

**Lender name: United Trust Bank Ltd.**

**Product name: Second Charge Mortgage**

**Information sheet produced: 27/07/2023**

**Our approach to meeting the Products & Services Outcome and Price & Value Outcome – Information for distributors of the Product**

This summary document is being provided to you to fulfil our responsibilities under PRIN 2A.4.15R and PRIN 2A.3.12 R (2).

It is designed to support you to comply with your responsibilities under PRIN 2A.3.16 R and PRIN 2A.4.16 R. Please note that you are ultimately responsible for meeting your obligations under 'The Consumer Duty'.

This information is intended for intermediary use only and should not be provided to customers.

**1. Summary of our assessment**

We have assessed that:

- Our Second Charge Mortgage product range continues to meet the needs, characteristics, and objectives of customers in the identified target market.
- The intended distribution strategy remains appropriate for the target market.
- The Product provides fair value to customers in the target market (i.e. the total benefits are proportionate to total costs).

**2. Product characteristics & benefits**

The products are designed to meet the needs of the target group, most notably the need to secure finance on a home. The product features and criteria are designed to support these needs. This includes:

- Purchase of a property.
- Releasing equity for home improvements or extension.
- Releasing capital to dependents for them to purchase a property.
- Releasing capital for debt consolidation.
- A transfer of equity in marital breakdown.
- Options of fixed/variable rates in attitude to risk.
- A 30-year term to reduce monthly payments
- Over payment of up to 10% pa to reduce term and overall cost of credit

Full eligibility criteria can be accessed on our intermediary website via [www.utbankmortgages.co.uk](http://www.utbankmortgages.co.uk).

**3. Target market assessment and distribution strategy**

This target market assessment matrix segments the target customers for the Product, recognising their different needs to enable you to tailor the services you provide when you distribute the Product.

Customer Circumstances	Distribution Strategy	Customer Needs & Objectives
<p>The target market is for customers who want to either raise capital or consolidate existing debt on their property.</p>	<p>UTB have decided Customer Needs &amp; Objectives omers and is not available unless the customer has received regulated mortgage advice via an intermediary</p> <p>Intermediary distribution is through:</p> <ul style="list-style-type: none"> <li>• Networks and their Appointed Representatives</li> <li>• Mortgage clubs</li> <li>• Directly authorized mortgage intermediaries</li> </ul> <p>All intermediaries must be registered with UTB prior to submission.</p>	<p>Ability to raise funds on their existing property for home improvements.</p> <p>Ability to raise funds on their existing property for debt consolidation.</p> <p>Ability to raise funds on their existing property for an asset purchase.</p> <p>Ability to fix their costs by selecting a fixed rate mortgage, or to have flexibility with a tracker rate mortgage.</p> <p>Ability to select Capital and Interest repayment options.</p>



This product is not designed for customers who:

- Want to use a residential property they either do not or intend to live in as security
- Want to use a home as security which does not meet our criteria
- Are over aged 85 at the end of the term
- Want a mortgage over 30 years
- Want a term of less than 5 years
- Want an interest only mortgage.
- Require a part repayment and part interest only mortgage
- Have severe adverse credit history,
- May want to port in the future
- Would benefit from looking at alternative finance options
- Wish to consolidate unsecured debt and their needs and circumstances

#### 4. Customers with characteristics of vulnerability

The Product is designed for Second Charge Mortgage sector which is likely to include some customers with characteristics of vulnerability or who will experience vulnerability over time.

The Product is designed for the wider mortgage market which therefore is likely to include some customers with characteristics of vulnerability or who will experience vulnerability during the term of the mortgage with UTB.

Some customer cohorts such as FTB's are less likely to have a detailed understanding of mortgages or the wider mortgage market. They therefore may require additional support and advice to ensure that they understand the information being presented to them and the implications of the arrangements they are entering into to reduce the risk of harm occurring.

In addition some cohorts of customer who are consolidating secured and unsecured debt may currently be suffering emotional stress as a result of the debts they currently have as a result of limited financial resilience. Such customers may require additional support and sign posting to ensure that they fully understand the information being presented and the risks associated to transfer unsecured debt to their homes.

We have reviewed the Product to assess whether it will meet the identified needs, characteristics and objectives of the customers in the target market who has vulnerability characteristics.

We have in place a vulnerability framework to achieve good outcomes for vulnerable customers, which includes:

- Education and training for our staff to ensure they have the appropriate skills and experience to recognise and respond to the needs of vulnerable customers.
- Vulnerable customer Champions to ensure that best practice is shared across the Bank
- Suitable customer service provision and communications.
- Flexible policies, where appropriate, to support vulnerable members
- Monitoring to ensure we continue to meet and respond to the needs of customers with characteristics of vulnerability.

Intermediaries should continue to comply with your obligations to ensure that you treat customers in vulnerable circumstances fairly. This includes informing the Bank, where consent has been obtained, of any customer vulnerabilities identified during the sales process.

Please contact us if you need any further information about how we support the needs of all our customers in relation to the Product.

Intermediaries should continue to comply with your obligations to ensure that you treat customers in vulnerable circumstances fairly.

Please contact us if you need any further information about how we support the needs of all our customers in relation to the Product.

United Trust Bank Limited, One Ropemaker Street, London EC2Y 9AW  
 Telephone: 020 7031 5555 Fax: 020 7190 5550  
[www.utbank.co.uk](http://www.utbank.co.uk)

United Trust Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. We are covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service. We are members of UK Finance, the Finance & Leasing Association and the Association of Short Term Lenders, Patrons of the NACFB and Associates of the Financial Intermediary & Broker Association (FIBA).



## 5. Our assessment of value

We have developed a comprehensive and robust assessment process which evaluates several aspects of our business to determine the value of our mortgage product. This analysis is used to ascertain whether the Product delivers fair value for customers.

The outcomes of the assessment process are presented to the Mortgages Business Management Committee, allowing for challenge and further investigation before we sign-off the outcomes and share the summary of our assessment with you.

Our fair value assessment has considered the following:

Customer Circumstances	Distribution Strategy	Costs	Limitations
<p>Options of fixed/variable rates in attitude to risk.</p> <p>A 30-year term to reduce monthly payments.</p> <p>Releasing equity for home improvements or extension.</p> <p>Releasing capital to dependents for them to purchase a property.</p> <p>Releasing capital for debt consolidation.</p> <p>A transfer of equity in marital breakdown.</p> <p>Over payment of up to 10% pa to reduce term and overall cost of credit.</p>	<p>UTB have bench marked the price of the product by external tools and resources and deem it appropriate for the target market.</p>	<p>UTB has taken all the relevant costs into considerations and deem them fair value.</p>	<p>All mortgages contain the following limitations:</p> <ol style="list-style-type: none"> <li>1. An early redemption charge is payable when within the contractual fixed period</li> <li>2. A maximum of 10% over payments per year</li> <li>3. The mortgage is not portable to another property</li> <li>4. Further advances are not allowed</li> <li>5. Payment Holidays not allowed contractually, unless as use of a forbearance solution.</li> </ol>

## Results of our assessment

Our assessment concluded that the Product continues to deliver fair value for customers in the target market for the Product.

