

## **FAQs**

**Q. I am having issues logging into the switch system, who can help me?**

*Please contact our Metro switch team directly on 0345 835 9463*

**Q. Can I use the existing product switch system?**

*A. Yes, please log into the [NatWest Intermediary website](#) and select product switch. Please enter the customer's Metro mortgage account number when prompted.*

**Q. What is the procurement fee for these product transfer applications?**

*A. The procurement fee will be 0.2% of the mortgage balance.*

**Q. Can I apply for additional borrowing?**

*A. You can only apply for like-for-like product transfers. If the customer requests a change to their existing mortgage ie. additional borrowing, term change, removing/adding a name, they would need to approach us direct on 0345 835 9463.*

**Q. What are the valuation options for the customer?**

*A. We'll use the HPI valuation.*

**Q. Can the customer instruct a new valuation?**

*A. No, only the HPI is available when completing the product switch.*

**Q. How long is the processing time from when I submit the product transfer form?**

*A. The current processing time is 3 business days, please check the [service levels](#) on our website for an up-to-date timescale.*

**Q. If I cancel an application, can I go back online and complete another application?**

*A. No – to complete a new application the customer will have to approach us direct on 0345 835 9463.*

**Q. When will the new deal start?**

*A. Once the agreement is signed (and any applicable product fee is paid), we'll arrange for the new mortgage deal to start within 3 working days if they're on our standard variable rate or within 3 working days of their current deal ending.*

**Q. After logging in the system will not allow me to proceed any further.**

*A. This is due to one or more of the following reasons:*

- *Account in Arrears*
- *Forfeiture of lease*
- *Customer is more than 6 calendar months away from their deal end date*
- *Customer has more than 5 sub accounts*

- Remaining balance is less than £10,000
- Remaining term is less than 27 months

If the customer falls within the above criteria they will need to call direct on 0345 835 9463.

**Q. I am locked out of the digital switching journey after 5 unsuccessful login attempts**

A. After five unsuccessful attempts the account will become temporarily unavailable. You can try logging in again after 12 hours.

**Q. My client needs to pay the product fee, how do they do this?**

A. We will issue an email notification requesting customers to contact our Mortgage Customer Contact centre to pay any product fee due.

**Q. My customer's mobile number is wrong**

A. Please ask the customer to contact Pepper Money to amend this on 0345 835 9464.

**Q. I have a client looking to make an overpayment prior to completing their product switch to reduce the LTV, what is the process?**

A. Where the customer is looking to overpay on their mortgage prior to completing the product transfer they will need to call our NatWest Operations team directly on 0345 835 9463 to overpay. This overpayment will take effect within 48 hours, following this you can complete the product transfer.

**Q. My customer is in arrears on their mortgage, can I still process a product switch?**

No, the customer will need to call our NatWest Operations team directly on 0345 835 9463.

**Q. My client received their roll off letter and wants to complete a product transfer, however has multiple sub accounts due for renewal. Can I transfer their whole mortgage?**

A. Yes, all sub accounts must move over to NatWest. A customer is unable to have part mortgage with Metro Bank and part with NatWest. Please note that any customers with more than 5 sub-accounts must approach us direct.

**Q. My customer has more than one sub account with different end dates, can I still submit a switch online?**

A. No – online switching only available when all sub accounts due for renewal (within 6 calendar months of the rate's expiry date) and are changed to the same new deal. If this is not the case the client will need to call our direct team on 0345 835 9463.

**Q. Can customer with a tracker change deal using the track and switch feature?**

A. No – the original Metro bank terms and conditions prevent customers on tracker products from switching to a fixed rate before their deal finishes. If the customer wishes to break their current deal and pay the early repayment charges they will need to call direct on 0345 838 9463.

**Q. I have Metro Bank client who has received correspondence stating they been moved to NatWest and now rolling off their mortgage rate, do I complete a remortgage application?**

A. No, you would source the current lender as NatWest and follow the product transfer process. Please see [A-Z product transfer section](#) for more information.

**Q. Is NatWest acquiring all of the Metro Bank mortgage book?**

*A. No, we are acquiring around a third of the Metro Bank mortgage book. Customers who are impacted will receive a 'Goodbye' letter from Metro and 'Hello' letter from NatWest.*

**Q. I'm looking to chase an application that I have submitted or have a query in relation to a Metro Bank to NatWest mortgage customer, who do I contact?**

*A. Please call our Mortgage Customer Contact team for these cases only on 0345 835 9463 Monday to Friday 8am-6pm (except Bank Holidays) and Saturday 9am- 4pm.*