



HSBC UK

| Opening up a world of opportunity

We updated our rate change request process

From **Tuesday 6th May** we made the following changes to how you request a rate change on an existing mortgage application.

Product Switch applications

Fee Saver Rate

- Call our Broker Support Helpdesk on **0345 600 5847** to cancel the existing application
- Once cancelled please key a new Product Switch application on the new rate.

Booking fee capitalised

- Call our Broker Support Helpdesk on **0345 600 5847** to cancel the existing application
- Once cancelled please key a new Product Switch application on the new rate.

Fee paid upfront

- Use [Chat with us](#) where an agent will process the rate change for you.

All other application types e.g. Purchase / Remortgage

- Use [Chat with us](#) or upload an [Application Amendment Form](#) to the Broker Platform.

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For Intermediary use only.