

## Improvements to our mortgage product switch process

As part of our ongoing commitment to continue to enhance the broker journey, we listened to your feedback and improved our mortgage product switch process.

When completing a product switch for your customer, you are asked to input their mortgage sort code and account number. This information hasn't previously been available to you, but we are now able to share this with you via our Broker Helpdesk, making it easier for you to submit your customer's mortgage product switch application.

Please note, the mortgage sort code and account number **will only** be given when calling our Broker Helpdesk and will not be shared when using our ['Chat with us'](#) facility. In order for us to share this information with you, we will need to ask a few security questions such as the customer's full name, post code, date of birth and the mortgage direct debit details (sort code and account number).

### Product switch criteria reminder

All existing HSBC UK mortgage customers are eligible to switch their current mortgage product with the following exceptions:

- The mortgage account is in arrears
- There is a consent to let in place
- A product switch application is already in progress (via Intermediary or our Direct channel)
- They have more than six loan parts
- There are more than two applicants
- There are any additional changes to the mortgage (e.g. change of term, repayment type etc.)
- They have less than two mortgage payments left

### Product switch additional information

- We will pay a 0.2% Procuration Fee
- Your customer can select their preferred product transfer date and complete a product switch application up to 90 days in advance
- Your customer can exit their current mortgage deal early, subject to any Early Repayment Charges (the customer would need to call our Helpdesk to pay these)
- You will need to accept the offer on behalf of the customer via the broker portal
- You can also process an additional borrowing application simultaneously with a product switch (one product fee\* is payable providing the chosen rate is the same for both the product switch and additional borrowing applications)

\* If you are processing additional borrowing simultaneously with a product switch, the 2 product fees will need to be paid and we will then refund one to the customer. Please note, in these situations you must contact our Broker Helpdesk on upload of the applications to arrange for the applicable refund.