

CUSTOMER GUIDE TO OUR ONLINE PORTAL

April 2018

Our online portal allows you to switch your current mortgage to another product, or make an application for a further advance. It is important to know that the application process must be completed in full, so once started, it is not possible to stop and resume at another time. Please make sure that you have to hand all information that you will need to apply, such as up-to-date income, rental income and property valuation figures.

Product Switch

If your current product incentive period is coming to an end, you have the option to select an alternative from our latest product range.

The products available will be dependent on your property type and whether you are classified as a non-portfolio or portfolio landlord under both Paragon criteria and the new PRA regulation guidelines.

This will be determined during your application, and the specific products available will then be displayed for you to choose from. The full range of products available can be found on our website in our **Non-portfolio product switch rate guide** and our **Portfolio product switch rate guide**.

If your current product is still within any early repayment charge period, you can still choose to switch product, but the early repayment charge must be paid before the switch can take place.

Further Advance

Subject to meeting current income and affordability criteria, you may be able to apply for additional borrowing on your current property. All additional borrowing is funded by Paragon Bank PLC, and will be registered against the property as a second charge after your first charge mortgage.

The products available will be dependent on your property type and whether you are classified as a non-portfolio or portfolio landlord under both Paragon criteria and the new PRA regulation guidelines.

The specific products available to you will be displayed during the online application. You can see our full product range in our further advance guides, which can be found on our website.

Please note that if there are more than two applicants to the mortgage, all applications must be made on our paper Further advance application form, which can be downloaded from the documents section of our website.

Before you start

Before you start, you will need to be registered for our online customer portal, you can do this on our website at **www.paragonbank.co.uk/personal/register**.

If you've already registered for our online customer portal, simply log in to begin at **www.paragonbank.co.uk/personal/login**. Be sure to have your username, password and memorable information to hand.

We've put together a simple step-by-step guide to help you through the online product switch and further advance application process.

Step-by-step guide

The first screen in the portal will give a summary of all accounts held with Paragon, displayed by individual brand eg Mortgage Trust, Paragon Mortgages etc. Currently, product switches are only available on Paragon portfolio and Paragon non-portfolio accounts.

You can choose to either:

- Do a single or multiple product switch;
Please select the brand for the accounts that you wish to review and press the 'product switch' button to proceed.
- If you simply want to make a further advance application;
Please select the required brand and press the 'further advance' button to proceed.
- Do a combined product switch and further advance on an account;
This must be done as a single transaction. Please select the relevant brand and press the 'product switch' button to proceed. The further advance application will automatically start once you have confirmed your product switch request.
- **Please note that you will be asked to confirm you are acting on behalf of all parties to the mortgage(s) you are reviewing or requesting action on.**

Product switch

1. The first screen will display the number of buy-to-let properties mortgaged to Paragon, and you will be asked to provide the number of buy-to-let properties mortgaged to other lenders.

2. On the next screen, you will be able to see the current range of products available to you. Simply select a product from the list at the top of the page, and the date you would like the switch to take place. The table below will then show you how that will affect the monthly payments, and whether any charges will apply. Please note that not all of the products displayed will be available for your account(s), this may be due to loan to value or property type. If a tick box appears in the product switch field within the table, the selected product is available for that account. You can review a number of product options at this stage before making your decision of which product to switch to.

Did you know that you can request a product switch up to three months in advance? If your account is still within an early redemption charge period, we may be able to arrange to start your new product as soon as that period finishes.

3. If you are switching a single account, select the product and the switch date required, then tick the box in the product switch field and click 'proceed'.

If you would also like a further advance on the account to be switched, please be sure to tick both the product switch and further advance buttons for that account.

4. If you wish to do a combined product switch and further advance, this must be done as a single transaction, one account at a time. Please select the product and switch date required, then tick the boxes for both product switch and further advance and click 'proceed'. You will be taken through the product switch confirmation process first, and then straight onto the further advance application.

5. If you would like to switch multiple accounts to the same product, select the product and switch date required. Then simply tick the product switch field box on all of the accounts you would like to switch, and click 'proceed'. Please note that if you would also like a further advance on any of the accounts in your multiple switch selection, this will need to be done separately as a single transaction. Please deselect that account, and put through a separate combined application after you have confirmed the multiple switch transaction.

Product switch (continued)

6. The next page will be the product switch summary page, which will provide details of the product you have selected, the accounts that will be switched, and on what date. Any fees payable will be shown against each mortgage account, however, the figure of the total fees applicable for the transaction will also be displayed. Any product fees will normally be added to your account(s), but you can pay them up front if you would prefer. Please note that where there are early redemption charges payable, these must be paid prior to the product switch being made. If you would like to pay fees up front, please call us on 0345 849 4060.

7. If you wish to make any changes to either the accounts or product selected, click on 'edit', and this will take you back to the previous product selection page.

8. If you wish to proceed with the product switch, simply click on 'confirm'.

9. You will see a pop up box that will confirm the total fees payable, where applicable. Click 'ok' to accept the fee amount.

If early redemption charges apply, your request to switch product will be accepted, but the outstanding amount must be paid before the account will be switched.

10. The final screen will confirm the product switch request has been accepted. If you are just requesting a single or multiple product switch, click 'confirm' and you will be directed back to the home page where you can choose to either request a further product switch on other accounts, or log out. If you are requesting a combined product switch and further advance, please click on the 'continue to further advance' button to begin the further advance application, the process of which is outlined below.

What happens next?

If you have just requested a single or multiple product switch, this will be processed in accordance with your instructions, and we will confirm the full details in writing to you, by email where possible, with further payment change confirmation at the appropriate time.

If your application is a combined product switch and further advance, although we will accept the product switch request, this will not be actioned immediately. The further advance affordability assessment will take into account the products on both your main loan and any other existing borrowing with us against that property. We may require both the product switch and further advance to complete at the same time, but we will discuss this with you upon receipt of your applications.

If you have any questions about your product switch application, please call us on **0345 849 4060** or email **btlcs@paragonbank.co.uk**.

Further advance

1. The mortgage summary screen will be pre-populated with the information that we currently hold. It is important that you review this, and update all changes, as this will form the basis of our lending decision and amount of loan available.

2. Once you are sure that all information is correct, click 'proceed'.

3. The product selection page will display all products available to you for the further advance. The product table will display the rate, fee payable, estimated monthly payment, and the amount of further advance available if you select that product. Please select the product you would like and click 'proceed'.

The amount of loan available may differ on certain products. This is because the affordability assessment will be based on the interest rates on both your existing borrowing and the further advance.

4. The next page will ask you to click to confirm that you have authority to make the further advance application on behalf of all parties to the mortgage.

5. You will now be required to complete the application form. The form will be pre-populated with the most recent information that we hold. Please ensure that you update any information that has changed.

6. At the end of the application, please read and sign the terms and conditions before clicking 'apply now'. If you have left any mandatory information fields blank, you will be prompted to complete them before you are able to submit the application.

7. The final screen will then confirm that your application has been submitted.

What happens next?

At this stage, we will carry out a credit search on all applicants, and underwrite the application. We will then confirm the decision, ask for any additional information or documentation that might be required, and issue you with a further advance illustration. If we're also processing a product switch for you, we'll advise at this stage whether both applications must complete simultaneously, or whether they can complete independently.

If you have any questions about your further advance application, please call us on **0345 849 4040** or email **btlenquiries@paragonbank.co.uk**.

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