



## IF YOU ARE HAVING TROUBLE REPAYING YOUR MORTGAGE?

### Meeting Your Mortgage Repayments

If you are having trouble paying your mortgage, we will try to help you. This document explains how we will treat you fairly, and what steps you should take to help yourself.

### What you need to do

- Tell us as soon as possible if you are having problems repaying your mortgage or think that you might experience problems shortly. You can contact our team between 9am and 5pm Monday to Friday on 0800 092 8564.
- Contact us quickly, if we try to contact you.
- Seek debt advice if you would like help with managing your finances.
- Make sure you keep any other people paying the mortgage, and anyone guaranteeing the mortgage, up to date with what is happening.
- Check whether you can get any state benefits or tax credits which could help to increase your income.
- If you have an insurance policy, check whether it would help with your payments.

You may want to talk to a professional adviser, such as a debt counsellor or a lawyer, before you change your mortgage arrangements. We would strongly advise that you seek independent, free, debt advice.

### What we will do

- Contact you as soon as possible to discuss your problem.
- Talk to an agency which gives debt advice (for example, Citizens' Advice), if you want us to.
- Give you reasonable time to pay back the debt.
- Only start proceedings to repossess your home if we cannot solve the problem with you.

We may be able to:

- Arrange a new payment plan with you, taking your and our interests into account.
- Change the way you make your payments, or the date you make them.
- Allow you to pay back your mortgage over a longer period of time (which would reduce your monthly payments).
- Change the type of mortgage.

If we cannot offer you any of these options, we will tell you why. If we can make one of these arrangements with you, we will explain how it would work and give you time to consider it. If we cannot offer any of these options, we might agree to you remaining in the property to sell the property yourself depending on your circumstances.

### Other sources of help

It is important to consider prioritising your debts. This means paying essential expenses and priority debts before any discretionary expenses or non-priority debts. Please refer to Money Helper 'How to prioritise your debts' page (<https://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/how-to-prioritise-your-debts?source=mas#>) for more information and guidance on how to do this.

There are other independent external agencies/sources of information which may be beneficial for you to visit, these include:

- [Citizens Advice](#)
- [Money Helper](#)
- [StepChange](#)
- [National Debtline](#)