

# Mortgages: Important information about us

## About our services and costs

### 1 Whose mortgages do we offer?

We only offer Ulster Bank mortgages provided by National Westminster Bank Plc (“NatWest”).

The information provided in relation to the products we offer only covers the mortgages available in branch or over the phone and not those available through our online sales channel or through mortgage brokers.

### 2 Which service will we provide you with?

Advice. As a qualified mortgage adviser I will talk to you and assess your needs and circumstances. I will recommend a mortgage which I believe is suitable for you. In this service I am responsible for ensuring that the mortgage is suitable for you based on the information you provide.

It is important that you answer all questions as openly and honestly as you can in order to allow a suitable recommendation to be made.

### 3 What will you have to pay us for our services?

We do not charge you a fee for provision of our service. You will receive a Mortgage Illustration when considering a particular mortgage, which will tell you about any fees relating to it.

**You can request a Mortgage Illustration for any mortgage that we are able to offer you.**

### 4 What are the alternative finance options available to you?

If you have existing borrowing secured on your property and you are looking to increase the amount of borrowing secured on that property, there may be other finance options available that are more appropriate for you, such as:

- a further advance from your existing lender;
- a new second charge mortgage; or
- unsecured lending, which is a loan that can be obtained without having to provide security against your property.

### 5 Who regulates us?

Ulster Bank, a business name of National Westminster Bank Plc (“NatWest”), 250 Bishopsgate, London EC2M 4AA is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Ulster Bank is entered on the Financial Services Register and its Register number is 121878.

The FCA is the independent watchdog that regulates financial services. Our permitted business includes advising on and arranging regulated mortgage contracts; entering into regulated mortgage contracts; administering mortgage contracts and arranging or advising on non-investment insurance. You can check this on the Financial Services Register by visiting the FCA’s website [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on **0800 111 6768**.

**Buy to let mortgages are not regulated mortgage contracts and are not regulated by the FCA.**

## 6 What to do if you have a complaint

If you wish to register a complaint, please contact us:

### ...in writing Write to:

Ulster Bank Mortgage Centre,  
Customer Care Team,  
PO Box 123,  
Greenock  
PA15 1WY

### ...by phone Telephone:

**0345 721 2600** (Calls may be recorded.)

## 7 Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Mortgage advising and arranging (for business written after 31 October 2004) is covered up to a maximum limit of 85,000, i.e. 100% of first 85,000 per person.

Further information about compensation scheme arrangements is available from the FSCS.

**THINK CAREFULLY ABOUT THE PRODUCTS AND SERVICES YOU NEED. IF YOU WANT MORE INFORMATION PLEASE ASK.**

## Important information about your mortgage application

### Mortgage fees

Any fees you need to pay to set up your mortgage are detailed in your Mortgage Illustration. By applying for a mortgage you are agreeing to pay all costs incurred, including legal and valuation fees, whether or not the mortgage completes.

We will ask you whether you want to pay fees by adding them to your mortgage or paying them separately upfront. If you add fees to your mortgage, you will pay more interest as interest will be charged on the fees added for the full duration of the mortgage term. If you opt to pay fees upfront, we will debit the amount of the fee from the credit or debit card you specify.

In some cases the cost of setting up your mortgage can change. This can happen if, for example, the cost of the valuation changes, if we need to carry out further surveys on the property or if additional legal work is required.

Should the cost change we will let you know if any increase is more than £100. If the difference is less than this we will debit the correct amount without seeking further authorisation.

We will release retained mortgage funds or future further borrowing into the account from which your mortgage Direct Debit will be paid or, for our Offset mortgages, into an account that you specify.

### Statements

If you have a joint mortgage account, and you live at the same address, we will issue a single mortgage statement, rather than separate statements to each account holder. Please let us know if you require separate statements.

### Transfer of Loans

We may, without your consent, transfer, and charge or otherwise dispose of any or all of our rights relating to the loan, the security for the loan and any of our related interests to any person or persons whatever. For further information, please refer to our Loan Terms. Our Loan Terms explain how you will be bound to any person to which we transfer or otherwise dispose of our rights. They also explain that we may disclose or pass information relating to you, your property, your loan or your mortgage account, to any person in connection with any transfer or proposed transfer or any financial arrangement.

## Your information

### How we will use your information

Before continuing with this application, please read the information below which explains how we and others will use your personal and financial information during this application process. When we use and share personal and financial information, we do so on the basis that we have a legitimate interest to prevent fraud and money laundering, to manage our risk, to protect our business and to comply with laws that apply to us (including verifying your identity and assessing the suitability of our products).

For full details about how we use the personal and financial information of our customers, please see our full Privacy Notice at [www.ulsterbank.co.uk/privacy](http://www.ulsterbank.co.uk/privacy).

### Sharing information to set up your mortgage

Information relating to this application or variation may be disclosed to:

- a) anyone who has good reason to know in connection with this mortgage application or variation. This may include any joint applicant; any person agreeing to the mortgage; any conveyancer acting in relation to the mortgage; or any other third party to whom we must, or choose to, give the information.
- b) anyone named on any investment you plan to use to repay the loan.

We share your information with:

- other companies in our group
- credit reference agencies, so we can:
  - do a credit check – this can affect your credit score (we don't do one if you're just opening a savings account)
  - do an identity check – this could be done on you and anyone else who's linked to the account, but it doesn't affect your credit score
  - protect you and comply with laws – we must share information about how you manage your account, like payments made to your account, your balance, credit limits and any missed loan payments. They may also share this with other organisations.
- fraud prevention agencies, and we also record any identified or suspected fraud, which could mean we have to refuse to provide you with services
- our business partners, like the company that makes our debit and credit cards
- industry regulators, government departments and similar organisations, like HM Revenue and Customs, who might in turn have to share it with other countries.

Credit reference and fraud prevention agencies use your information because they have to prevent fraud and money laundering, to protect you, their business and to comply with laws.

### What can happen?

We'll make decisions based on the automated checks of data we hold and receive about you. You have rights in relation to these decisions, including a right to appeal if your application is declined. If it's declined, we'll usually keep your information for five years or longer if needed to comply with the law.

If you want more details about how we use your information or your rights, you can find our full Privacy Notice on the privacy page on our website. This document is available in Braille, large print and on audio tape. Ask in branch or Textphone **0800 015 4422**.