

Important Information Regarding Mortgage Payment Holidays

If you are struggling with your mortgage because of COVID-19 one of the things you may want to do is to consider a mortgage payment holiday.

We are asking all affected customers to contact the mortgages department via email on mortgages@reliancebankltd.com where we would ask you to provide us with a background as to your circumstances, together with the following:

- Full name and post code
- Mortgage account number
- Best contact telephone number

We are looking to assist affected customers on an individual, case by case basis to see how we can best assist you during these challenging times.

Please do remember that a payment holiday may not be right for everyone and is subject to approval. If you do take out a payment holiday in the end we'll recalculate your monthly payments and the amount you will owe will go up. That's because we will add interest to your mortgage while you take a break.

Remember we are here for you. As the situation in the UK changes we'll continue to look at what we can do to support you and will be regularly updating our website on key changes.