

Your guide to product switches



0345 849 4060



0345 849 4061



@ btlcs@paragonbank.co.uk



www.paragonbank.co.uk

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1 Make sure you're on our approved intermediary panel

To request a product switch for your customer, you must be on our approved intermediary panel. If you are not, you can visit our website and register by completing our quick [online registration form](#).

2 Choose a product

Products can be found in our switch rate product guides at www.paragonbank.co.uk/btldocuments/intermediary. Alternatively, they will appear on the sourcing systems Trigold (Iress) and Mortgage Brain. Other sourcing systems have been notified.

3 Produce an illustration

Illustrations can be produced through either Trigold (Iress) sourcing system or Mortgage Brain.

4 Obtain delegated authority

The applicant(s) must complete a product switch authority form in order for the product switch to be processed and the procurement fee to be released. A product switch authority form can be found on the documents page of our website. Once completed, please email the form to us at btlcs@paragonbank.co.uk or post it to Paragon, Buy-to-let Mortgages, Customer Services, 51 Homer Road, Solihull, West Midlands B91 3QJ.

5 Get in touch with us

At this point in the process, you will need to get in touch with our Customer Services team by calling **0345 849 4060**. Once we have confirmed that all the above steps have been completed, the product switch will take place on the first day of the following month.

6 You will receive confirmation of the product switch

A letter will then be sent to both you and your customer, confirming the full details of the product switch and advising of the cooling off period.

7 You will receive your procurement fee

Your procurement fee will be issued within 28 days of the product transfer, providing we have received the product switch authority form.

We're here to help with any questions you may have. If you need to get in touch with us, simply call us on **0345 849 4060**.

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