

# Your Guide to Standard Mortgage Charges

This guide is designed to help you understand the charges you may need to pay while you have a mortgage with us. All charges shown here are effective from 1st April 2010, but may be subject to change.

If you have any questions or would like details about the current charges, please call us on **0845 300 8000\***

## Charges when you apply for a new mortgage or further loan

Mortgage application fees	Fee
The fees for our Mortgage Valuation Report or Combined Homebuyer Report include an administration fee of £90.00 (please refer to your Mortgage Offer documentation).	<b>£90.00</b>
Reinspection and final inspection fee.	<b>£50.00</b> (including £8.50 admin fee)
We charge an arrangement fee for providing some types of loan. An arrangement fee may also be payable if we agree to switch your loan to a different type of interest rate during the term of your mortgage. The fee will be payable when the switch is made.	<b>Product specific</b>
An arrangement fee may be payable when you apply for a further loan. A revaluation may be required. Please see the revaluation scale of charges.	<b>Product specific</b>
Returned unpaid Valuation Fee cheques.	<b>£25.00</b>
A Higher Lending Charge may be payable where the total borrowing exceeds 85% of the value of your property.	<b>Product specific</b>
Lending Fee. A fee for making a loan under a new mortgage, due on completion but may be deferred until the mortgage is fully repaid. This fee will be deferred unless you tell us otherwise before completion and interest will not be charged on the fee in the meantime. We will not be entitled to vary the fee if you choose to defer payment.	<b>£195.00</b>
UK CHAPS (Clearing House Automated Payment System) telegraphic transfer fee.	<b>£30.00</b>

Revaluation fees	Property value	Fee
Applicable when you are applying for a Further Loan (including easyflex Total and Flex 3 customers increasing their maximum borrowing limit), or if an initial Offer of Loan for either a main or further loan has expired.	<b>£1 - £250,000</b>	<b>£105.00</b> (including £25 admin fee)
	<b>£250,001 - £1,000,000</b>	<b>£130.00</b> (including £25 admin fee)
	<b>£1,000,001 - £2,000,000</b>	<b>£255.00</b> (including £25 admin fee)
	<b>£2,000,001 - £9,999,999</b>	<b>£255.00</b> - minimum revaluation fee (including £25 admin fee)

## Charges during the life of your mortgage or further loan

Documentation and administration related fees	Fee
A copy of your annual mortgage statement, per request.	£20.00
Interim mortgage statement, per request.	£10.00
A copy of the original Terms and Conditions of your mortgage offer.	£15.00
A Certificate of Interest/MIRAS Statement.	£20.00
A short reference, based on your mortgage account.	£75.00
Information based on your mortgage account together with Title information from your Title documents.	£75.00
Information on loans which have been repaid in full at least 12 months ago.	£20.00
Proof of Title for council grant purposes.	£15.00
A detailed calculation of how your mortgage would have performed if you had a different repayment vehicle or a different rate.	£50.00

Changes to circumstances and loan terms	Fee
Adding or removing someone from the mortgage (Transfer of Equity).	£299.00
Changes to repayment method/type i.e. repayment to interest only.	£60.00
Change to mortgage term.	£60.00
Letting out your residential property: Tenancy administration fee. Annual tenancy fee. The first payment will take into account both the tenancy administration fee and the annual tenancy fee at a total cost of £299.00. The annual tenancy fee is then charged on the anniversary of the first payment thereafter.	£100.00 £199.00
Changing your endowment policy provider.	£60.00
Production and return of Title Deeds documents.	£50.00
Providing copies of Title Deeds documents.	£35.00
Part release of land from the mortgage. Revaluation fees may also apply together with the Production and Return of Title Deeds fee.	£100.00
Charges relating to the Title of your property.	On enquiry
Registration of second charge by another lender.	£15.00
Information provided to second charge mortgagees.	£30.00
Option Agreement. A fee is charged to cover the administration cost involved in processing your request for us to agree to an 'Option Agreement' under which you agree to give a third party, such as a land developer an option to buy part of your land.	£299.00

Payment related fees	Fee
Unpaid Direct Debit or standing order payment if your bank recalls a payment.	£30.00
Unpaid cheque payment (including overpayments) if your bank recalls a payment.	£30.00

## Repaying all or part of your mortgage or further loan

### Interest and Early Repayment Charges

Unless otherwise stated, for full or part repayment of loans, we will charge interest to the date of repayment. Early Repayment Charges may apply when full or part repayment of your mortgage is made before the end of the Early Repayment Charge period. Please refer to your original mortgage offer and latest rate switch terms and conditions for details.

### Mortgage Release Fee

We charge this fee when the mortgage is fully repaid in order to cover our administration costs. For existing customers, the amount of the fee depends on when your mortgage completed and whether we have since agreed with you to change any terms and conditions that apply. The maximum fee we currently charge is £195.00. Please contact us for more details. For new customers, no mortgage release fee is currently payable but your terms and conditions will say we have the right to impose this fee in future.

### Lending Fee

If you have deferred the payment of the Lending Fee (see under Mortgage Application Fees), then this will also become payable when the mortgage is fully repaid.

## Mortgage arrears, administration and repossession charges

If you have not paid an amount that is due under the mortgage, this amount will be included in the balance that we use to work out the interest we charge you. The rate we use for this purpose will be the rate charged on your account at that time. If your account is in arrears, the interest we charge in a month may be greater than the mortgage payment requested for that month. If this is the case, the difference is added to the total amount owed to us, but interest will not be charged on the difference until the start of the next interest charging period.

Arrears related fees	Fee
<b>Arrears statements.</b>	No charge
<b>No response/continual default fee.</b> This fee will apply where there is a need to contact you about the conduct of your account.	£25.00
<b>Arrears administration.</b> This fee is charged each month that your mortgage account is in arrears by 2 monthly instalments or more. This fee covers the additional costs involved in administering the account, including correspondence, telephone calls and amendments to the mortgage account.	£30.00

Arrears related fees <i>continued...</i>	Fee
<b>Capitalisation of arrears.</b> When we agree to add the arrears to your mortgage balance.	£60.00
<b>Ground rent or service charge.</b> Should it become necessary for us to pay these on your behalf.	£50.00
<b>Home Counsellor visit.</b> Case referred to an arrears counsellor.	£95.00
<b>Cancelling a Home Counsellor visit.</b> If you don't keep an appointment with an arrears counsellor.	£25.00
<b>Transfer to litigation.</b> Administration and preparation for referring case to litigation.  'Drive by' revaluation fee.	£50.00  £60.00
<b>Further costs.</b> There will be further costs and fees charged to your mortgage account once legal action has started.	Case specific
<b>Property repossession.</b> Possession Management Department administration fee.  If it is necessary to repossess your property we will also charge costs in connection with selling your property as well as insuring it. These costs will vary for each property.	£400.00  Case specific

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**This document can be made available in Braille, large print or audio upon request.**

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

**Mortgages are subject to status. Written illustrations are available on request. Borrowers must be 18 or over unless otherwise stated.**

\*All calls will be recorded for training and monitoring purposes. Lines are open 9am to 5pm Monday to Friday.

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Telephone: (0117) 979 2222. Fax: (0117) 929 3787. Website: [www.bankofirelandmortgages.co.uk](http://www.bankofirelandmortgages.co.uk)

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