TANDEM

Mortgage Application Form

Broker details (For Broker use only)

Please answer all questions as fully as possible, use ALL CAPS and tick appropriate boxes. Use the note page for any additional information you'd like to add. Give us a call if you have any difficulties in completing this form.

Advisor phone number			Advisor email address			
Broker company name				FC	A Number	
Broker fee to be charged to custo	mer					
ON OFFER £			ON COMPLETION £			
Did you provide an advised service	e? Yes	No				
Mortgage Details						
Type of mortgage required			Mortgage product requi	red		
	PLEASE S	ELECT				
Purpose of mortgage						
	PLEASE S	ELECT				
Danas was and season a	sast anly Dane					
	E2T_OHIA IZEDAZ	vment				
Repayment method Inter	rest-only Repay	yment				
f interest-only, please confirm ho						
f interest-only, please confirm ho						
if interest-only, please confirm how	w the capital will be re					
if interest-only, please confirm how interest type Fixed Period of mortgage required	w the capital will be re					
if interest-only, please confirm how	w the capital will be re					
if interest-only, please confirm how interest type Fixed Period of mortgage required	w the capital will be re					
Interest-only, please confirm how Interest type Fixed Period of mortgage required IN YEARS	w the capital will be re					
Interest-only, please confirm how Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value	w the capital will be re					
Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value	w the capital will be re					
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Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value £ Loan amount £ Do you wish to add the arrangeme Source of deposit	w the capital will be re Variable ent fee to the loan? Details	Yes				
Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value £ Loan amount £ Do you wish to add the arrangeme Source of deposit e.g. £45,000 cash savings	w the capital will be re Variable ent fee to the loan? Details	epaid				
Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value £ Loan amount £ Do you wish to add the arrangeme Source of deposit	w the capital will be re Variable ent fee to the loan? Details	Yes				
Interest type Fixed Period of mortgage required IN YEARS Purchase price or estimated value £ Loan amount £ Do you wish to add the arrangeme Source of deposit e.g. £45,000 cash savings	w the capital will be re Variable ent fee to the loan? Details	Yes				

Section A: Personal Information

For details on how we will use and propose to use your personal information, please refer to page 14 of this Mortgage Application form. For applications with more than 2 applicants, please complete and additional form.

Total number of a	pplicants								
One	Two	Three	:	Four					
Applicant 1 Det	ails				Applicant 2 Det	tails			
Title + Surname					Title + Surname				
Forename(s)					Forename(s)				
Date of Birth	D D	ММ		YYYY	Date of Birth	D D		м м	YYYY
Gender	Male	Female	Ot	her	Gender	Male	Fem	ale	Other
Nationality					Nationality				
Marital Status		PL	EASE S	SELECT	Marital Status			PLEA	ASE SELECT
VISA Status					VISA Status				
Do you have perm	anent rights to	o reside?	Yes	No	Do you have perma	anent rights to	reside?	Ye	es No
Length of residen	cy in the UK				Length of residence	cy in the UK			
			ΙN	IYEARS					IN YEARS
Current Address					Current Address				
					Same as first applicant				
	P	OSTCODE				P	OSTCODE		
Moved in	D D	MM		YYYY	Moved in	D D		м м	YYYY
Residential Status		PL	EASE S	ELECT	Residential Status			PLEA	ASE SELECT
Telephone No.					Telephone No.				
Email address					Email address				
National Insurance	e Number (If ap	oplicable)			National Insurance	e Number (If ap	pplicable)		
Do you have any d (A dependent is a perso but is supported financi	n who is not named				Do you have any do (A dependent is a persor but is supported financia	n who is not named		age	
Yes 1	No				Yes N	No			
If yes: Please give	their name(s),	date(s) of birth a	nd relat	tionship	If yes: Please give	their name(s),	date(s) of	birth and	relationship
	D D	M M Y Y				D D	ММ	YY	
		M M Y Y				D D	ММ	YY	
	D D								

Section A Continued: Personal Information Applicant 1 Details Applicant 2 Details Previous Address **Previous Address** (If at current address fewer than 3 years) (If at current address fewer than 3 years) Additional previous address to be detailed in the notes section. Additional previous address to be detailed in the notes section. Same as first applicant POSTCODE POSTCODE Section B: Employment and Income Expected retirement age Expected retirement age If there is an employer enforced retirement age please advise If there is an employer enforced retirement age please advise Yes No Yes Nο Do you pay Income TAX? Do you pay Income TAX? If yes, percentage TAX paid If yes, percentage TAX paid **Employment Employment** PLEASE SELECT PLEASE SELECT Status Status If employed Occupation / Occupation / Job Title Job Title Nature of Nature of business business **Employment Employment** start date start date Is this employment permanent? Is this employment permanent? Yes No Yes No If no: Date when employment will end If no: Date when employment will end ММ ММ Name and address of employer Name and address of employer POSTCODE POSTCODE Primary Income Bonus Primary Income **Bonus** Overtime Allowances Overtime Allowances Secondary income (Provide details in note section) Secondary income (Provide details in note section) Name and address of previous employer Name and address of previous employer (If with current employer fewer than 3 years) (If with current employer fewer than 3 years) POSTCODE POSTCODE

Section B Continued: Employment and Income

	ails		Applicant 2 Details							
If self-employ	red									
Name and address	of business		Name and add	ress of business						
	POSTCODE			POSTCODE						
Telephone No.			Telephone No.							
Nature of ousiness			Nature of business							
Percentage Shareholding			Percentage Shareholding							
How long have you	u been trading?			you been trading?						
IN YEARS	boon trading.		IN YEARS	you been trading.						
Albet was the net	annual income for the past th	araa yaara?	\M/hat was the r	ant annual income for the p	ast three years?					
wnat was the net a	annual income for the past the DRAWINGS	nree years?	wnat was the r	net annual income for the party DRAWINGS	net three years?					
¥1 £	£	£	Y1 £	£	£					
′2 £	£	£	Y2 £	£	£					
Y3 £	£	£	Y3 £	£	£					
Accountant name	and address		Accountant name and address							
Tooduntant name	and dadress		7.000ameane na	ino dila dadi ese						
	POSTCODE			POSTCODE						
Telephone No.			Telephone No.							
Email address			Email address							
			Number of yea	rs accountant has acted for	you					
	ccountant has acted for you									
	ccountant has acted for you		IN YEARS							
Number of years a			IN YEARS Accountant's q	ualifications						
Number of years a				ualifications						

Section C: Details of the property to be mortgaged Address of property POSTCODE Estimated completion date Tenure of property Freehold Leasehold If leasehold, please state the unexpired term of lease Type of property PLEASE SELECT IN YEARS Number of floors Floor of apartment Description of property

	1		D 1		D. II		IZI I	
	Living room		Bedrooms		Bathrooms		Kitchen	
Number of rooms								
Garage / Parking spa	ace included	Yes	No					
	***			16 1 4	0 11:11	PIAN	IDO 115 1 2	
ear property was b	uiit					nere a valid NF	HBC certificate?	
				Yes	No			
Is the property, or w	vill the property be,	your prima	ry residence?	Yes	No			
f no, please give de	tails							
Do you intend to let	the property?	Yes	No					
If yes, please provide	e full details of the	tenancy and	d rental income					
, , , , , ,		,						
		TANDEM M	ORTGAGES — PR	IVATE & CC	ONFIDENTIAL 2	0 2 0		

ails of anybody aged 17 years or older who will reside in the property, excell names (2) Date of Birth (3) Relationship DD MM YY	POST		D D D D D D D D D D D D D D D D D D D	M M M	YY	
phone No. Depth May 19	POST		D D	M M	YY	
phone No. Depth May 19	POST		D D	M M	YY	
phone No. Depth May 19	POST		D D	M M	YY	
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perty valuation required Mortgage valuation Homebuyers report Full building sur	vey					
Mortgage valuation Homebuyers report Full building sur	vey					
	vey					
ue of solicitor						
ress of solicitor						
	POS	TCODE				
phone number Fax n	umber					
il address		1	Numbe	er of par	tners	

Section D: Additional information about you and your existing mortgage Current method of repayment PLEASE SELECT Date of purchase Purpose of additional amount required Name of existing lender Address of property POSTCODE Source of deposit (e.g.£45k cash savings AMOUNT DETAIL £ £ £

Section E: Existing financial details

This includes bank accounts, mortgages, loans, overdrafts, credit card borrowing, hire purchase agreements/repayable cash gifts etc.

Bank address POSTCODE POSTCODE Name of account holder Account number Account number Sort code Time with bank IN YEARS Property value Balance Monthly To continue during	Bank address POSTCODE POSTCODE Name of account holder account number Account number Ort code Type of facility Property value if applicable (£) Property value if applica	Applicant 1 Deta	ails			App	licant 2 Det	ails				
Name of account holder Account number Account number Sort code Sort code Time with bank Name of lender Type of facility Property value if applicable (£) Prostcode Name of lender Name of lender Type of facility Property value if applicable (£) No Yes No Yes No Yes No Yes No Yes No	POSTCODE POSTCODE Name of account holder Account number Account number Account number Type of facility Property value if applicable (£) Pres No	Bank name				Bank	name					
Name of account holder Account number Account number Sort code Sort code Time with bank IN YEARS Time with bank IN YEARS Time with bank IN YEARS Property value if applicable (£) Ves No Yes No Yes No Yes No Yes No Yes No Yes No	Name of account holder Account number Account number Ort code Type of facility Property value if applicable (£) Pres No Yes No	Bank address				Bank	address					
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Sort code Sort code	Time with bank Type of facility Property value if applicable (£) Peroperty value if applicable (£) Property value if applicable (£) Prope	Name of account holder										
Time with bank Name of lender Type of facility Property value if applicable (£) Balance outstanding (£) Monthly repayment (£) To continue during the mortgage? Yes No	Time with bank Type of facility Property value if applicable (£) Property value outstanding (£) Property value if applicable (£) Property value outstanding (£) Property value outstandi	Account number				Acco	unt number					
Name of lender Type of facility Property value if applicable (£) Balance outstanding (£) Yes No	Type of facility Property value if applicable (£) Balance outstanding (£) Yes No	Sort code				Sort	code					
Name of lender Type of facility if applicable (£) outstanding (£) repayment (£) the mortgage? Yes No	Type of facility if applicable (£) outstanding (£) repayment (£) the mortgage? Yes No	Time with bank	IN YEARS			Time	with bank	IN Y	EARS			
Yes No	Yes No	Name of lender	Туре	of facility	Property v	alue le (£)	Balance outstanding	(£)	Monthly repayme	nt (£)	To conting	ue during gage?
Yes No	Yes No										Yes	No
Yes No Yes No Yes No Yes No Yes No	Yes No Yes No Yes No Yes No Yes No										Yes	No
Yes No Yes No Yes No	Yes No Yes No Yes No Yes No										Yes	No
Yes No Yes No	Yes No Yes No										Yes	No
Yes No	Yes No										Yes	No
											Yes	No
TOTAL (£)	TOTAL (£)										Yes	No
					TOTA	L (£)						

Section F: Existing assets

Total property*	٤	
Total savings + ISAs	£	
Total investments/ stock + shares	٤	
Total pensions	£	
Total life policies (surrender value)	£	
Other	£	
		2 14101

TOTAL

Section G: Existing regular costs, payments and expenses

pense type	Monthly amount (£)
Monthly repayment on existing debt	£
Food and drink	£
Gas / electricity	£
Water	£
Council tax	£
Media package (including TV and internet)	£
Building and contents insurance	£
Phone	£
Travel (car, train, bus, etc.)	£
Child care / school / nursery fees	£
Eating out, restaurants and hotels	£
Gym membership	£
Clothing and footwear	£
Household goods and repairs	£
Pension	£
Healthcare / dental health	£
Holidays	£
Other	£
	TOTAL £

^{*}Please provide a breakdown of properties owned within the notes section

Section H: Other committed expenditure

E.g. Child maintenance, and/or for interest only mortgage, regular payments to a repayment vehicle

Commitments	Value
	£
	£
	£
	£
	TOTAL £
Saction I: Your cradit history	
Section I: Your credit history	
applicant 1 Details	Applicant 2 Details
las a judgment or court order for debt been ecorded against you, or is any such action pending?	Has a judgment or court order for debt been recorded against you, or is any such action pending?
Yes No	Yes No
f you have answered YES, please provide full details	If you have answered YES, please provide full details
lave you ever been bankrupt or entered into an arrangement with our creditors, or is there any such action or arrangement pending?	Have you ever been bankrupt or entered into an arrangement with your creditors, or is there any such action or arrangement pending?
Yes No	Yes No
f you have answered YES, please provide full details	If you have answered YES, please provide full details
lave you failed to maintain full payments or been in default under	Have you failed to maintain full payments or been in default under
ny previous mortgage, tenancy or loan agreement in the last 12 nonths?	any previous mortgage, tenancy or loan agreement in the last 12 months?
Yes No	Yes No
f you have answered YES, please provide full details	If you have answered YES, please provide full details

Have you ever voluntarily surrendered a property or had one repossessed?

Have you ever voluntarily surrendered a property or had one repossessed?

If you have answered YES, please provide full details

No

Yes

If you have answered YES, please provide full details

No

Yes

pplicant 1 Details	Applicant 2 Details
ave you ever had a mortgage application denied?	Have you ever had a mortgage application denied?
Yes No	Yes No
you have answered YES, please provide full details	If you have answered YES, please provide full details
ave you submitted any other application	Have you submitted any other application
or a mortgage in the last six months?	for a mortgage in the last six months?
Yes No	Yes No
you have answered YES, please provide full details	
you have answered TES, please provide full details	If you have answered YES, please provide full details
ave any legal or regulatory proceedings ever been started against	Have any legal or regulatory proceedings ever been started agains
ou or any business in which you are, or have been, involved e.g	you or any business in which you are, or have been, involved e.g
iminal convictions, disqualifications, fines, settlements?	criminal convictions, disqualifications, fines, settlements?
Yes No	Yes No
VEC what ware the outcomes	If VEC what ware the outcomes
TES, what were the outcomes	If YES, what were the outcomes
YES, what were the outcomes	ii 1ES, what were the outcomes
res, what were the outcomes	ii 1E3, what were the outcomes
res, what were the outcomes	II 1E3, what were the outcomes
	II 1E3, what were the outcomes
ection J: Future plans	
ection J: Future plans et us know of any significant plans that could impact the informatio	
ection J: Future plans	
ection J: Future plans	
ection J: Future plans	

Notes	

Consents & Declarations

The consents and declarations are given by each applicant, so please ensure that everyone applying for this mortgage reads this section, completes the statements and signs a consequence of the consequebelow. 'I' should be construed as the plural 'we' throughout these consents and declarations where there is more than one party to the agreement.

- 1. I have personally provided the details for this application or, if provided by another (e.g. financial adviser), I have read and checked every answer
- 2. I am at least 18 years old and the answers given are true and complete.
- 3. I understand that if there is a significant change in my circumstances before the loan is made I must disclose it and Tandem Bank Limited may refuse to proceed.
- 4. I understand that if any information is inaccurate or if I have not fully answered any question then Tandem Bank Limited may refuse to proceed; or, where the loan has already been made, Tandem Bank Limited may demand repayment

OBTAINING REFERENCES:

- 1. I agree that Tandem Bank Limited may apply to my current and previous employers, accountant, landlord, lender, bank or insurance, pension company and/or other relevant person who may hold relevant financial information about me to obtain references or other information about me. I also agree that Tandem Bank Limited may apply to my solicitor for information in relation to the work they do on my behalf in respect of the mortgage
- 2. This is my authority to those people set out in the paragraph above to release such information about me and this transaction to Tandem Bank Limited.

ABOUT OTHER OCCUPIERS:

Anyone aged 17 or older living at the property and who is not an applicant signing below must, before the mortgage is drawn down, complete a 'Postponement' form. This must be signed and then witnessed by an independent solicitor.

MY PERSONAL DATA AND Tandem BANK LTD:

I agree that the terms of your privacy policy apply to this statement. This privacy policy can be found at http://www.Tandembank.co.uk. I understand that you strongly recommend that I check the terms of this policy is the privacy policy of the terms of this policy. The privacy policy is the privacy policy of the privacy policy and privacy policy are privacy policy and privacy policy apply to this statement. This privacy policy can be found at http://www.Tandembank.co.uk. I understand that you strongly recommend that I check the terms of this policy policprivacy policy before signing this statement.

 $I\,agree\,that\,you\,may\,keep\,the\,personal\,details\,I\,or\,others\,give\,you, and\,the\,information\,you\,hold\,about\,me\,as$ set out below, on a Tandem Bank database. I agree that you may transfer this information between databases $used\ by\ Tandem\ Bank\ Limited,\ and\ that\ such\ transfer\ may\ include\ a\ transfer\ of\ my\ personal\ information$ outside of the European Economic Area. These personal details will be held and dealt with in accordance with the provisions of the Data Protection Act 1998 and other applicable laws.

I agree that the information that you collect from me may be transferred to, and stored at, a destination outside the European Economic Area. It may also be processed by staff operating outside the European Economic Area who work for Tandem Bank Limited or for one of Tandem Bank Limited's suppliers. I understand and agree that such staff may be engaged in, among other things, the fulfilment of my application, the processing of my payment details and the provision of support services. By submitting my personal details, I agree to this transfer, storing or

I understand that, as is the case with many large and high profile organisations, Tandem Bank Limited may record communications by telephone for the purposes of monitoring its customer service standards, training and for security purposes.

I agree that you may hold and use the following information about me:

my name, address, phone numbers, email address, date of birth, employment and banking and financial details

demographic and lifestyle information

- information you receive when making a decision about me, my mortgage or application
- information that I provide by filling in forms that you provide to me
- information you obtain from running my accounts
 details of the mortgage(s) I have and have had with Tandem Bank Limited and all transactions
- details of when I contact you and when you contact me (e.g. copies of any correspondence and recordings of telephone calls)
- details of how I applied for my mortgage, together with any other information which you reasonably need to operate my account, make decisions about me or fulfil your regulatory obligations

I agree that you may use the information you collect about me to:

- process and complete my requests and/or applications for products and/or services
- $\bullet \ process \ payments \ and \ prevent \ fraudulent \ transactions \ (I \ understand \ that \ you \ may \ retain \ my \ details$ (including my credit/debit card information) for these purposes for a reasonable period of time and that
- my details to a third party to carry out these functions)
- · update your records and maintain my account with you
- communicate with me about the Tandem Group's (as defined below) and third parties' products and/or services and recommend offers for products and/or services that may be of interest to me, unless I have declined to consent to being contacted for such purposes in the relevant boxes below

The information you hold about me is confidential. I agree that you may disclose my information to any member of your group, which means Tandem Bank Limited's subsidiaries, ultimate holding company and its subsidiaries ("Tandem Group"). I understand and agree that you will only disclose my information outside the Tandem Group

- at my request or with my consent
- $\bullet to your suppliers, contractors, agents, and business partners who help you administer the service it provides to \\$
- to organisations or agencies which provide services to you, such as promotion and advertising agencies and consumer research agencies
- to anyone who hosts or maintains data centres, service platforms and other infrastructure and systems on behalf of us or the Tandem Group, where my personal information is processed and/or stored;
 • to the Tandem Group's professional advisers
- when you have to do so to follow an order of court or other such authority
- when there is a public duty to disclose information, such as in time of war
- to follow legislation aimed at preventing money laundering
- · when it is needed in order to prevent fraud or recover any money I owe to you

- I agree that you may also disclose my personal information to third parties:
 in the event that Tandem Bank Limited sells or buys any business or assets, in which case Tandem Bank Limited may disclose my personal details to the prospective seller or buyer of such business or assets
 - if Tandem Bank Limited or substantially all of Tandem Bank Limited's assets are acquired by a third party, in
- which case personal details held by Tandem Bank Limited about its customers will be one of the transferred
- if you are under a duty to disclose or share my personal details in order to comply with any legal obligation, or in order to enforce or apply your terms of use or terms and conditions of supply and other agreements; or to protect the rights, property, or safety of the Tandem Group, your customers or others
- for the purposes of fraud protection and credit risk reduction

I understand you may make searches about me at credit reference agencies who will supply you with credit information, as well as information about the Electoral Register. I agree that you may supply credit reference agencies with any information about me that such credit reference agencies may request in order to carry out their credit reference services (including, without limitation, customer performance data). For the purposes of this application I may be treated as financially linked and my application will be assessed with reference to any 'associated' records. The agencies will record details of the search whether or not my application for a mortgage proceeds.

I understand that, in addition to the information you may supply to credit reference agencies in accordance with the above, you may also supply information to credit reference agencies about the personal debts I owe

- I have fallen behind with payments
- · the amount owed is not in dispute
- I have not made proposals you are satisfied with for repaying the debt following your formal demand

You will give me at least 28 days' notice of your intentions to supply the information set out at the paragraph above to a credit reference agency and I understand this may affect my ability to obtain credit. This information could affect credit decisions other organisations make about me.

You will not give any other information (other than that which is set out above) about me to credit reference $agencies \ unless \ I \ have \ given \ you \ my \ permission. \ I \ understand \ I \ can \ contact \ you \ to \ find \ out \ which \ agencies$ you have used so that I can get a copy of my details from them.

When I speak to you on the telephone, I understand that you will ask questions in order to verify my identity,

I agree that you may disclose any confidential information as is necessary to the guarantor at his request (only applicable where a guarantee is being given).

I understand that you will not keep my personal information for any purpose or purposes for longer than is necessary for that purpose or for those purposes. If I ask, you will tell me what information about me you hold both on computer and in manual records and will provide me with a copy in line with the Data Protection Act 1998 (a fee is payable). I should let you know if I think any information you hold about me is inaccurate, so that you can correct it.

I understand that I may submit questions and comments regarding this statement. I will send such questions and comments by post to Customer Relationship Team, Tandem Bank Limited, 87-135 Brompton Road, Knightsbridge, London, SW1X 7XL.

I agree that you may amend this statement from time to time to reflect changes made to your privacy policy. I understand that any changes made to your privacy policy will apply directly to this statement. I understand that you strongly recommend that I check the terms of your privacy policy regularly, which can be found at http://www.Tandembank.co.uk.

By submitting this Mortgage Application Form you consent to receive communications from Tandem Bank and the Tandem Group via post and electronic forms (including email, sms, phone) regarding products and services which may be of interest to you. If you do not want to receive such communications please tick here

We would like to share your information with carefully selected third parties so they may provide information via post which may be of interest to you about their products and services. If you consent to us sharing your information with such third parties please tick here

ABOUT INSURANCE:

I understand that I must make my own arrangements to provide insurance cover.

I wish to apply for the mortgage as described in the Key Facts Illustration provided to me dated:

ММ

ADVICE ON LIFE ASSURANCE AND INVESTMENT PLANS

If the loan is arranged on an interest-only basis, the monthly repayments to HBL during the mortgage term exclude any payments you may need to make into a separate savings plan to build up a lump sum to repay the amount borrowed on an interest-only basis. This assumes that you pay off the amount borrowed on an interest-only basis as a lump sum at the end of the mortgage term. On whatever basis your loan is arranged, it is always advisable to consider life assurance needs, and we strongly recommend that you take advice from a financial adviser.

			ALL AP	PLICANTS MUST SIGN BEL	.OW		
SIGNATURE OF FIRST APPLICANT				SIGNATURE OF SECOND APPLICANT			
DATE	D D	ММ	YYYY	DATE	D D	MM	YYYY



TANDEM

Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:	
Tandem Bank LTD Hogarth House 136 High Holborn London WC1V 6PX	SERVICE USER NUMBER 185672
NAME(S) OF ACCOUNT HOLDER(S)	REFERENCE (TO BE COMPLETED BY TANDEM BANK)
BANK/BUILDING SOCIETY ACCOUNT NUMBER BRANCH SORT CODE NAME AND FULL POSTAL ADDRESS OF YOUR BANK OR BUILDING SOCIETY To: The Manager Bank/building society	Instruction to your bank or building society Please pay Tandem Bank Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Tandem Bank Limited and, if so, details will be passed electronically to my bank/building society.
Address	Signature(s)
	onymature(s)
Postcode	Date

BANKS AND BUILDING SOCIETIES MAY NOT ACCEPT DIRECT DEBIT INSTRUCTIONS FOR SOME TYPES OF ACCOUNT

₹-

THIS GUARANTEE SHOULD BE DETACHED AND RETAINED BY THE PAYER.

THE DIRECT DEBIT GUARANTEE



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit Tandem Bank Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Tandem Bank Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Tandem Bank Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Tandem Bank Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.