

Switching to a new mortgage at 75 was easy

Mrs Emily Clydesdale (75)
Retired

Married



“All I had to do was read and then sign some switch forms and everything was taken care of for me. It really was so quick and easy.”

What was the customer’s objective?

Emily had a two year fixed initial rate mortgage with the Society, which was coming to an end. She was interested in switching to a new fixed rate product, over an extended period, to maintain longer term security.

How was National Counties Building Society able to help with this objective?

National Counties offers a very simple switch service for existing customers, with an easy ‘tick box’ application which can be completed quickly. Emily also benefited from staying with the Society as she was aware that if she moved to a different lender as a new customer, it was likely she would be re-evaluated by underwriters and might be considered a risk purely because of her age.

Why is this better than other providers?

Many mortgage providers will not consider new applications from people of Emily’s age, regardless of their financial background or ability to pay. However, Emily had been through the ‘mortgage into retirement’ underwriting process with the Society during her original application and, as an existing customer, was therefore able to switch products without having to go through the mortgage application process again.

How was the service received?

Emily was contacted by the Mortgage Account Service Team, as her product came to an end, to provide options available to her. Previously, she had enjoyed knowing exactly what the mortgage payment would be each month, so she chose another fixed rate product to help her stay in control of her finances. And as an existing customer, she paid no switching fees.

“Being able to switch to a new fixed rate means I can stay in control of my finances.”

Would she recommend National Counties Building Society to friends and family?

Emily was really pleased with the personalised, friendly and straightforward service she received during the product switch process. She has already recommended National Counties to her friends who could benefit from the services offered.

“I have been a member of National Counties for a number of years and have always been happy with the products and service provided to me. I know a lot of my friends would also be interested and I have spoken to a few already.”

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

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