

ONLY FOR USE BY MORTGAGE INTERMEDIARIES

Planned system maintenance: 28th September

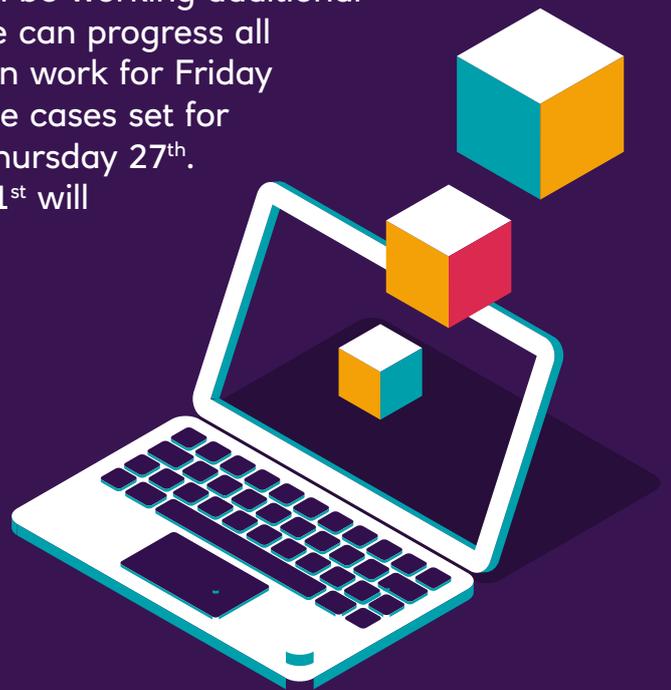
As part of our long term vision to manage and serve our customers from a single strategic platform, we'll be migrating legacy NatWest & RBS Mortgage accounts to one central mortgage system.

The migration will take place on Friday 28th September and this means that on that day and also on Saturday 29th September we will not have the facility to progress cases or provide updates. This includes but is not limited to: offers, underwriting discussions, case updates via telephony.

We are working hard to ensure we mitigate any disruption during the maintenance and as such our Mortgage teams will be working additional hours in the lead up to the migration. This is so we can progress all work up to Thursday 27th and including focusing on work for Friday 28th in advance. The completion funds for Purchase cases set for Friday 28th or Monday 1st will all be sent out on Thursday 27th. Remortgage cases set for completion on Monday 1st will have funds release that morning.

We'll be back operationally on Monday and this planned maintenance will not impact your ability to submit new cases to us. The only difference is that for cases we receive on the Friday, you will receive the mortgage account number on Monday 1st October.

If you have any questions please do not hesitate to contact your BDM.



NatWest Intermediary Solutions



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