

The background of the advertisement features four hands holding keys against a solid blue background. The hands are positioned around the central text. The top-left hand holds keys with a tag that says 'I LOVE MUM AND DAD'. The bottom-left hand holds keys with a tag that says '80 and FABULOUS'. The top-right hand holds a set of keys with a yellow tag. The bottom-right hand holds keys with a tag that says 'MAN WITH VAN 07932 573 00'.

# Mortgages as individual as your most individual individuals

Mortgage Product Switching Portal

# Metro Bank Mortgage Customer Promise

- Never pay more than you have to – we will **always** remind the customer, in time, of their options to choose a new deal, which includes to contact you
- View and reserve new rates **4 months** early, complete switch 3 months early without incurring any early repayment charges
- Our **best mortgage deals** are available for existing Metro Bank Mortgage Customers
- Switch online and pay **NO Legal Fees and Valuation Fees!**\*

\*Only applies to Product Switching using the Product Switching Portal. Excludes applications requiring a new Valuation or Legal representation.



# Welcome to the Mortgage Product Switching Portal

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Our aim is to make the process of switching mortgage products simple and effective, our online system enables you to view your customer's account, select a product, create an offer, and complete the switch online in just one visit.

Before getting started please check:

## Switching Eligibility

Minimum of two years remaining on Mortgage term.

Product switches only – no other changes or further borrowing. If your customer wishes to make changes please review our [PCV Process](#) and/or call the Mortgage Broker Helpdesk on 0203 427 1019 and ask for the PCV Team.

## Account Access

Login with customer(s) consent requires:

Mortgage Account Number (**please note this starts with a 4 and can be found on documentation sent to your customer**)

Date of Birth

Surname

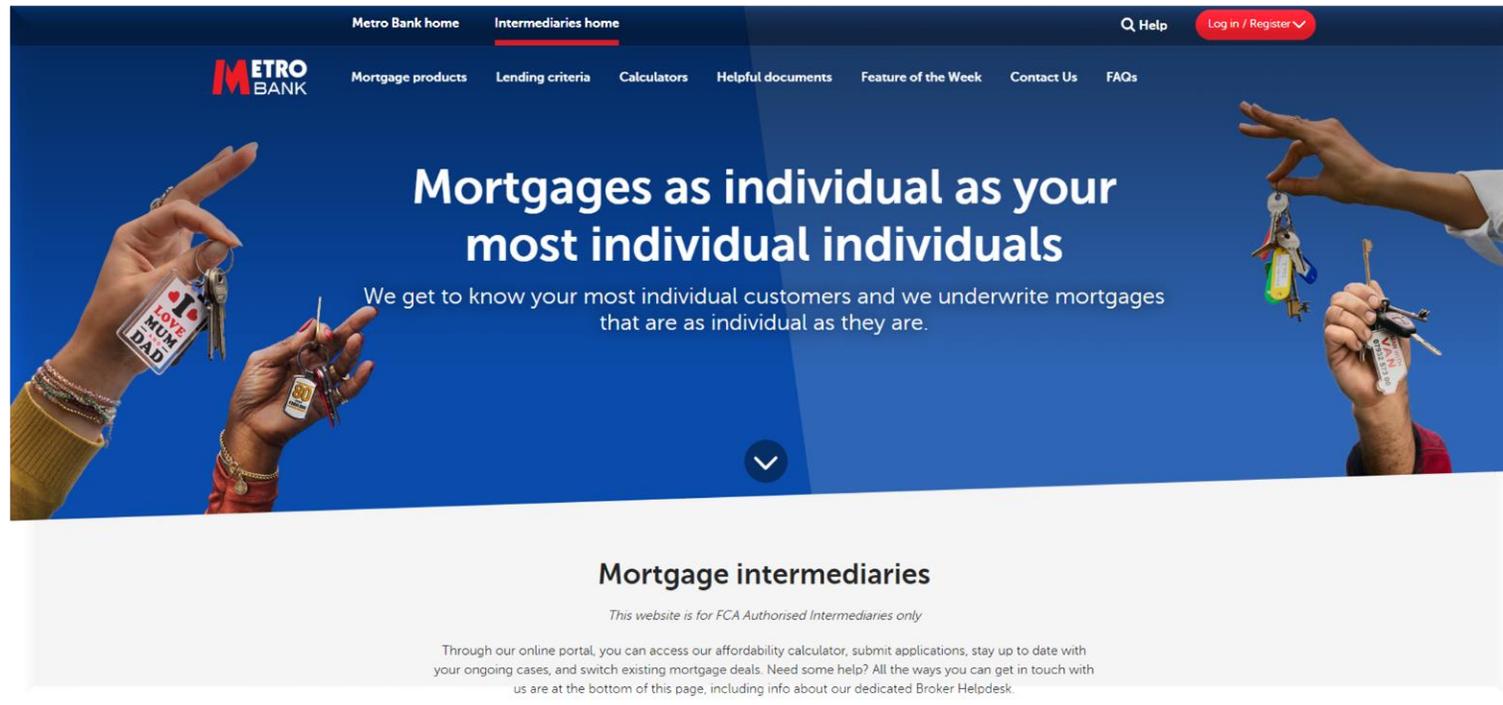
Security Postcode

**Important Information:** Our product switches take place on the customers payment date and you will need to take the instruction to **“completed”** stage **10 clear working days before the next mortgage payment date** in order to ensure that new rate is applied.

# Accessing the portal

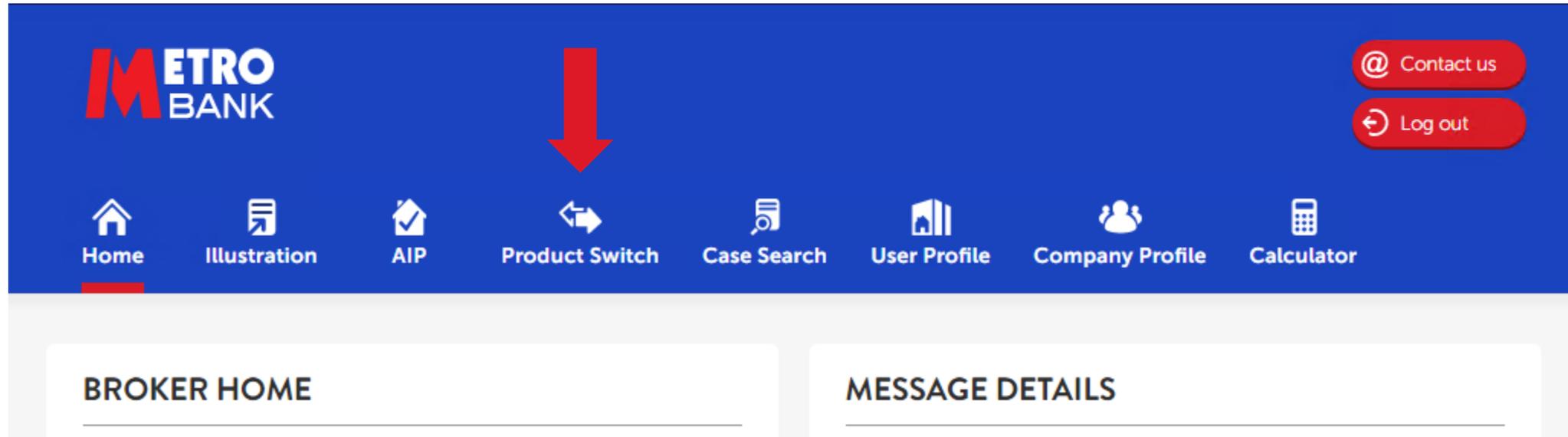
To access the Metro Bank Rate Switching Portal you will have to [Register Online](#).

If already registered, simply [login to the Metro Bank Mortgage Portal](#).



# Getting Started

Select the 'Product Switch' tab.



# Mortgage Account Sign-In

Your Mortgage Submission Route Product Selection Fees & Features Your Offer Fee Payment Confirmation

### MORTGAGE ACCOUNT SIGN-IN

Surname \*  Mortgage Account Number \* ©

Date of Birth \*  Postcode of Mortgaged Property \* ©

### DECLARATION

I confirm that I have obtained the consent of the borrower(s) to act on their behalf. I will keep the information provided by the borrower(s) confidential and will not, directly or indirectly use it for any purpose other than for the confidential selection of a new Metro Bank mortgage product.

< Exit [View Account](#) >

Ensure you are logging in with the customers Mortgage Account Number (**please note this starts with a 4 and is on any documentation sent to the customer**), not the MT number used for the original application.

Please ensure you key the postcode in CAPITALS and include the space.

If the customer has more than one account, you will need to sign-in for each account separately.

# Customer Details and Account Summary

Your Mortgage → Submission Route → Product Selection → Fees & Features → Your Offer → Fee Payment → Confirmation

### CUSTOMER ACCOUNT - CUSTOMER DETAILS

Important! If your customers name, address, or property usage has changed they must call us on 0345 319 1200 before proceeding with this Mortgage product Switch.

Name(s)

Correspondence address

Address of mortgaged property

### MORTGAGE DETAILS

Total outstanding mortgage balance	<input type="text" value="£100,000.00"/>
Original Valuation ☺	<input type="text" value="£79,772.00"/>
Metro Bank Index Valuation ☺	<input type="text" value="£130,857.72"/>
Current LTV% ☺	<input type="text" value="76.42%"/>

### EXISTING MORTGAGE SUMMARY

#### MORTGAGE(S) AVAILABLE FOR PRODUCT SWITCH

Current rate ☺	Current monthly payment	Reversion rate ☺	Follow on monthly payment ☺	Product end date ☺	Loan type	Balance outstanding ☺	Remaining term ☺	Select
DX5548 - 5 Year Fixed Rate - RESI								
2.74%	£2,350.99	7.50%	£3,059.76	20/07/2023	Repayment	£100,000	12 yrs 3 mths	<input type="checkbox"/>

< Exit Next >

Confirm the customer information. Please ensure this is correct and if not, the customer will need to call our servicing team on **0345 319 1200**.

In some instances, the customer may not be eligible to switch online. If you are unable to log in or proceed, please call the Broker Help Desk on **0203 427 1019**.

To continue with the rate switch, click the select box at the end of the current product and then next.

# Intermediary Declaration & Submission Route

**INTERMEDIARY DECLARATION**

I declare that:

- (1) I have read the and agree to the Lender Terms of business for Intermediaries >
- (2) I am acting as an intermediary on behalf, and with the authorisation of the applicant(s).
- (3) All of the personal information about the applicant(s) and other data I submit in connection with the application has been provided to me by and is submitted with the full authorisation of the applicant(s):

Accept Intermediary declaration

**SUBMISSION ROUTE**

What level of service is being given?  Advised  Execution Only

Is the application being submitted via a mortgage club?  Yes  No

**IMPORTANT - Procurement Fee Payments rely on the correct payment route selection**

Mortgage club

**INTERMEDIARY FEES**

Are you charging the applicant a fee for this product transfer?  Yes  No

[< Exit](#) [Next >](#)

Accept the declaration and confirm the service level provided. This is important as the information will be reflected in the offer.

## Submission Route

This is important as is used to pay your procurement fee.

If you are Directly Authorised or you're an Appointed Representative where your Network uses a Club to collect payments, please answer "yes".

If you are an Appointed Representative where your Network receives the payment directly, please answer "No".

Finally, please add any fees you maybe charging so the information can be added to the offer documentation. Please note we do not collect this from the customer for you.

# Search Products

**SWITCHING OPTIONS**

Show:  All  Variable  Fixed

Sort by:  Lowest initial rate  Lowest initial payment  Lowest APRC

**SWITCH BTL BTL 62% SWITCH FULL STATUS 5 YEAR FIXED RATE 4.89%**

Initial rate <b>4.89%</b>	Starting Monthly payment * <b>£625.62</b>	Product fee ⓘ <b>£1,999</b>	Then a rate of ⓘ <b>8.25%</b>
Overall cost for comparison ⓘ <b>6.7%</b>	Maximum early repayment charges <b>£0</b>	<input type="button" value="Select Product"/>	

View everything you need to compare the existing Mortgage against new rates available.

You can use the filters to sort the rates available to find the best one for your customer.

Once chosen click the “Select Product” button to continue.

### Important Information:

If your customer finds a mortgage rate they’d like to switch to, the transaction needs to be fully completed **10 clear working days before the mortgage payment date your customer wants the switch to take place on,** to ensure that new rate is applied.

Rates shown in this guide is for demonstration purposes only and does not represent a true rate that could be available for your customer. The proceeding rate will be Metro Bank SVR at the time.

## Fees & Switching Date

FEES		
Fee	Amount	Fee collection
Arrangement Fee	£999	<input type="radio"/> Add to loan <input checked="" type="radio"/> Pay up front
Redemption	£50	

**YOUR SWITCHING PREFERENCES**

Available switch date options:

By clicking this checkbox you are confirming that you have selected a switch date that will be shown on your Offer document on the next page. You will be able to change this date if needed on the following page.

If an arrangement fee is payable it will appear here. Please select if the customer wishes to add this to the loan or pay it upfront.

The Redemption fee shown is the exit fee payable if the customer leaves Metro Bank and is not chargeable on rate switches.

Choose the date for the rate switch to take effect.

- On the next available date
- The last available switch date before your customer reverts to Metro Banks Standard Variable Rate

If the mortgage has already moved on to the Metro Bank Standard Variable Rate, then only the next available date will be shown.

Click the checkbox and the “confirm Switch Date” button to continue.

# Produce a Mortgage Offer

MORTGAGE OFFER MT0000025962 - PLEASE ENSURE THE CUSTOMER HAS READ CAREFULLY



The offer is valid for 30 days. You can create unlimited offers, however the last offer produced is the only offer saved and will be used to complete the product switch. You can cancel at any time up until 10 working days before the product switch is due to complete by calling 0203 427 1019.

Confirm a copy of the document has been sent to the customer. [View Offer](#)

### YOUR SWITCHING PREFERENCES

Selected switch date:  You have selected this date to complete the switch for the customer. If you wish to change the date, please select from the drop down below. If you select another switch date please click the confirm switch date button and this will regenerate your offer, using your updated switch date for you to print/view/save

Available switch date options:

Ticking this box confirms that the switch date is correct (it may have reverted to the original switch date if changes have been made) [Confirm Switch Date](#)

Would you like to be able to choose another product to switch? If yes then please select 'New Product' which will take you back to the products page. This will invalidate the current selected product [New Product](#)

A Mortgage Offer will be created based on the switch date selected. Please ensure you select the “View Offer” button to download and save a copy to send to the customer.

The Mortgage Offer acts as the Illustration until such point it has been accepted and you complete the rate switch process.

You are able to create as many offers you wish up to **10 clear working days prior to the switch date**, only the last completed offer is saved. This will be used to complete the rate switch.

If the customer chooses not to proceed at all on a completed rate switch please call us on 0203 427 1019 to cancel more than **10 working days prior to the switch** to do this.

# Accept the Offer & Fee Payment

### OFFER ACCEPTANCE DECLARATION

I consent/have consent from all the applicants that they have read and understand the contents of the mortgage offer and they are happy to accept the mortgage offer.

Accept Offer Declaration

[< Save & Exit](#) [Complete Mortgage Switch >](#)

Your Mortgage → Submission Route → Product Selection → Fees & Features → Your Offer → Fee Payment → Confirmation

### PAYMENT

MT0000026023

To proceed with the Product switch a fee of £1,999 is now payable:

- Arrangement Fee of £1,999

Metro Bank will not be able to proceed with this Mortgage Product Switch until all required fees have been paid. The application has been saved and you can return later to complete this payment. Alternatively if you select the 'back' button below you can re-edit your quote and add this fee to your mortgage.

Make payment now?  Yes  No

[< Back](#) [Make Payment >](#)

If your customer is happy with the offer click the “Accept Offer Declaration” box and then “Complete Mortgage Switch”.

If any fees are payable (because they were selected to be paid upfront) you will then be presented with the pay fees page. If no fees are payable you will skip this step.

### Important Information:

If your customer finds a mortgage rate they'd like to switch to, the transaction needs to be fully completed **10 clear working days before the mortgage payment date your customer wants the switch to take place on,** to ensure that new rate is applied.

# Product Switch Dashboard

Your Mortgage > Submission Route > Product Selection > Fees & Features > Your Offer > Fee Payment > Confirmation

**CONFIRMATION**

Case Ref: MT0000004716

Your Switching Date	Gross Procuration Fee
21/06/2023	£0.00

Paid after switching

The Product switch will take place on **21/06/2023**. A confirmation letter will be posted to your customer shortly. As your customer may make further repayments, have regular interest applied, or make overpayments between now and **21/06/2023**, the Mortgage balance may vary. We will write to your customer and confirm the exact balance on switching and confirm the first repayment amount on their new Mortgage Product.

Share your success on social media!

**Thank you for choosing Metro Bank!**

View a summary of customer fee saving, the Switching Date, and the Gross Procuration Fee.

**It is only when you see this final screen that the rate switch has been fully completed.**

### Important Information:

If your customer finds a mortgage rate they'd like to switch to, the transaction needs to be fully completed **10 clear working days before the mortgage payment date your customer wants the switch to take place on,** to ensure that new rate is applied.

# Next Steps



Mortgage Admin Team  
PO Box 1130  
Uxbridge UB8 9XX  
T: 0345 08 08 500  
metrobankonline.co.uk

Our Reference:  
Old Account Number:  
New Account Number:  
Security Address:

Date:

Name  
Address Line 1  
City  
Postcode

Dear Mr & Mrs

**Mortgage Account Number:**  
**Mortgage Account Balance:** £

I'm pleased to confirm that your product switch completed on Date Month Year – congratulations.

We wanted to use this opportunity to make sure you have all the information about your mortgage that you need, and to confirm your monthly payment arrangements.

**Your payment details**  
Find below the details of your monthly payments:

Mortgage account number  
Mortgaged property  
Current Balance £  
Remaining Term

Your mortgage is a fixed rate mortgage. This means that the interest rate will be fixed for 2 years from the date that your borrowing is released. Once the fixed period ends your monthly payments will be calculated in accordance with the Metro Bank Standard Variable Rate for the remainder of the mortgage term.

Your new mortgage payment will be £ and will be collected by Direct Debit on or just after Date Month Year.

Subsequent payments of £ will be collected on or just after the 10<sup>th</sup> of each month (or the next working day if the payment date falls on a weekend or bank holiday). For clarity, these are the monthly payments that apply throughout your fixed rate period.



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Following submission from the Switching Portal our Mortgage Servicing Team will prepare the Product Switch.

By post, the customer will receive a Product Switching Letter.

If you would like to change product, login and complete the switching process again. Product Switches are locked-in at **10 working days before** the switch date and cannot be changed or cancelled.

If the customer would like to cancel their Product Switch please call us on **0203 427 1019**.

# Getting in touch...

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## Intermediaries

To discuss an application, or if you are experiencing any problems using the Mortgage Product Switching Portal please get in touch;

 mortgagebrokerhelpdesk@metrobank.plc.uk

 0203 427 1019

 [metrobankonline.co.uk/intermediaries](https://metrobankonline.co.uk/intermediaries)

To register, or have a question about your registration

 mortgage.brokerregistrations@metrobank.plc.uk

## Customers

For all matters relating to Mortgage Accounts, customers can contact our Mortgage Servicing Team;

 mortgageservicing@metrobank.plc.uk

 0345 319 1200

 [metrobankonline.co.uk/mortgages](https://metrobankonline.co.uk/mortgages)

 Mortgage Admin team,  
**Metro Bank Plc**,  
PO Box 1130,  
Uxbridge UB8 9XX