

How we can help with your mortgage

We know this is a difficult time for some homeowners given the impact of both the cost-of-living crisis and rise in interest rates. With this in mind, we felt it was important to let you know about the support available. If you're worried about making your mortgage payments now or in the future, please speak to us, the sooner you speak to us, the sooner we can help. Simply talking to us will not affect your credit rating.

In 2023, to help reduce financial pressure in the short term, the Mortgage Charter was introduced by the Government to support customers who have a residential mortgage and who are up to date with their mortgage payments. As a responsible lender here at the Melton we've signed up to the Charter so this means support under the Charter may be available to you.

So what does the Mortgage Charter mean for you, and how can this help?

1. Extend your mortgage term

You can now extend your mortgage term up to a maximum of 40 years, as long as you will be under 80, and not planning to retire before the term ends. You can switch back to your original term at any time, but if you do this within six months you will not incur a fee or need an affordability check.

2. Switch to interest-only payments for six months

This temporarily lowers your monthly payments as you will only pay the interest on your mortgage. When you switch back to full repayment your monthly payments will increase as you will be paying your mortgage balance plus interest over a shorter period.

Taking one of these options will mean that you pay more interest over the term of your mortgage, so it is important to consider if these options are right for you and what this might mean for you in the longer term.

Other support available

We will contact you 5 months before your current mortgage product comes to an end to let you know what mortgage products are available so that you can lock in a new product early should you wish to do so. If rates go down after you have done this, you will still be able to swap to a lower rate right up until your new product starts on a like for like basis.

If you feel the Mortgage Charter is not right for you, we have alternative help and support which can be tailored to your needs, so please speak to us.

If you are able to make overpayments on your mortgage you can overpay up to 10% of your outstanding balance each year. This could help reduce your monthly payments or shorten your term. When selecting a new product with us we will give you an opportunity to make a lump sum payment of your choosing.

Please get in touch if you need support or if you are struggling.

Our team on [01664 414141](tel:01664414141) are here to help.

**More information is available on our website
www.themelton.co.uk.**

**You can also find free impartial help and advice at
Moneyhelper.org.uk.**