



# Service Commitment: Terms and Conditions

1. We will issue an offer to the customer within 10 working days of receiving a Fully Packaged mortgage application (defined below) from you (the "Service Period"). Where we are unable to issue an offer within the Service Period, a goodwill payment of £100 will be paid to your customer where:
  - the mortgage application is received by us on or after 31st August 2021;
  - you are on our approved panel of intermediaries eligible to submit mortgage applications to us;
  - your customer goes on to complete the mortgage with us;
  - we are satisfied that these terms and conditions have been satisfied;
  - the application is not for a product transfer (with or without additional borrowing);
  - the application is not porting (with or without additional borrowing); and
  - the application is not a further advance or additional borrowing.
2. A Fully Packaged mortgage application is an application:
  - submitted via our online application system with all applicable data fields complete and accurate;
  - where all customer supporting documents requested by us at assessment stage have been uploaded, verified and meet our lending criteria; and
  - where the valuation fee payment details are provided at application submission stage to allow us to arrange the valuation.
3. If an application is inaccurate or the supporting documents do not evidence the declared income and expenditure, it will not be regarded as Fully Packaged and will not be eligible for the goodwill payment.
4. If at any stage you ask us to place an application on hold then that application will not be eligible for this Service Commitment.
5. If at any stage you ask us or our valuation partners to place a valuation on hold or if you do not accept the earliest valuation date offered by our valuation partners then the application will not be eligible for this Service Commitment.
6. The Service Period will start on the day we are satisfied that the application is Fully Packaged. If this day is not a working day, then the Service Period will begin on the next working day.
7. Where a goodwill payment becomes payable to your customer, it will be paid directly to your customer by bank transfer within 28 days of completion of the mortgage. Only one goodwill payment will be due per eligible application, regardless of the number of applicants under any specific application.
8. For any mortgage application, our decision is final and conclusive as to:
  - i) whether this Service Commitment applies to it;
  - ii) when the Service Period begins; and
  - iii) if a goodwill payment is due under these terms and conditions.
9. We will not be obliged to honour this Service Commitment during periods where circumstances have arisen which are outside of our control and which affect our ability to process mortgage applications (for example fire, flood, failure of telecommunication networks or any restrictions relating to the protection of public health and safety).
10. We have a right to exclude any application from the Service Commitment if we reasonably suspect that it is in breach or abuse of these terms and conditions.
11. This Service Commitment is not a feature or incentive to a customer to apply for a mortgage with us.
12. We may withdraw or vary this Service Commitment at any time.
13. These terms and conditions are governed by English law and are subject to the non-exclusive jurisdiction of the courts of England and Wales.