

Guide to dealing with Post Contract Variations (PCV)

For FCA-authorized intermediaries only.

Whether your customer would like to do any of the following:

- **FURTHER ADVANCE**
- **PORT**
- **TERM CHANGE**
- **TRANSFER OF EQUITY**
- **LOAN TYPE CHANGE (RESI, BTL)**
- **REPAYMENT METHOD CHANGE (Capital & Interest, Interest Only)**
- **SWITCHES (MANUAL)**

All you need to do is follow these steps:

1. Please call the Mortgage Broker Help Desk on 0203 427 1019 with the following information along with full details of your customer's requirements:

- Customer Surname
- Customer Date of Birth
- Metro Bank Mortgage Account Number (please note this starts with a 4 and must be requested from your customer)
- Postcode of property mortgaged with Metro Bank

If one of our colleagues from the PCV team are free, they will be happy to assist with the enquiry there and then or they will call you back. You may be asked to email in to PCVEnquiries@metrobank.plc.uk with a brief description of the enquiry and a contact number, where someone will call you back.

FOR SECURITY REASONS, PLEASE DO NOT INCLUDE CUSTOMERS PERSONAL DETAILS IN ANY EMAIL TO US.

2. Our PCV colleagues will email you instructions on how to key the application.

3. Once the application has been keyed, the PCV team will arrange to have your customers illustration produced. When the illustration is available, the PCV team will notify you by email, so you can log on and download it from the portal. The email will include instructions on how to submit the full application.

Please remember to review the checklists, if pre-submission checklist items are required, these will need to be uploaded before our processing team starts to process the application.

Get in touch

We are here for you, if you have any questions throughout the process, you can contact us on:

PCVEnquiries@metrobank.plc.uk

Or

Call the Broker Helpdesk on **0203 427 1019** and ask for the PCV team.

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Frequently ask questions

1. Where can I get my customers redemption statement?

Please ask your customer to call our Mortgage Servicing Team on **0345 319 1200** who will be able to provide this.

2. Where can I find my customers account number?

Please ask your customer to provide this for you. This will be on any correspondence received from Metro Bank. If they cannot locate this, please ask them to call our Mortgage Servicing Team on **0345 319 1200**.

3. I want to complete a rate switch, when and where can I do this?

You can find out more information about this in our [Product Switching Portal User Guide](#).

4. How long does the customer need to have their mortgage before applying for a PCV?

6 months after completion and only when our charge has been registered against the security. However, please contact the PCV team to discuss further.

5. My customer's circumstances have changed, who do I contact?

Please call our Mortgage Servicing Team on **0345 319 1200** who will be able to provide this.