

# Our Service Commitment

## Our Service Commitment is simple...

We will issue an Offer to you within 10 working days (the Service Period) of receiving your fully completed application. If we are unable to issue a mortgage offer within the Service Period, a goodwill payment of £100 will be paid to you where you go on to complete the mortgage with us.

There are a few conditions that apply:

1. You must be a new customer applying to remortgage your existing residential home to us.
2. A fully completed application is one where we have received all of the information, documents and any fees we need from you to process your application. This is:
  - Your application form with all applicable data fields complete and accurate; and
  - All supporting documents requested by us; and
  - The supporting documents evidence income and expenditure provided at application; and
  - Payment of any fees payable by you to us.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 completed.
3. The Service Period begins on the day we determine we have received your fully completed application. If this day is not a working day then the Service Period will begin on the next working day. The Service Period ends on the date printed on your Offer.
4. Where we determine that a goodwill payment has become payable to you, it will be paid directly to you by cheque within 14 days of completion of the mortgage. Only one goodwill payment per application can be payable and you must complete the mortgage with us.
5. 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).

6. This Service Commitment is only offered to new customers who make an application directly with us for a mortgage loan to be secured on their existing residential home from 1 April 2019.
7. We hope that our Service Commitment is clear, but we recognise that sometimes things can go wrong, so if you are unhappy with any aspect of the way in which we have applied this Service Commitment please let us know so we can look into the issue. You can contact us in the following ways:

Visit your local Virgin Money Store;

Call us on 0345 604 4865;

Write to us at: Customer Relations Team, Virgin Money plc, Jubilee House, Gosforth, Newcastle upon Tyne, NE3 4PL; or

Email: [customerrelations@virginmoney.com](mailto:customerrelations@virginmoney.com).

If we can't resolve your complaint to your satisfaction you have the right to refer it to the Financial Ombudsman Service (FOS), which provides independent assessment of complaints.

Address: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Phone: 0800 023 4567 or 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This Service Commitment is not a feature or incentive to a customer to apply for a mortgage with us and we may withdraw or vary it at any time.

Your home may be repossessed if you do not keep up repayments on your mortgage.