



## Product Guide

# Product Transfers

United Trust Bank offers product transfers to both First and Second charge customers whom are at the end of their contracted fixed rate period. To qualify, your customer must have a current UTB mortgage, which is fully up to date at the start and during the 90 days from when their fixed term period is due to end and has at least 2 years until the end of term.

If the customer is experiencing current financial difficulties with their mortgage, it is important that you ask them to contact us directly for the best possible solution before applying for a product transfer.

We are always happy to help so contact 0207 031 1552 for any questions.

Enquiries: **0207 031 1552** or email: [producttransfers@utbank.co.uk](mailto:producttransfers@utbank.co.uk) | [utbank.co.uk](http://utbank.co.uk) | X [utb\\_mortgages](https://twitter.com/utb_mortgages)



FIRST CHARGE PRODUCTS

Status	Prime Plus	Prime	Near Prime	ERCs-% by year	Product Fee	Procuration Fee
2 YEAR FIX (rates available from)	6.99%	7.99%	8.99%	2%,1%	£995	0.40%
5 YEAR FIX (rates available from)	7.09%	8.09%	9.09%	5%, 4%, 3%, 2%,1%	£995	0.40%
REVERSIONARY RATE	BBR + 4.25%	BBR + 5.25%	BBR + 5.50%			

SECOND CHARGE PRODUCTS

Status	Prime Plus	Prime	Near Prime	ERCs-% by year	Product Fee	Procuration Fee
2 YEAR FIX (rates available from)	7.39%	8.39%	9.39%	2%,1%	£995	1.00%
5 YEAR FIX (rates available from)	6.79%	7.79%	8.79%	5%, 4%, 3%, 2%,1%	£995	1.00%
REVERSIONARY RATE	BBR + 5.00%	BBR + 6.00%	BBR + 6.00%			

PRODUCT SELECTION

- Fees can either be added to the loan or paid up front.
- The actual interest rate is confirmed at application and is dependent on individual customers status, LTV and application profile.

QUALIFICATION CRITERIA

- Must be fully up to date, at the start, and during the 90 days from when their fixed term period is due to end
- Must be within 90 days of the original product incentive period end date, or outside any applicable ERC period.
- New PT rate cannot be fixed for more than the remaining term.

In exceptional circumstances UTB may request additional information.





**1 CUSTOMER CONTACT**

- Complete our simple product transfer enquiry form located on the existing UTB portal.



**2 UTB ASSESS CUSTOMER ELIGIBILITY**

- We will contact you by email within 3 working days to confirm if the customer meets our standard criteria.



**3 PRODUCT AVAILABILITY**

- Our customer support team will issue you with a product availability letter to present and discuss with the customer.



**4 PRODUCT SELECTION**

- Once you have discussed the customer's needs and circumstances, the customer should complete the product switch form and return to you.
- Once you are satisfied please forward to:- [producttransfers@utbankmortgages.co.uk](mailto:producttransfers@utbankmortgages.co.uk).



**5 OFFER**

- We will issue you with a Mortgage Illustration and offer within 24 hours.
- Once you have reviewed with the customer and they are happy to proceed, they should confirm their acceptance by signing the offer and returning to you.
- Once you are satisfied please forward to:- [producttransfers@utbankmortgages.co.uk](mailto:producttransfers@utbankmortgages.co.uk).



**6 COMPLETION**

- We will issue a letter to both you and the customer confirming the switch has been successful. The letter will confirm the day when the switch will take place and the new monthly payments.
- The transfer will commence once the original fixed rate period has ended. (Where applicable).
- Commission payments will be made within 5 days of the product transfer completing.



**Have more questions?**

Our Frequently Asked Questions can be found [here](#). Alternatively, feel free to give a member of the team a call, who will be happy to help you further.

