

Refer customers back to **Virgin Money**

When it comes to mortgage renewal, we know you want a process that's straightforward, simple – and rewarding. Once you have discussed requirements with the customer and advised them about the right product for them, you can use VMO to submit your product transfer case. When you do, we'll pay you a procurement fee – because after all, fair's fair.

Why recommend us?

- > Hassle-free for customers and straightforward for you.
- > Access to a full range of residential and BTL products.
- > Option to apply for renewal 180 days before maturity.
- > Flexibility to request additional borrowing, change of repayment type and change of term.*
- > We'll only run a soft credit check (unless you're requesting additional borrowing).
- > Dedicated support on hand for any questions.

An Offer will be issued to customers within seven working days of receiving the application unless you've requested changes or additional borrowing.

And even better, we'll pay you a procurement fee.

Ready to get started?

Talk to customers today about renewing their Virgin Money mortgage.

Good to know

- > If you are requesting additional borrowing or changes to the mortgage, our online affordability calculator can tell you if the mortgage is still affordable.
- > If you have requested changes to the mortgage, we'll assess the application and contact you by email or phone with the outcome of our initial assessment within one working day.
- > If we need to ask you anything we'll get in touch with you, or if you want to make any changes following the submission of your application, please call your dedicated Service Team.
- > We'll send an Offer directly to the customer to sign and return. We'll also email you a copy of the Offer.
- > We must receive the customer's signed acceptance form by the **18th** of the month before the maturity date in order to guarantee transfer to the new deal in time for direct debit collection on the **1st** of the following month.
- > We allow you to amend the product selection any time before maturity, however:
 - If we are in the final month preceding the product transfer, we may have started the completion process and this will have locked in the chosen rate at that time.
 - Any request to change rate after this will mean that your customer will have to pay an SVR payment in the month after expiry. The rate will then be amended in time for the following payment with an interest adjustment applied.
- > For customers who are not borrowing additional money, documents can be emailed to us at ptdocs@virginmoney.com. For those who are borrowing additional money, we will need a wet signature on documents and they must be received by the 18th of the month before maturity.
- > Take a look at our lending policy for anything you're unsure of. You can also download our A-Z Lending Policy App and get instant easy access to our policy on the go.

Submit your product transfer in five simple steps

Once you have assessed the customer's needs and provided a recommendation, you can renew their mortgage by following these simple steps:

01

Log in to VMO and choose the product transfer option from the main menu.



02

Enter the mortgage account number and surname.



03

Select the new product from the options available. You'll have the option to make further account changes. Additional borrowing, change of repayment type, or change of term.*



04

Complete the application and click submit.



05

Customer receives Offer and signs and returns the Acceptance Form within the timescales outlined.



*A full affordability assessment may be required.