

Mortgage Journey Rate Switch

Audio transcript

Under 'Mortgage applications', select 'Start a rate switch'.

You'll be taken to a new page called 'Switching your mortgage online'. At the bottom of the page, you'll see details of next steps, select the text in red titled 'Key Facts About Our Mortgage Service document' which will open a new page. Read and close this, then the 'Continue' button will become available to select.

The next screen shows your existing mortgage details. On the right-hand column, select the mortgage you would like to change. If you have more than one mortgage account to change, they will each need to be done separately.

Note that the outstanding balance will include any interest accrued since the last payment date, so may differ from the balance seen on your main Online Banking page.

If you're looking to switch your rate on a joint mortgage, both applicants will need to be registered for Online Banking to complete the process.

If your joint party is not registered for online banking, they will need to call us for help with registering on 0800 169 6333. Select 'Continue'.

The next page will show you a summary of the mortgage account you have selected to change and your current Loan to Value. You can then review your options and the rates available to you.

If you're ever unsure about some of the terms used on this journey, select the question marks highlighted in yellow to give you an explanation.

Select a rate that would suit your personal circumstances, then 'Continue'. Once you have read through this important statement and you fully understand its contents, tick the box to confirm you're NOT taking advice. Then select 'Continue without advice'.

Details of the rate you have selected will now appear and you can choose to start the rate today or when your current rate expires. If you choose to start the rate before your current rate expires, an early repayment charge may be applicable.

If you have chosen a product with a booking fee, you'll need to select whether you want to pay this upfront or add it to your loan.

Once you've completed these selections, select 'Recalculate', this will update the mortgage details on screen and refresh any fees associated with your rate switch.

A summary of the new rate, payments and fees will be showing – check these and if you're happy to proceed, select 'Apply'.

In order to accept the switch, you need to select and view the 'Mortgage Rate Switch Offer Document.' You can choose to do this now or another time: If you select 'Now' a further tick box will appear to confirm you have read the offer document.

If you want to do it later, you have until the date shown (14 days from now) to complete all remaining steps including accepting your offer and paying any applicable fees. Select 'Next'.

You will then get a confirmation screen to show you have completed the process. If you want to accept the offer at a later date, or if it's a joint party acceptance, please follow the steps in our 'Joint Party Application' video. If you have a fee to pay, this cannot be paid until both applicants have accepted the offer.

If you have chosen to accept your offer now for a sole mortgage, and a booking fee is payable, you will receive an on-screen instruction to pay the fee now.

Your rate switch will not be processed until your offer has been accepted and all fees have been paid.

Thank you for switching your mortgage rate with us.

Accessibility

If you need any of this information in a different format, please let us know. **This includes large print, braille, or audio.** You can speak to us using the live chat on our website, by visiting one of our branches, or by giving us a call.

There are also lots of other options available to help you communicate with us. Some of these are provided by third parties who are responsible for the service. These include a Text Relay Service and a British Sign Language (BSL) Video Relay Service. To find out more please get in touch. You can also visit: [hsbc.co.uk/accessibility](https://www.hsbc.co.uk/accessibility) or: [hsbc.co.uk/contact](https://www.hsbc.co.uk/contact).

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