

Flexible features criteria

Overpayments

- Overpayments can be made at anytime.
- During the early repayment charge period, an early repayment charge will be made if the net overpayments made in a year exceed £12,000 or 10% (whichever is higher) of the mortgage balance at the latest anniversary.
- Any early repayment charge on overpayments will be debited to the account on the anniversary of the mortgage. Detailed rules on the use of this feature are set out in our Mortgage Conditions.
- The customer will get the benefit of any overpayment as soon as funds have cleared. Any overpayments will reduce the outstanding balance, once the funds have cleared, and therefore the amount on which interest is calculated.

Underpayments and Payment Holidays

- The customer can apply to reduce the amount of their monthly payment for a number of months by submitting a Flexible Options Request Form available by calling 01752 236550 or by downloading it from platform.co.uk/literature
- A maximum of 6 underpayments/payment holidays are permitted in a period of 12 consecutive months. This feature is available to the customer provided there is sufficient balance of overpayments. Detailed rules which apply to the use of this feature are set out in our Mortgage Conditions.
- This flexible feature is not available on any additional secured borrowing.

Additional secured borrowing

- The customer may apply for additional secured borrowing 6 months after completion, subject to our lending criteria being satisfied at that time. A revaluation of the property may be required.
- Additional borrowing will be charged at the interest rate applicable at the time and the flexible options of underpayments and, payment holidays will not be available for the additional borrowing.
- Any borrowing taken up by the customer will increase the amount of borrowing secured on their home.



The intermediary lender of The Co-operative Bank p.l.c.

Telephone calls may be monitored. **Calls from a BT landline will cost no more than 2p per minute plus a call set up fee of 6.85p. Mobile and other providers' charges may vary. Lines are open between 9am and 5pm Monday to Wednesday and Friday, 10am to 5pm on Thursday. It is not to be disclosed or given to the public or intended as a consumer advertisement. Platform Home Loans Limited Registered in England & Wales Number 2334606. Registered Address: Exchange Tower, 2 Harbour Exchange Square, London, E14 9FR. Platform is the trading name of Platform Home Loans Limited (FSA No. 303337) and of Platform Funding Limited (FSA No. 303387), both authorised and regulated by the Financial Services Authority.

Frequently asked questions

- **How do I apply for a payment holiday or underpayment?**

You can download a copy of the Flexible Options Request Form from platform.co.uk/literature or contact 01752 236550 for more information.

- **What is the maximum number of payment holidays/underpayments allowed in a year?**

A maximum of 6 underpayments/payment holidays are permitted in a period of 12 consecutive months. The 6 months can either be payment holidays, underpayments or a combination of both.

- **What methods of payments are acceptable?**

Our available methods of payment are by debit card or cheque. Credit card payments are not acceptable.

- **Is there a maximum number of overpayments I can make?**

During the early repayment charge period, an early repayment charge will be incurred if the net overpayments made in a year exceed £12,000 or 10% (whichever is higher) of the mortgage balance at the latest anniversary.

- **Do I get the benefit of the overpayment straight away?**

Yes (or as soon as the funds clear in cases where payment is made by cheque).

- **How much notice do I need to provide if I want to take an underpayment or payment holiday?**

You will need to provide 14 days notice when requesting an underpayment or payment holiday.

- **Are these features portable?**

Applications received from 3 October 2009 are portable.

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