

Application type	Product type change	Available routes (only use one option)		
		Chat with us	Application Amendment Form	Other
Purchase	Cashback to non-Cashback and vice versa	✓	✓	
	Energy Efficient home (EEH) product to a non EEH product	✓	✓	
	Non- Energy Efficient home (EEH) product to an EEH product	✗	✓	
	Where Product type remains the same (e.g Cashback to cashback, EEH to EEH)	✓	✓	
Remortgage	Cashback to non-Cashback product or vice versa	✗	✓	
	Energy Efficient home (EEH) product to a non EEH product	✓	✓	
	Non- Energy Efficient home (EEH) product to an EEH product	✗	✓	
	Energy efficient home (EEH) product with fee assisted legals to an EEH product without fee assisted legals or vice versa	✗	✓	
	Where Product type remains the same (e.g Cashback to cashback, EEH to EEH)	✓	✓	
Product switch	No changes permitted except in the below scenarios	✗	✗	Cancel the application and resubmit with the new product selected.
	Physical valuation already carried out	✓	✗	
	Fee paid upfront (this does not include fee free products)	✓	✗	