

Product transfer process for brokers.

Networks & Clubs

For professional intermediary use only

together.[®]

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You discuss potential product transfer with your Account Manager or our Broker Support team for one of the following products:

- Regulated First and Second Charge
- Buy to Let First and Second Charge
- Consumer Buy to Let First and Second Charge.

2

Account Manager to forward your client's details (name, address and account number) to:

CNDesk@togetherness.com

3

Our Broker Support team will send the referral to our Customer Retention team.

6

Once the product transfer is complete, you'll receive a copy of the mortgage offer by email and the commission payment will be processed.

5

The application will be managed through to completion with your client.

If the mortgage is regulated, one of our mortgage advisers will complete an advised sale with your client.

4

Our Client Retention team will contact your client directly to qualify their enquiry within 24 hours.

FAQs.

What if my client wants to take out additional borrowing?

This process only applies to like-for-like product transfers. Should your client be recommended an alternative solution (i.e. additional borrowing in addition to the product transfer), your client will be advised to go back to you to look at alternative options.

What product does this product transfer process apply to?

Residential First and Second Charges
Buy to Let First and Second Charges
Consumer Buy to Let First and Second Charges

If I don't refer the product transfer and my client contacts Together directly to discuss retention options, will I still receive the commission?

We're required by the regulator to contact customers about their current deal ending. If we've not received a referral from you and your client contacts us directly, a commission payment will not be triggered.

Can I charge or add a broker fee for the product transfer?

We are not currently able to facilitate the charging of a broker fee and /or add fees to the loan for a product transfer. This means any offer or loan agreement will not capture a broker fee.

FAQs.

Can a product transfer be offered if my client is in arrears?

■ Potentially yes, these cases will be assessed individually on their own merits.

Can I refer a client for a product transfer if my network is not currently on Together's panel?

■ If you're part of a network that is not part of Together's panel, we can arrange to introduce you to an authorised packager to support you.

What if my network is part of Together's panel but I am not yet registered?

■ Speak to our Broker Support team who can talk you through our onboarding process, as you'll need to be onboarded in order to refer a product transfer and receive a commission.

Will I be updated on the progress of the product transfer?

■ We don't provide automated updates on product transfers, however we'll keep your customer fully updated as the case progresses through the product transfer stages. If your customer is unsure or requires any updates they can contact us at customer.retention@togethermoney.com.

