the mortgage works
common sense lending

Nationwide Group Responsible Lending Statement

Nationwide is committed to being a responsible lender who acts in the best interests of its customers. This means we have a responsibility to our customers to be open and honest, and to treat them fairly. These commitments underpin everything we do and the way we lend money is no exception.

Our Responsible Lending customer commitments are described below. These explain what you can expect from Nationwide when you apply for a mortgage with us or when you request a variation to an existing mortgage.

What you can expect from us as a responsible lender when applying for a mortgage:

- Products designed to meet your needs which we will promote in a balanced way, showing the risks as well as the benefits.
- Clear information on the cost of borrowing, any fees and charges that apply and our terms and conditions.
- A robust assessment of your ability to make regular payments and to repay the loan, based on your current circumstances and allowing for any known or foreseeable changes.
- The use of credit scoring for all new lending to ensure a fair and consistent approach to deciding whether we will lend, underpinned by an underwriter assessment if appropriate.
- Reasonable notice of interest rate and payment changes affecting you.
- Under strict controls we may share data with other lenders to improve the quality of our decisions, to reduce the risk of customers becoming over-committed and to prevent financial crime.
- Personal information is treated confidentially and in accordance with Data Protection legislation.
- Prompt and professional handling of any queries or complaints you may have.
- Considerate treatment in the event of financial difficulties or arrears.

In return, what we ask of you:

- Provide accurate and complete information on your application, particularly with reference to any information that may impact our assessment of affordability.
- Regularly assess your borrowing and other financial commitments and contact us as soon as possible if you are experiencing, or expect to experience, any financial difficulties.
- Read and understand the terms and conditions on which the money is borrowed, seeking further information and help if needed.
- Ensure you are comfortable with the level of borrowing requested (up to the maximum we will lend based on our own assessment).
- Ensure you have the means to repay the loan at the end of the agreed term if any borrowing is on an Interest Only basis.

The Mortgage Works (UK) plc is a wholly owned subsidiary of Nationwide Building Society
and is authorised and regulated by the Financial Conduct Authority under registration number 189623.
Most buy-to-let mortgages are not regulated by the Financial Conduct Authority.
You can confirm our registration on the FCA's website (www.fca.org.uk) or by contacting the FCA on
0800 111 6768. Registered Office: Nationwide House, Pipers Way, Swindon SN38 1NW.
Registered in England. Company Registration Number 2222856.

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themortgageworks.co.uk Telephone: 08000 30 40 40