

Application Reference

Date

Your rate switch information

This document sets out what you can expect from us when you make an application to switch your mortgage rate with us – and what we ask of you, to help us process your application and keep your mortgage running smoothly.

“you/your/yours” means the customer(s) applying for the mortgage product.

“we/us/our/ours” means Barclays Bank UK PLC and its wholly and partly owned subsidiaries and any company in which it has an interest by way of a shareholding or any company in a group of companies to which it may belong (“Barclays Group”).

Your rate switch application

You are applying to switch one or more of your existing mortgage accounts to a new product. The new product(s) have been explained to you in a mortgage information sheet. When you submit your rate switch application you are consenting to us applying the new rate to your mortgage account(s). We will apply the new rate to your mortgage account(s) as soon as possible following the submission of your application or, if you are still within the early repayment charge period for your existing product, when that period expires

(other than if you are on a variable rate and are exercising your Switch & Fix option). Your existing mortgage deed will continue as security for your mortgage.

An offer letter will be sent to you following the submission of your rate switch application. You do not need to take any further action to accept the offer. However, you should read the offer letter carefully. If any details in the offer letter are incorrect or you no longer wish to proceed with the rate switch you should contact us no later than seven days from the date of the offer, or before the new rate has been applied to your account (if later). If you decide not to go ahead with the rate switch after submitting your application you may have to pay charges associated with the new product.

We will write to you after your rate switch has been processed and advise you of your new payment obligation for the accounts you have switched.

We will take payment for any switching fee or product fee at submission of your application or soon after. If you have chosen to add any fees to your loan they will be added at the point of submission or soon after. This may cause your monthly payments to go up – even where the new rate has yet to be applied to your account.

Your information

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your account(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with our trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to barclays.co.uk/important-information/control-your-data or you can request a copy from us.

Credit reference agencies and fraud prevention agencies

In order to process your application we will supply your personal information to credit reference agencies and fraud prevention agencies and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and recover debts and prevent criminal activity. These agencies may in turn share your personal information with other organisations. If fraud is detected, you could be refused certain services, finance or employment. Once you open an account with us, we will share account data with the credit reference agencies on an ongoing basis.

If false or inaccurate information is provided to us and fraud is identified, details may be passed to credit reference and fraud prevention agencies to prevent fraud and money laundering and to verify your identity.

The Credit Reference Agency Information Notice (CRAIN) describes how the three main credit reference agencies in the UK each use and share personal data. The CRAIN is available on the credit reference agencies' websites:

- transunion.co.uk/crain
- equifax.co.uk/crain
- experian.co.uk/crain

Or you can ask us for a copy of these.

For more details on how information held by credit reference agencies and fraud prevention agencies may be used, please go to barclays.co.uk/important-information/control-your-data or you can request a copy from us.

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Reminder about your existing loans

Interest only or part interest only mortgages

If your mortgage is on an interest only basis or a part interest only basis, we would like to remind you that it is your responsibility to ensure that you have a suitable repayment plan in place to pay off your total mortgage balance at the end of your mortgage term.

If your repayment plan requires regular payments you need to ensure that all these payments are kept up to date, and to regularly check that your repayment plan is on target to repay your mortgage on the scheduled maturity date.

You may need to sell the mortgaged property at the end of your mortgage term if sale of the property is your stated repayment plan or you fail to maintain an alternate repayment plan. In some circumstances you may still need to sell the property if your repayment plan is insufficient to repay the money you owe us under your mortgage.

Mortgage Current Account Reserve

If you have a Mortgage Current Account Reserve you will need to pay any amounts outstanding under this account when your main mortgage loan(s) are repaid. This means that if you pay back your main mortgage loan(s) earlier than the contractual term you will not be allowed to keep your Mortgage Current Account Reserve and the balance must be repaid.

Please contact us if you have any concerns that you may not be able to repay the Mortgage Current Account Reserve when your main mortgage loan(s) are repaid.

Your feedback

If you have a complaint about any aspect of our service then we would like to hear from you. You can contact us by phone, in person, or in writing, either by post or e-mail. Details of our complaints handling procedures are available on request from any branch, Barclays Group Information line on 0800 400 100*, or [barclays.co.uk](https://www.barclays.co.uk)

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

YOUR BUY TO LET PROPERTY MAY BE REPOSSESSED OR A RECEIVER OF RENT APPOINTED IF YOU DO NOT KEEP UP PAYMENTS ON YOUR MORTGAGE.

You can request this in Braille, large print or audio. For information about all of our accessibility services or ways to contact us, visit [barclays.co.uk/accessibility](https://www.barclays.co.uk/accessibility)

Call monitoring and charges information

*Calls to 0800 numbers are free if made from a UK landline and international calls are charged at local rate, mobile costs may vary – please check with your telecoms provider. Calls may be recorded so that we can monitor the quality of our service and for security purposes.

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