

Fair Value Assessment

Product name: Fleet Mortgages Buy-to-Let EPC A-C Product Range, incl. Standard, Limited Company and HMO Products

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Next Review Date: August 2026

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

While Buy-to-Let lending is outside the scope of Consumer Duty rules, this summary document is being provided 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 EPC A-C Fixed and Tracker rate mortgage products continue to meet the needs, characteristics, and objectives of customers in our target market
- The intended distribution strategy remains appropriate for the target market
- The product range provides fair value and financial choice depending on various circumstances to landlords in the private rental sector

2. Product characteristics & benefits

- Our products are designed to meet the needs of portfolio and non-portfolio landlords /landlords buying or refinancing existing buy-to-let properties. The mortgage products we offer to customers are not regulated by the Financial Conduct Authority (FCA). Neither are we regulated by the FCA or Prudential Regulation Authority (PRA). However, we have voluntary adopted PRA Underwriting Standards for buy-to-let mortgage contracts. The product features of our buy-to-let mortgage contracts include:
- A discount of 10 base points below our equivalent non-EPC A-C fixed and tracker products - designed to encourage landlords to acquire energy efficient homes or make improvements to the property to improve the EPC rating of the property within the A-C range
- Free valuations on certain types of properties up to a specified value
- Cashback is available on certain products, payable after completion of the loan
- Available on an Interest Only and Capital Repayment basis

Full eligibility criteria can be accessed on our intermediary website via the [Lending Criteria Guide link](#).

3. Target market assessment and distribution strategy

This target market assessment matrix segments the target customers for our mortgage products, recognising their different needs to enable us to tailor the services we provide when we distribute our products.

Customer Circumstances	Distribution Strategy	Customer Needs & Objectives
<p>An investor looking to purchase their first buy-to-let property in their personal name or a Special Purpose Vehicle (SPV) Limited Company established for the purpose of buying, letting and selling BTL properties</p>	<p>Available through Intermediary channels only. This includes Mortgage Networks and their Appointed Representatives, Mortgage clubs and directly authorised mortgage brokers.</p> <p>All intermediaries must be registered with us.</p>	<p>Our mortgage products allow landlords to:</p> <ul style="list-style-type: none"> • Use leverage to maximise their returns • Fix their finance cost for a defined period • Only repay interest during the term of the mortgage • To repay the capital by the end of the mortgage term
<p>A portfolio or non-portfolio landlord looking to purchase another buy-to-let investment property that might be a House in Multiple Occupation (HMO) or Mult Unit Freehold Block (MUFB). The landlord may purchase this property in their personal name or a SPV Limited Company established for the purpose of buying, letting and selling BTL properties</p>	<p>All intermediaries must be registered with the Financial Conduct Authority.</p> <p>Fleet Mortgages does not give advice.</p>	<p>Our mortgage products allow experienced landlords to:</p> <ul style="list-style-type: none"> • Refinance and withdraw equity from existing property portfolios/Expand their property rental business • Use leverage to maximise their returns • Fix their finance cost for a defined period • Only repay interest during the term of the mortgage • To repay the capital by the end of the mortgage term • Secure a mortgage against a standard property or HMO/MUFB property
<p>A portfolio or non-portfolio landlord looking to re-finance an existing buy-to-let property that might be an HMO or MUFB. The landlord may refinance this property owned by them or a SPV Limited Company established for the purpose of buying, letting and selling BTL properties</p>		

The Product is not designed for customers who:

- Cannot afford it, or are credit impaired, severely or otherwise
- Are looking to buy their first property or a property to live in
- Cannot evidence their income
- Do not reside in the UK
- Do not meet our lending criteria
- Are seeking mortgage advice from us
- Are looking for a regulated mortgage contract
- Will be classified as a consumer buy-to-let
- Are looking to mortgage a property where the EPC rating is below C

4. Customers with characteristics of vulnerability

A typical Fleet Mortgages Customer

Although our typical mortgage customer will have a good understanding of the products available, we understand that they are still at risk of becoming vulnerable, whether this is a temporary, occasional or permanent vulnerability, and may be at risk of poor outcomes when it comes to dealing with their finances. This is why particular care must be taken to ensure they fully understand the commitment they are agreeing too.

Mortgage Broker and their responsibility

If advice or any additional information is sought by customers, their mortgage broker should offer that prior to completion of the mortgage. It is the responsibility of the mortgage broker to notify us of any confirmed or potential vulnerabilities present with their customer. It is also the responsibility of the broker to make clear to the customer the implications of the arrangement they are entering into, to reduce the risk of harm occurring. Intermediaries should continue to comply with their obligations to ensure that they treat customers in vulnerable circumstances fairly and gain explicit consent to share this information with us for ongoing support where required following completion of the mortgage.

Aging customers

It is our experience that landlords tend to be older and may become vulnerable during the term of the mortgage. For this reason, we restrict lending beyond a certain age at the end of the mortgage term and have prudent policies in place to deal with vulnerable customers.

Vulnerability considerations

We understand that your customers may sometimes require additional support, therefore consider the needs, characteristics, and objectives of customers with characteristics of vulnerability at all stages of the design process to ensure our mortgage products meet their needs too.

Here are some of the ways we can support customers with potential vulnerabilities:

- We will do everything we can to understand customer circumstances and support their needs to provide the right outcome
- We promise to remain approachable and communicate with our customers sensitively and with respect
- We aim to make our communications as clear, accessible and easy to understand as possible
- Our staff have received specialist training to ensure they understand how to identify potential signs of vulnerability and how to appropriately handle such situations

- We review and update our policies and procedures to help improve the overall customer experience

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 products. This analysis is used to ascertain whether our mortgage products deliver fair value for customers.

Additionally, all new product and pricing changes follow a strict governance process whereby the fair value assessment is considered and forms part of the proposal shared with our parent company.

Our fair value assessment has considered the following:

Benefits	Price	Costs	Limitations
<p>1. Free valuations on certain types of properties</p> <p>2. Tracker Rate tracks the Bank of England Base Rate</p> <p>3. Tracker Rate offers flexibility to landlords that wants to refinance within a year</p> <p>4. Shorter-Term Fixed Rates offer flexibility and choice for those that want to refinance after 2 years</p> <p>5. Medium Term Fixed Rates offer comfort in knowing what is being paid and allows the choice to refinance after 5 years</p> <p>6. A discount to encourage landlords to improve the environmental characteristics of their rental stock</p> <p>7. Available on an Interest Only and Capital Repayment basis</p> <p>8. Various communication channels available to customer and mortgage broker</p>	<p>1. The interest rate we charge allows us to make a sustainable profit and is similar to those charged by our peers</p> <p>2. The fees we charge at origination cover our origination cost and are similar to those charged by our peers</p> <p>3. Ongoing fees and charges are transparent, available on our website and appropriate to the cost associated with servicing mortgages</p>	<p>The cost of funding our mortgage products is determined by:</p> <p>1. The funding cost of our parent company and the cost of hedging the fixed rate mortgages</p> <p>2. The cost of valuing a Property</p> <p>3. The procurement cost we pay to intermediaries for introducing mortgage applications to us</p> <p>4. The operating cost associated with running a specialist mortgage business</p>	<p>1. Capital and funding constraints by our parent company</p> <p>2. Regulatory constraints (eg. consumer buy-to-let)</p> <p>3. Operational constraints</p> <p>4. Risk Appetite Constraints</p> <p>5. Swap rates/market volatility</p>

9. Knowledge and comfort that the product has been introduced in a fair way by an unbiased intermediary as the most appropriate product

Results of our assessment

Our assessment concluded that our mortgage products continue to deliver fair value for customers in the target market for these products.