

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.

If you request and we agree a payment holiday then we will continue to charge interest as normal and this will be added to your mortgage balance each month and we will charge interest on that increased amount from the time it was added until the end of your remaining mortgage term.

Important dates that relate to new and existing Mortgage Payment Holidays:

31st March 2021 is the deadline for any new applications for any customer looking for mortgage support (this can be a payment holiday, temporarily reduced payments or both) for the first time. Only consumers still in a payment holiday arrangement on 31 March will be able to extend their payment holiday beyond that date, please bear in mind that the maximum payment holiday period is 6 months. All payment holidays will end by **31st July 2021** at the latest even if you haven't received the maximum six months temporary coronavirus support.

If you still require support after the 31st July 2021 then you should contact us via email at mortgages@reliancebankltd.com so that we can look at how we may be able to assist you.

From 1 April 2021, if you are newly impacted by coronavirus, or find yourself impacted again (whether or not you have previously had a payment holiday), then you should contact us via email at mortgages@reliancebankltd.com so that we can discuss how we may best support you depending on your individual needs and circumstances. This support could include short-term support such as a payment holiday, if it is appropriate, although this would be subject to normal credit reporting.

We are asking all affected customers to contact the Reliance Bank 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.

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 with any key changes.