

# Your guide to mortgages

Your handy guide to everything you need to know about  
our range of mortgages and what they're like to live with.



the mortgage works 

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## Welcome to The Mortgage Works

The Mortgage Works is a specialist lender of Nationwide Building Society and currently manages in excess of £26 billion in mortgage assets.

We have been providing mortgages via intermediaries since 1989. Whether you're buying a new property or planning a remortgage, we offer a range of mortgage options, and pride ourselves on providing flexible solutions to meet your needs.

We realise that a mortgage is a big commitment. Which is why we believe that the best way for us to know if a mortgage is going to be right for you is to understand your needs.

## Our service

As part of our commitment to give the very best in customer service, our Customer Service team is made up of highly trained and experienced staff. We are strongly committed to the highest quality customer service. As part of this commitment we have established strict standards aimed at providing you with excellent service, efficient administration of your account, a personal and courteous response to your enquiries and absolute confidentiality.

## Our mortgage products

**For all BTL mortgages, if you fail to keep up with payments a 'receiver of rent' may be appointed and/or your rental property may be repossessed. You will be liable for further costs and interest. Further information regarding these can be found within the Tariff of Charges guide. Where these additional costs become due, you will be required to repay these in addition to your outstanding mortgage balance.**

**For all residential mortgages, your home may be repossessed if you do not keep up repayments on your mortgage.**

## Buy to Let mortgage

With many years of Buy to Let lending under our belt, we've built up an extensive knowledge of this market, so you can be sure of the support of one of the most experienced lenders in the business.

From the first time landlord to the seasoned investor, we offer a range of options that are designed to suit the needs of anyone looking to purchase property to rent out.

We also offer Buy to Let mortgages to foreign nationals who are based in the UK, however terms and conditions apply and only rental income denominated in pounds sterling (GBP) will be accepted.

You can also benefit from our Switch to Fix facility, giving you the option to move from a tracker to a fixed rate deal. At any point during the Benefit Period, you can move on to a fixed rate product without incurring an early repayment charge. Terms and Conditions apply.

Please see our current Product Guide for details.

## Let to Buy mortgage

We recognise that choice is vital, which is why we've expanded your options further with a range of Let to Buy products.

The range has been designed in response to your ever-changing financial requirements. Whether you want to retain your property as a long-term investment, relocating due to work commitments or simply wanting to move to a property that is easier to maintain, these products mean there is no longer any need for you to feel tied down.

With Let to Buy your solicitor will need to confirm the simultaneous purchase of a new residential property. Please see our current Product Guide for details.

## Consumer Buy to Let

Some Buy to Let loans will be defined as 'Consumer Buy to Let'. Your circumstances will determine whether you become 'consumers' and affected loans will become regulated. We will treat all Buy to Let applications the same throughout the application process, and once the account is open with us, regardless of their regulatory status. Consumer Buy to Let loans are available both through our standard Buy to Let and Let to Buy product ranges.

For The Mortgage Works, the Consumer Buy to Let regulatory status will apply to:

"A borrower with no other let properties wishing to obtain a mortgage on a property that has either been inherited or has previously been occupied by the borrower or a related person at any time". This means that the new status will only apply to remortgage applications. If you already let out any other properties at the time of the application, you won't be classed as a 'Consumer'; even if our definition applies to the property that you wish to obtain a mortgage on.

## Houses in Multiple Occupation (HMO)

TMW consider the following types of property as an HMO:

- A property occupied by five or more people or with five or more lettable rooms in an area commensurate with multi letting
- A property with more than one tenancy agreement in place.

Please see our current Product Guide for details.

## Residential

If you are considering converting the repayment method on your Residential mortgage, please note that TMW will not normally accept a conversion to interest only (or partial repayment) if you are currently on a repayment mortgage. If you wish to change your repayment method due to financial difficulties, please refer to the additional information shown on page 9.

Please see our current Product Guide for details.

Further borrowing is not available on Residential mortgages.

### Taking out a new product

If you are thinking of taking out a new product – maybe you are currently on our variable rate, or your existing rate is coming to an end – please visit our website at [tmwdirect.co.uk](http://tmwdirect.co.uk) where you will be able to find details of the products on offer.

Alternatively, if you are unsure of your requirements and want to get some financial advice before taking out a new product, you can go to [www.unbiased.co.uk](http://www.unbiased.co.uk) to find details of the independent intermediaries based in your local area.

If you apply online, you will be taken, via easy to follow steps, to a formal offer. You should read this offer carefully, paying particular attention to the early repayment charges, which may be due if you take a new product and then repay part of your loan early or move to another lender.

If you do decide to go ahead, you will be able to accept the offer online. You will then be advised what your new payment will be and when it will start.

You should have a good payment history before applying for a new product. Also, if you have had a fixed or tracker rate with us in the past, we will need to check the original terms and conditions of that rate before we can offer you any further products. Please call our Customer Service Centre on 08000 30 40 60 for assistance.

### Life assurance

You may consider taking out a life assurance policy covering the mortgage balance to ensure the mortgage can be repaid should you die within the mortgage term. It is your responsibility to help ensure that you have adequate cover.

**Please speak to a qualified independent financial adviser if you require further information.**

### Your mortgage

The financial implications of choosing a mortgage will mean that your personal situation and requirements will need to be carefully considered. Early repayment of a mortgage or a change to your personal circumstances (e.g. long term sickness or relationship breakdown) can have adverse financial consequences.

There are three methods by which you may be able to repay your mortgage, as described below. **(Some products are available as repayment only - see our current Product Guide for details).**

### Repayment mortgage

With a repayment mortgage you make a payment every month for the length of the mortgage which covers both interest and repayment of capital. By complying with the terms and conditions of your mortgage, at the end of the term you will have repaid your mortgage in full. The Mortgage Works' repayment mortgages capitalise the interest monthly unlike the more traditional method of capitalising interest once a year. This saves you paying any unnecessary interest on the outstanding capital.

The proportion of the capital repaid increases as the term progresses.

### Interest only mortgage

With an interest only mortgage you pay interest on a monthly basis. You can then decide how you wish to invest your money to pay off your mortgage at the end of the term. If you have an interest only mortgage a repayment vehicle must be in place in all cases. Remember to make regular checks to see that your investment(s) remains on target to do this.

By complying with the terms and conditions of your mortgage, you will have re-paid all interest due, however the capital borrowed will remain outstanding.

**It is your responsibility to make sure that the policy or plan will result in you having enough funds to repay the loan at the end of the mortgage term. We cannot accept responsibility for any policy or plan you choose. If the policy or plan does not provide enough to repay the whole of the loan at the end of the mortgage term, you will still be responsible for paying, whatever balance remains.**

### Combination of repayment methods

On selected products you can choose to split your mortgage in two and have a portion as repayment and a portion as interest only. **(See our current Product Guide for details).**

### If you have the switch to fix facility

If you have selected a tracker product that offers the switch to fix facility, you can switch to a current new business fixed rate within the same product range without incurring early repayment charges. To find out more about this facility, please visit our website at [tmwdirect.co.uk](http://tmwdirect.co.uk) for details.

### Interest rate options

We offer a variety of fixed and tracker rate options (a definition of these can be found below). Please refer to our current Product Guide for the latest rates.

#### Tracker interest rate

An interest rate that will follow changes to the Bank of England Base rate.

At the end of the tracker rate period, your mortgage will revert to either The Mortgage Works Managed rate or a variable rate linked to the Bank of England Base rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to Bank of England Base rate and has no upper limit or cap.

#### Step down tracker

An interest rate that will follow changes to the Bank of England Base rate. The interest rate will fall at fixed intervals during the product term.

At the end of the tracker rate period, your mortgage will revert to The Mortgage Works Managed rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to Bank of England Base rate and has no upper limit or cap.

### **Stepped tracker**

An interest rate that will follow changes to the Bank of England Base rate. The interest rate will increase at fixed intervals during the product term.

At the end of the tracker rate period, your mortgage will revert to The Mortgage Works Managed rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to Bank of England Base rate and has no upper limit or cap.

### **Capped tracker**

An interest rate that will follow changes to the Bank of England Base rate.

If base rate rises during the Capped Tracker period, your interest rate will not exceed a pre-determined upper limit.

At the end of the tracker rate period, your mortgage will revert to The Mortgage Works Managed rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to Bank of England Base rate and has no upper limit or cap.

### **Fixed rate**

An interest rate that is fixed until a certain date. It will not go up or down until that date – even if the Bank of England Base Rate does.

At the end of the fixed rate period your mortgage will revert to either The Mortgage Works Managed rate or variable rate linked to the Bank of England Base rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to Bank of England Base rate and has no upper limit or cap.

### **Lifetime variable**

An interest rate that is based upon The Mortgage Works Managed rate. The Mortgage Works Managed rate is a variable rate of interest which is not linked to the Bank of England Base rate and has no upper limit or cap.

### **Switch to fix**

If you have selected a tracker product which offers the switch to fix facility, you can switch to a current new business fixed rate within the same product range without incurring early repayment charges. Terms and conditions apply.

Above products are subject to availability.

## **Other things you should know about**

### **Property**

We will require a first charge over the property being used as our security. Your conveyancer will be responsible for checking that the tenure of the property is acceptable to us depending on where the property is located.

Further information detailing our lending criteria relating to the security property can be found within the Lending Criteria. This is confirmed at the beginning of the application process.

You must arrange insurance of the property and keep it insured at your own expense, for its full rebuilding cost. We may need to approve the insurance, risk and terms of insurance. You do not have to take out insurance with the Nationwide Building Society Group.

TMW Customers aren't allowed to live in the Buy to Let property at any time and will be in breach of the terms and conditions of the mortgage contract should they choose to do so. Where this is the case, TMW's policy is to give the customer a period of time in which to vacate the property, or instead remortgage to a residential loan. If a customer fails to comply with these terms, this may lead to legal action being taken against them, which could ultimately result in TMW taking possession of the property.

### **An example of what you could pay**

A repayment mortgage of £156,000 over a term of 25 years on an initial rate of 3.69% would require an initial payment of £1,268.80, then 22 monthly payments of £796.96 and 277 monthly payments of £903.54 based on our Managed Rate (Issue 7), currently 4.99% (variable).

The total amount payable would be £269,682.50 made up of the loan amount plus Interest. It also includes a valuation fee of £340.00, an application fee of £150.00, a fee to send your funds to the solicitor of £20.00 upon completion, and a Mortgage exit fee of £90.00. The total cost of credit for this loan would be £113,682.50. The overall cost of comparison is 4.9% APRC Representative.

This Representative Example is for illustration purposes only. It is not an offer. These figures are representative of the typical costs and repayments for a typical average loan with The Mortgage Works. Your actual costs and monthly repayments will vary depending on your mortgage.

### **Mortgage charges**

The following information is about the charges that will be involved in setting up your new mortgage. Please refer to our Mortgage Tariff Guide for current details together with the other services we provide.

Valuation charges are paid with the application. Other charges can be added to the loan and interest will be charged.

## Valuation

When you have applied for your mortgage we will arrange for a standard valuation to confirm the property is a suitable security for the mortgage. Valuation charges are based on the purchase price of the property, or in the case of a remortgage, the estimated valuation.

The mortgage valuation is a limited report prepared solely for us to assess the value of the property for mortgage purposes and to enable us to decide how much to lend and on what terms. The report is not a survey and we do not ask the valuer to carry out a detailed examination of the structural condition of the property. Given the limitations of the mortgage valuation, we strongly recommend you to consider obtaining your own, more comprehensive inspection or a structural survey.

The valuation may indicate works are required to the property, or additional investigations are needed. Where this is the case, we will inform you, and you will be responsible for obtaining the additional information we require. This may give rise to additional costs.

We will be given a figure for insurance purposes by the valuer. Even if you do not take buildings insurance with us, this is the minimum amount the property must be insured for. This is often a different figure from the market value.

## Arrangement fees

Our products may carry an arrangement fee and a non-refundable application fee. The non-refundable application fee cannot be added to the mortgage loan. Please see the Mortgage Tariff Guide and Product Guide for details.

## Coming off your current rate

If you want to come off your current rate and revert to our variable rate of interest then you will need to bear in mind the early repayment charges for doing this – there may be an amount payable, in order to come off the product.

You can find the details on the offer of the product that you originally accepted or alternatively contact our Customer Service Centre who will check for you. You may be able to add these extra amounts onto your mortgage instead of paying them straightaway, however, interest will be charged on this. Once this has been agreed we will amend your payments accordingly and confirm the details in writing.

## Early Repayment Charge and capital repayment facility

If you decide to repay all or part of your mortgage, an early repayment charge may be applicable. This is determined by the type of product you have, the amount you are repaying and the date you took out your mortgage. If applicable, these will be clearly shown on the Illustration you receive before making an application and on the Offer of Mortgage.

All our mortgages come with an option to repay up to 10% (20% on selected products) of the capital remaining each year, without incurring any early repayment charges (minimum repayment £500). On completion of your mortgage we will send you a guide explaining how to exercise this option in the future. A part redemption administration charge may apply.

If you wish to reduce your mortgage balance by a minimum of £500, all you need to do is send us a cheque made payable to The Mortgage Works (UK) plc followed by the account holder's name(s)

e.g. The Mortgage Works (UK) plc – Mr A. N. Other with a letter quoting your mortgage account number or contact us on 08000 30 40 60 to discuss other methods.

We will reduce your mortgage balance upon receipt of the payment, which will also change the amount of interest you are charged each month. Your future payments will reflect the lower balance. However, if you make the payment within 10 days of your payment date, we are unable to reduce that month's direct debit payment. Your mortgage balance and the interest charged will have still reduced but will show from your next monthly payment.

With the majority of our mortgages you may pay off up to 10% of the capital remaining each year without early repayment charge. Please check your mortgage offer for specific details relating to your mortgage account. You cannot carry over any portion of the 10% remaining into the following year. If more than 10% is paid off, the early repayment charges detailed in your mortgage offer are payable on the amount in excess of 10% of your balance.

Please see our Mortgage Tariff Guide for further information.

## Other charges

We may charge for other services such as altering the names on your mortgage and dealing with mortgage redemption. Full details of these charges are listed in our Mortgage Tariff Guide. If we make any changes to the charges outlined in your Offer a new copy of the Mortgage Tariff Guide will be sent to you with your annual statement.

## Moving house and your mortgage

Any mortgage you take with us is secured on an individual property (unless you have a Buy to Let mortgage where we have agreed a portfolio of properties). So if you move house you will have to repay your mortgage and start another one for your new home. However, all our TMW mortgages are portable, so if you take out a mortgage for the same or a greater amount then you can keep the interest rate you previously had for that portion of the new mortgage without paying an early repayment charge. This is subject to meeting our lending criteria at the time of applying for the new mortgage. Additional funds can be covered by our range of products applicable at the time. Please contact us on 08000 30 40 60 to discuss your individual needs in more detail, or speak to your independent financial adviser.

## Paying off your mortgage

If you want to redeem your mortgage, call us and ask for a mortgage redemption statement. This includes your outstanding mortgage balance, plus any fees which are payable, such as any redemption or administration charges (see Tariff Guide), interest owed up until the date of redemption and early repayment charges for any fixed or tracker rate. Once you receive this you are welcome to call us if you wish to discuss it in more detail. Your solicitor will then arrange to send us your payment or, if you are not using a solicitor, you can arrange for your bank or building society to send us the funds direct. We will then either forward the title deeds and any life policies held to your solicitor for the necessary legal work or forward the completed documentation to you. Please refer to the release of property section if you wish to redeem a part of your mortgage.

## Financial Difficulties

If you find yourself in financial difficulties and think that you may not be able to make your mortgage payment, the most important thing to do is to keep us informed. We will listen to your case sympathetically and make arrangements to help you sort the problem out. We have staff who are specially trained to help you and, if the problems are ongoing we will discuss a long-term plan with you. To discuss any difficulties you may be having please call our Arrears Team on 0800 212 508.

## Additional information

### Direct debit

We will collect your mortgage payments by direct debit automatically from your bank account on a monthly basis. Paying by direct debit also means that, should your payment change, we can make the adjustments for you without having to fill in another form. You will of course be advised before any alterations are made.

#### Residential and Single Property Buy to Let

The first payment is due following the month after completion on the anniversary date unless specified differently and will also include the accrued interest owed. Regular payments will be collected the month after the month the first payment is made and will be made on the same day every month unless requested otherwise. Please check your completion letter for details.

#### Portfolio Buy to Let (not available to new customers)

Your mortgage payments are payable monthly in advance. The first payment is due immediately and will be collected 10 to 14 days after your mortgage starts, once the direct debit has been set up by your bank. The next payment will be collected one month after the date your mortgage advance was made. Subsequent payments will be made and collected by us on the same day each month. **This may result in us claiming two payments within the first month which you will need to budget for.**

## Setting up a new direct debit mandate

If your account number begins with a 1 and is 8 digits long, you are able to change your bank details directly with your new bank or by calling our Customer Service Centre on 08000 30 40 60. You will need to change your bank details a minimum of 2 weeks before your next payment due to give us enough time to change your details.

If you do need to complete a new direct debit mandate, you should return this to us about a month before you need the first payment to be collected from the new account to allow us and your bank time to set up the new direct debit. You do not need to cancel your previous direct debit instruction as we will do this automatically when we receive a new one. Please do not cancel any mandate until you have received confirmation of the new direct debit being set up as this may result in arrears if we can't collect a payment. Please note that a direct debit mandate can be downloaded from our website, completed and returned to us.

## Changing your payment date

You are able to change your payment date by notifying us in writing or calling our Customer Service Centre on 08000 30 40 60. Please ensure notification is received by us 10 working days prior to your next payment date. If it is not received within the stipulated timescale, your payment date will not be amended until the following month.

Initially, we may need to collect a larger amount to allow for the additional interest owed for the period between the original collection date and the new one. After this your payments will return to normal.

## Interest

### Daily Rest – Interest is calculated daily and capitalised monthly

This means that interest is calculated on the mortgage balance at the end of the previous month, adjusted by the value of transactions applied during the month.

### Monthly Rest – Interest is calculated daily and capitalised monthly

This means that interest is calculated on the mortgage balance owing at the end of the previous calendar month.

The value of transactions applied during that month will be debited in the following month's interest calculation.

### Annual Rest – Interest is capitalised annually and applied monthly

This means that interest is calculated on the mortgage balance at close of business on the 31st March of each year and 1/12th of that interest is debited to the account at the start of each of the next 12 months. The mortgage balance will be reduced by the value of any capital repayment from the day after it is made. The interest charged will also be reduced from the day after any capital repayment is made.

**Your annual mortgage statement will confirm which type of mortgage you have.**

### Changes to interest rates

The interest rate which applies to your account may change from time to time. We will notify you in writing whenever the interest rate changes and advise you of your new payment. You can also call our Customer Service Centre on 08000 30 40 60 to check your current interest rate.

### Duplicate statement

The Mortgage Works' statements are issued annually on the anniversary of the start of your mortgage, with the exception of our annual rest mortgages which are issued on 31st March. Duplicate statements are available on request by calling our Customer Service Centre on 08000 30 40 60.

### Certificate of interest paid

Certificates are available on request by calling our Customer Service Centre on 08000 30 40 60. We will provide one certificate per calendar year for which no fee is payable.

### Letting out your residential property

#### **Please be aware our agreement is required prior to the property being let out**

If you want to let your property we have to agree to the letting under the terms and conditions of your mortgage. You will need to ensure that the proposed letting agreement is in line with your mortgage terms and conditions and that the contract is for a maximum of 36 months. You will also need to tell us why you are letting your property (job relocation for instance, and provide us with an up to date correspondence address). We may increase your interest rate, and charge a one-off fee for this facility (please see our Tariff Guide). Letting your property may affect your buildings and contents insurance, therefore you should contact your insurer(s).

### Deeds

Please call our Customer Service Centre on 08000 30 40 60 if you need a copy of your deeds.

### Changes to terms and conditions

If our terms and conditions change we will notify you in writing prior to the changes becoming effective.

### Changes to Security

If you require legal work to be undertaken due to changes to the security or account you will need to instruct a solicitor to act on your and The Mortgage Works' behalf in accordance with the CML Handbook and the mortgage terms and conditions. The transaction must in no way adversely affect our security. Any costs associated with this must be paid for by you.

### Personal data

The Mortgage Works considers that protecting your personal information is very important and we recognise that you have an interest in how we may collect, use and share such information. If you require further information you can ask for a copy of our leaflet 'How Nationwide uses your personal information'. This can be requested from your intermediary, TMW or on line at [www.nationwide.co.uk](http://www.nationwide.co.uk)

The following are the principles we adopt to reflect our commitment to safeguarding your personal information:

### Our principles

- To comply with our obligations under the Data Protection Act 1998 and any other relevant legislation.
- To keep your personal information and the business you do with us in strict confidence.
- To obtain your personal information lawfully and fairly.
- To maintain appropriate procedures to ensure that personal information in our possession is accurate and, where necessary, kept up to date.
- Where we choose to have certain services, such as data processing, provided by third parties we do so in accordance with applicable law and take all reasonable precautions regarding the practices employed by the service provider to protect personal information.
- To maintain appropriate technical and organisational safeguards to protect personal information against loss, theft, unauthorised access, disclosure, copying, use and modification.
- Not to sell your personal information.

The application form for each mortgage account provides further information on how your personal data will be used and to whom it may be disclosed. You should read this data protection information carefully and you will be asked to acknowledge that you have done so when signing the application form.

### Credit reference agencies

Every month we report on all the mortgages we hold to credit reference agencies. If all your mortgage payments are made on time then this will help you to build up a good credit rating. If you fall behind with your payments this will show if other companies carry out a credit search on you before offering credit facilities.



## Portfolio Mortgages

### Release of property from your portfolio

We will provide you with a release of property figure that is calculated to maintain adequate security in accordance with our current lending criteria. On receipt of your request we will need to conduct valuations of all properties on the portfolio. Once this has been done, your request will be referred to our Underwriting department who will provide a figure to release the property from your portfolio.

Please allow sufficient time when requesting a release of property figure. It is important to note that all loans are equal security against all properties i.e. properties are not linked to specific loans. Once we have calculated the figure we will look to apply the required funds to the loan with the lowest early repayment charge and highest interest rate.

An administration fee will be charged for each property that is released. Any early repayment charges and any arrears on the account will also be taken into consideration when calculating the release of property figure.

Please note your annual 10% capital repayment allowance can not be used towards release of the property.

In order to apply for a release of property an application form will be required. The application form and further guidance can be found on our website.

### To substitute a property on your portfolio

We will provide you with a substitution of property figure that is calculated to maintain adequate security in accordance with our current lending criteria. On receipt of your request we will need to conduct valuations on the property being released from the portfolio and the property being substituted into the portfolio. Once this has been done, your request will be referred to our Underwriting department who will provide a figure to substitute the property from your portfolio.

Please allow sufficient time when requesting a substitute of property figure. It is important to note that all loans are equal security against all properties i.e. properties are not linked to specific loans. Once we have calculated the figure, if funds are required to substitute the property we will look to apply the required funds to the loan with the lowest early repayment charge and highest interest rate.

An administration fee will be charged for each property that is substituted. Any early repayment charges and any arrears on the account will also be taken into consideration when calculating the release of property figure.

Please note your annual 10% capital repayment allowance can not be used towards release of the property.

If the security is not considered suitable the company reserves the right to decline your request. Details of what is considered acceptable can be found on our website or by contacting TMW direct.

In order to apply for a substitution of property an application form will be required. The application form and further guidance can be found on our website.

## How to complain

### Making a complaint

We have very high standards but we are the first to admit that sometimes we make a mistake. If this happens please tell us straightaway and give us the chance to put things right.

### First things first

If you haven't already told us your concerns, please contact us using one of the methods below. We'll need to know:

- your name and address;
- what's gone wrong and when it happened;
- your best daytime contact number;
- what you'd like us to do to put it right;
- your account details;
- any other relevant information



Phone us:

The Mortgage Works  
(TMW) 08000 30 40 60



Write to us at:

The Mortgage Works (UK) plc  
Portman House, Richmond Hill  
Bournemouth BH2 6EP

## What happens next?

We'll record your complaint and do all we can to resolve it as quickly as possible. This may involve calling you, so it's important for you to note our calls will display as a **0800** number on some phones.

While regulations allow us 56 days to resolve customer complaints we're committed to resolving these as soon as possible.

We'll keep you informed of our progress throughout. Depending on how long it takes to resolve your complaint you'll receive one of the following communications from us:

Communication Type	When will I get this?	What will it tell me?
Summary Resolution Communication	You'll receive this if we've been able to resolve your complaint to your satisfaction within 3 working days following the day we received your complaint.	This generic letter will let you know your complaint has been resolved and will tell you about the Financial Ombudsman Service (FOS).
Final Response	In addition to a letter acknowledging your complaint; if we've been unable to resolve your complaint within 3 working days, we'll send you our Final Response.	This is a more personalised response, which will outline: <ul style="list-style-type: none"> <li>• Details of our investigation</li> <li>• Our decision and</li> <li>• If applicable, next steps.</li> </ul> It will also provide information about the FOS.

## An independent view

If you're unhappy with our decision and wish to take it further, you can ask the Financial Ombudsman Service (FOS) to look at your complaint. This is a free independent service for resolving disputes.

While you can refer your complaint to the FOS at any time, they will need our consent to investigate complaints where we haven't had the chance to put things right and the 56-day regulatory timescale hasn't expired.

Once we've investigated your complaint and issued either a Summary Resolution Communication or Final Response, you'll have up to 6 months, from the date on the letter, to refer your complaint to the FOS.

## Contacting the Financial Ombudsman Service

**The Financial Ombudsman Service**  
Exchange Tower, London E14 9SR

Telephone: **0300 1239 123**

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



You can order all our publications in large print, Braille, audio cassette or CD. Your local branch will arrange this for you or you can contact us on 0800 30 20 11.

If you have hearing or speech difficulties and are a textphone user, you can call us direct in text on 0800 37 80 01. We also accept calls via BT TypeTalk. Just dial 18001 followed by the full telephone number you wish to ring.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE.

**The Mortgage Works (UK) plc** (Company No. 2222856) is a wholly owned subsidiary of Nationwide Building Society and is authorised and regulated by the Financial Conduct Authority (FCA) under registration number 189623. You can confirm our registration on the FCA's website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

**The Mortgage Works (UK) plc** also acts as agent and mortgage administrator for Derbyshire Home Loans Ltd (Company No. 2628265, FCA No. 302586) and for E-Mex Home Funding Ltd (Company No. 02124900, FCA No.305370). All three companies are wholly owned subsidiaries of Nationwide Building Society, are registered in England and Wales with their registered office at Nationwide House, Pipers Way, Swindon, SN38 1NW and are authorised and regulated by the FCA.

Most buy-to-let mortgages are not regulated by the FCA.

The Mortgage Works (UK) plc, Portman House  
Richmond Hill, Bournemouth, BH2 6EP.

Telephone: **08000 30 40 60**

Please note that for our mutual protection and to improve service standards, we may monitor and/or record telephone calls.