

We are pleased to enclose **your mortgage statement** and would draw **your** attention to the points below. If **you** have any queries regarding **your mortgage statement**, please contact **our** Mortgage Services Team quoting **your** account number and **we** will be happy to help **you**.

In these notes **we** have adopted the definitions in the **mortgage documents**, including the mortgage conditions, which **you** entered into at the time of the **advance**.

1. Payments

This **mortgage statement** shows the amount of the **monthly payment** due each month and the **monthly payments you** have made (from 1st April last year to 31st March this year, inclusive). Where there is a shortfall in the amount **you** were due to pay, this will result in the **amount owing on your mortgage account** being higher than expected by the amount of the shortfall. **You** may choose to pay this amount to **your mortgage account** at any stage in the future to avoid ongoing interest and charges.

The **total payments** (credits, including fees and charges) quoted should agree with **your** own records. If there is any discrepancy please forward a copy of the **mortgage statement** and any supporting documentation to **our** Mortgage Services Team at Fleet Mortgages, 2nd Floor, Flagship House, Reading Road North, Fleet, Hants GU51 4WP.

Please note that third party payments including third party direct debits, cheques and bank transfers are not acceptable. We are also obliged to establish the source of funds for all full and part capital repayments. In certain instances, we may request evidence to support the stated source.

2. General Notes

Interest is calculated on a daily basis and debited to the **mortgage account** in advance at the beginning of each month.

In line with the **mortgage documents**, interest accrues on a daily basis and **your monthly payment** is due on the **monthly payment day**, which is the first day of each calendar month. A payment received on any later day will result in additional interest accruing, except where **you** pay by direct debit and **we** are unable to collect **your monthly payment** on the **monthly payment day**, because that day is not a **business day**. Additional interest will accrue whether or not **we** have agreed to receive **your monthly payment** on any other day as a result of providing forbearance measures.

For a typical mortgage with an **amount owing** of £130,000 and an **interest rate** of 2.5%, the additional interest that accrues would be approximately 2 pence per day until the **monthly payment** is received. The additional interest will be automatically added to the **amount owing**.

Where a **total repayment** amount is quoted, it assumes that no credits or debits shown have been subsequently reversed.

If you have an interest-only mortgage it is your responsibility to ensure that an appropriate repayment vehicle is in place and is set to mature in line with the end of your mortgage period. Regular checks need to be made to ensure that it is on target to repay the amount of your secured liabilities. If you have any concerns you should discuss them with your financial advisor.

In the event that you have no investment-based repayment vehicle for an interest only mortgage, it is your responsibility to make adequate provision to clear the mortgage at the end of the mortgage period. If you are relying on the sale of the mortgage property to produce sufficient funds and it does not, you will be liable for any shortfall.

3. Confidentiality

We will treat all **your** personal information as private and confidential (even when **you** are no longer a customer). Nothing about **your mortgage account(s)**, or **your** name and address, will be disclosed to anyone, other than in five exceptional cases permitted by law. These are: 1. Where **we** are required to do so by law or regulation. 2. Where there is a duty to the public to disclose. 3. Where either **your** legitimate interests or **our** interests require disclosure. This will not be used as a reason for disclosing information about **you** or **your mortgage account(s)** (including **your** name and address) to anyone else for marketing purposes. 4. Where disclosure is made at **your** request or with **your** consent. 5. Where the disclosure is necessary for the performance of **your** contract with **us**.

You have the right to ask for a copy of the information held by **us**. If there are any inaccuracies in **your** information, **you** have the right to ask **us** to correct **your** information. **You** also have the right to object to **your** data being processed and to have **your** information deleted in certain circumstances. However, **your** right does not automatically lead to a requirement for processing to stop or for personal data to be deleted. Please contact **us** if **you** wish to discuss any concerns.

If **you** are unhappy about how **your** personal data has been used please refer to **our** Customer Complaints Handling Procedure which appears on the "Literature" page of **our** website. **You** also have a right to complain to the Information Commissioner's Office, www.ico.org.uk, which regulates the processing of personal data.

4. Buildings/Buildings & Contents Insurance

It is a condition of **your mortgage deed** that **you** maintain full cover for the **mortgage property**. **You** must ensure that the amount of cover is adequate and the policy must be index-linked.

In the event that the **mortgage property** is destroyed and **you** have no insurance or inadequate cover, **you** may find **you** have insufficient funds to clear **the amount owing**. **You** will, however, remain liable for the full **amount owing**.

5. Accident, Sickness, Unemployment or Void Periods due to the tenant leaving

Should **your** income cease due to any of the above **you** will still be required to meet **your monthly payment**. If **you** have any concerns **you** should discuss them with **your** financial advisor.

6. Life Policy

It may be in **your** and **your** family's interest to ensure that the mortgage could be repaid in the event of **your** death. Lack of suitable arrangements could leave **your** dependants liable to repay the **amount owing** and if they are unable to do so, it could result in the **mortgage property** being repossessed. **You** may therefore wish to seek advice about insurance with **your** financial advisor to protect **you** in such an event.

7. The Financial Conduct Authority (FCA)

This **mortgage account** is not regulated by the Financial Conduct Authority (FCA).

8. Company Complaints Procedure

It is **our** intention to provide **our** customers with a high level of service at all times. However, if, at any time, **you** are dissatisfied with the service **we** provide **we** have a formal Customer Complaints Handling Procedure, which appears on the "Literature" page of **our** website. A copy can be sent to **you** upon request. Complaints **we** cannot settle may be referred to the Financial Ombudsman Service, full details of which are provided in the procedure.

