

Rate Change Process

For Intermediary Use Only



Please note the following process will apply should you wish to make a change to the rate on your client's mortgage application (*pre-completion*).

Application Stage	How do I change my client's rate?	Other Information
<p>Application Submitted - No Offer Issued</p>	<p>Simply complete a Product Change Form and upload it to your clients application on the portal. Please then email us at: mortgagesupport@theprogressive.com to advise us that you have done this.</p> <p>We will amend the rate, subject to meeting the criteria, and the mortgage offer will reflect this amendment.</p>	<p>You do not need to send us any other documents provided the loan amount has not changed, however, we may request an updated ESIS document from you - e.g. if changing from a fixed to a variable rate.</p>
<p>Application submitted - Offer Issued*</p>	<p>You can amend your client's rate by fully completing a Product Change Form and uploading it to your clients application on the portal. Please then send an email to mortgagesupport@theprogressive.com to advise us that you have done this.</p> <ul style="list-style-type: none"> ● If the original/last offer was issued less than 30 days ago - no further Documents are required. ● If the original/last offer was issued between 30 & 60 days ago - please upload latest payslip and bank statement for all applicants to the client's application on our application portal. If the applicant is self-employed, only latest bank statement is required. ● If the original/last offer was issued more than 60 days ago - please upload latest payslip and bank statement to the client's application on our application portal. If the applicant is self-employed, only latest bank statement is required. An updated credit check will also be carried out. <p>We will not re-issue an Offer if the completion date is within 2 weeks of the request or if the Solicitor has submitted their Certificate of Title requesting funds release.</p>	<p>The client's solicitor should be advised that the existing offer has been cancelled and we will re-issue a new offer, subject to assessment of requested documents.</p> <p>Where you are unable to upload documents to the portal (e.g. where it is a paper application), please email the Product Change Form and supporting documents to mortgagesupport@theprogressive.com</p>

Please note that we reserve the right to request other information if we deem necessary, should you make a request to amend the rate on a mortgage which has been offered. *We aim to re-issue the offer with 10 working days and this timescale should be considered if

your client is approaching their completion date.

We reserve the right to decline an application if the applicant's circumstances have changed and they no longer meet our lending criteria or affordability assessment. 01/24