

## **Existing RBL Mortgage Customer Looking to Switch to a new Product**

### **About Us**

Reliance Bank was established in 1890 by William Booth the founder of the Salvation Army. Reliance Bank has been providing friendly, efficient banking services for over 129 years. We offer ethical banking services to all our personal customers, businesses and charities. We are proud to support the work of The Salvation Army International which has an extensive social programme in over 100 countries worldwide, providing homeless centres, hospitals, schools, homes for children and the elderly, health and educational services.

From 26 April 2014, The Financial Conduct Authority has established new rules for lenders and advisers in the UK. Reliance Bank Limited is a responsible lender, and will only sanction lending that is fit for purpose and has been assessed as being affordable for the borrower.

### **Execution Only**

Reliance Bank is a responsible lender and abides by these new rules and regulations, offering an Execution-only mortgage service. This means that we cannot provide any advice with our mortgages. For more information go to: [www.fca.org.uk/getting-a-mortgage](http://www.fca.org.uk/getting-a-mortgage)

### **5 steps to arranging a new Mortgage Product with your Reliance Bank mortgage . . .**

1. We will write out to you informing you that your current mortgage product will be coming to an end. As part of this mailing we will also provide you a list of the current mortgage rates at the time of writing out to you as these are always subject to change. We will write out to you on the following occasions:

- 4 months before rate expiry
- 2 months before rate expiry
- 4 weeks before rate expiry

2. A week after we post out each of the above letters we will then follow up this up with a phone call to see if you have made a decision as to which product you would like to proceed with on a execution only basis

3. Once you have made a decision you will need to contact the bank so we will be able to provide you with a Mortgage Illustration (this is called a European Standard Information Sheet – ESIS) For



*Reliance Bank Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.  
Reliance Bank Limited, Faith House, 23 – 24 Lovat Lane, London EC3R 8EB. Telephone: 0207 398 5400.*

you to review the monthly costs. We will also post out to you 2 formal Mortgage Offer for your new mortgage product.

4. Your Mortgage Offer – If you are happy with the product you have selected and wish to formally change your mortgage onto that new mortgage product you will need to :

- Sign / date one copy of the formal mortgage offer and post this back to the bank
- Keep the 2<sup>nd</sup> copy for your formal records

5. All done! – Once we have your signed Formal Mortgage offer back we will then action your request to change your mortgage onto the new mortgage product you selected. We will write out to you to confirm your on-going monthly payments with your new Reliance Bank mortgage.

YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR OTHER LOAN SECURED ON IT.

### **General Data protection Regulation**

We will process your personal information in accordance with the General Data Protection Regulations and it will be treated as private and confidential now and in the future. The only exceptions to this will be when the law requires us to disclose information, with your consent or where disclosure is necessary. To fulfil our regulatory obligations your identification documents will be copied and saved securely on the Bank system whilst you remain a customer with us. Should you cease to be a customer of the Bank, this data will be securely archived at the time and destroyed 6 years from the date of closure.

Where copies of your identification documents have been supplied to us, but the account application does not result in the account being opened, this data will be securely destroyed after 3 months.

### **Data Protection Regulations**

Please note that for any mortgage application, we will complete a credit search and will only lend to those with a clear credit history. Your identification documents will be copied and saved securely on the Bank's systems whilst you remain a customer with us. Should you cease to be a customer of the Bank, this data will be securely archived at the time and will be destroyed six years from the date of closing your account(s). Where copies of identification documents have been supplied to the Bank, but the account application does not result in the account being opened, this data will be securely destroyed after three months.

Our telephone lines are open from 8.30 am to 4.15 pm Monday to Thursday and 10.00 am to 4.15 pm on Friday. At other times, please leave your name and number on our messaging service and we



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will call you back as soon as we can, or alternatively, please send an email to [info@reliancebankltd.com](mailto:info@reliancebankltd.com). All enquiries are treated in confidence.



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