none"> <li>✓ Are you registered with Foundation Home Loans?</li> <li>✓ Has the Customer Authority Form been completed?</li> </ul> <p>Call us on <b>0344 770 8032</b> to request details of the rates available.</p>
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