

## | A GUIDE TO OUR FEES AND CHARGES

We have set out below some of the main fees and charges that may apply to your account.

Not all these fees will apply to your account. It will depend on the type of mortgage you have, any activity you carry out during the lifetime of your mortgage and how you maintain your mortgage payments. Our policy is to inform you before you are likely to have to pay a charge.

Please note that these fees and charges are variable and new fees may be added. If this happens, we will send a new guide to you.

### GENERAL ADMINISTRATION FEES:

#### **Transfer subject to mortgage: £150**

Charged for considering an application to take a person off the mortgage account. This fee also covers the administration costs involved in getting the Transfer Deed signed, and the cost of the correspondence between all the parties involved, but excludes any solicitors' costs.

#### **Letting your property: £150**

If you decide to let your property then we charge this fee to cover the cost of considering the application, issuing the letting pack (which sets out the terms and conditions on which we will agree to the letting) and amending our records. The interest rate you pay on your mortgage may also increase if we agree to the letting.

#### **Mortgage discharge fee: £125**

When your mortgage is repaid in full you will be charged a mortgage discharge fee to cover the administration involved in closing down your mortgage account.

#### **Releasing part of your property from the mortgage: £100**

If you sell part of your property (our security) a fee is charged to cover the cost of considering the application, amending our records, getting the documents signed and correspondence between all the parties involved. Solicitors' costs are not included within this charge.

#### **Replying to a questionnaire from another lender: £60\***

If you decide to remortgage to another lender, take out a secured loan or take out a new mortgage with another lender using your current property as security, we may be asked to complete a mortgage questionnaire. The fee charged covers the cost of providing the answers to the questionnaire.

#### **Consenting to a second or subsequent charge: £35**

If you decide to borrow money from another lender secured against your property (secured loan), and your mortgage is with us, we will hold first charge and therefore need to consent to any second or subsequent charges. This fee covers the administration costs involved with this.

#### **Replying to mortgage account information request: £30**

You can at any time request a breakdown of your mortgage balance and all the debits and credits applied to your account. This is called a mortgage account information request and costs £30, which covers the cost of producing this information.

#### **Providing an additional or replacement statement of your account (per year): £30**

We can supply you with a copy of your annual mortgage statement if needed. This will cost £30 for each copy requested.

#### **Deeds administration: £50**

There may be occasions when your solicitor and / or other third parties need to refer to your mortgage deeds. A fee is charged to cover the cost of retrieving the deeds from storage, delivery costs and corresponding with all the parties involved in the process. This fee is not payable when the mortgage is being redeemed.

#### **Providing copy deeds: £40\***

If you need an extract of information from your deeds you will be charged a fee to cover the cost of retrieving the deeds from storage, photocopying the information required, and sending it to you.

#### **Changing your mortgage term: £50**

Charged if you change the term of your mortgage e.g. from 15 years to 25 years. This is to cover the administration costs involved in considering your application and amending your account details.

#### **Changing your repayment method: £75**

We will consider requests to change the way you pay your mortgage e.g. from Interest Only to Capital and Interest Repayment depending on your circumstances. This fee covers the costs involved in changing the repayment method, dealing with all the parties involved in the change, amending and updating our records.

#### **Returned direct debit: £26**

Charged if your bank returns your Direct Debit unpaid. This charge covers all processing costs involved, including any charge made by our bank and calling for your Direct Debit again. It also includes the cost of writing to you and updating our records. The charge applies only once per month, after the first rejection.

\*This fee includes V.A.T.

### **Returned cheques: £26**

Charged if your bank returns your cheque unpaid. This covers any charge made by our bank and the administration costs involved in writing to you and where appropriate representing your cheque.

### **Charge for outstanding ground rent / service charge: £60**

Covers the cost of dealing with the payment of any outstanding leasehold ground rent or service charges and the costs involved in corresponding with you and your landlord.

### **Data Protection Act - requests for information: £10**

Under the Data Protection Act 1998 you have the right, upon request, to have the details of information which the company holds about you in its records. Your request should be in writing and addressed to Derbyshire Home Loans Limited, Duffield Hall, Duffield, Derby DE56 1AG, together with a cheque for £10 to cover the administration work involved.

## **ARREARS CHARGES:**

### **Monthly account monitoring fee: £25 (per month)**

If your account goes into arrears and remains in arrears at the end of the month you will be charged an account monitoring fee. This fee covers the extra costs of monitoring and managing your account and deciding what course of action is needed. You will be charged this fee every month your account remains in arrears. You may also be charged a 'customer contact fee', and where appropriate other charges as listed below.

### **Customer contact fee: £25 (per month)**

In addition to the 'monthly account monitoring fee' you will be charged a contact fee for every month that your account is in arrears. This fee covers the costs involved in contacting you by telephone and/or in writing and agreeing a repayment programme with you to help you repay your arrears. If you have an agreed repayment arrangement and are making all the payments we may consider waiving this fee. We will assess each case individually.

### **Arrears counselling service: £100 (per visit)**

If your account falls into arrears we will try to contact you to discuss the details of the arrears and help you find a repayment solution. We may send an arrears counsellor to visit you in your home. The arrears counsellor will discuss your arrears with you and help you find a solution to repaying the outstanding amount.

### **Cancelled arrears counselling: £60 (per visit)**

We will notify you well in advance of when a counsellor is coming to visit and give you time to rearrange your appointment if this is inconvenient. If you are not in at the arranged time you will be charged a cancellation fee.

### **Referring your account to solicitors: £40**

If your account remains in arrears we will refer your details to our solicitors and you will be responsible for paying the referral fee. Our solicitors will take action and attempt to bring your account up to date before we start legal action.

### **Starting legal action: £100**

This fee covers the administration costs involved in commencing legal action, producing court/witness statements and appointing (possibly cancelling) a bailiff.

### **Court hearing - information update fee: £40**

If your court hearing is cancelled, adjourned, or rescheduled we are required to provide up to date information to our solicitors. This fee covers the additional work involved in providing this information.

### **Taking possession of your property: £300**

This is a one-off fee to cover the administration costs involved in taking possession of your property.

## **SOLICITORS' COSTS:**

If legal action is taken you are responsible for paying all of the solicitors' costs. The cost will vary depending on the amount of time the solicitors spend on the case preparing documents, appearing in court and managing correspondence from everyone involved. You will also be responsible for the costs of our solicitors in dealing with the sale of your property, the estate agency fees and any other costs incurred in connection with the sale.

### **Please note:**

There are extra fees and charges, which may apply to your loan, which have not been included in this list. These are as follows:

- 1) Insurance Premiums.
- 2) Further Advance Charges.
- 3) Anything outside the normal running of your account.

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Contact us for more details or visit [thederbyshire.co.uk/dhll](http://thederbyshire.co.uk/dhll)

Derbyshire Home Loans Limited is a wholly-owned subsidiary of Nationwide Building Society

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