

Our Service Commitment conditions

- 1.** We will issue an Offer to your customer within 10 working days (the Service Period) of receiving a Fully Packaged mortgage application from you. Subject to these conditions, a Goodwill Payment of £100 will be paid to your customer where we are unable to issue an offer within the Service Period and where your customer goes on to complete the mortgage with us.
- 2.** A Fully Packaged mortgage application is an application:
 - Submitted via VMO, MTE or an Application Form with all applicable data fields complete and accurate; and
 - All customer supporting documents requested by us at Review Stage have been received; and
 - The customer supporting documents evidence the declared income and expenditure provided at application.

If an application is inaccurate or the supporting documents do not evidence, the declared income and expenditure in the first instance it will not be regarded as Fully Packaged. This will therefore mean it will be ineligible for this goodwill payment.

- 3.** The day we receive all the requested customer supporting documents will be the first day of the Service Period. If this day is not a working day then the Service Period will begin on the next working day.
- 4.** Where a goodwill payment becomes payable to your customer it will only be paid directly to your customer by cheque within 14 days of completion of the mortgage. Only one goodwill payment per application can be payable in any circumstances and your customer must complete the mortgage with us.

- 5.** We will be the sole arbiter of whether, for any mortgage application:
 - i) this Service Commitment applies to it, and
 - ii) when the Service Period begins, and
 - iii) if a goodwill payment will be made.
- 6.** We will not be obliged to honour this Service Commitment during periods where circumstances have arisen which are outside of our control and which affect our ability to process mortgage applications (for example fire, flood, failure of telecommunication networks).
- 7.** This Service Commitment will only apply to new mortgage applications received by Virgin Money from 1 February 2019.

This Service Commitment is not a feature or incentive to a customer to apply for a mortgage with us. We may withdraw or vary it at any time. It does not apply for porting applications with additional borrowing or product transfer mortgage applications.

Whilst the statements outlined below and in the related literature demonstrate how we would like to do business, you understand that we reserve the right to alter or withdraw any aspect of our mortgage product range and how it is made available at any time. You can talk to your dedicated BDM or visit virginmoneyforintermediaries.com at any time.