

Call:

**08457 344 345**

Monday to Friday 8am to 6pm

Calls may be monitored and recorded for training and security purposes.

or visit us online:

**[www.newcastle.co.uk](http://www.newcastle.co.uk)**

**Mortgages**

# **Understanding your Mortgage Statement 2009**

Principal Office: Portland House, New Bridge Street, Newcastle upon Tyne NE1 8AL.

Newcastle Building Society is authorised and regulated by the Financial Services Authority (FSA) and is entered in the FSA's register under number 156058.


Details are correct as at time of print (December 2009) NBS

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# Understanding your mortgage statement

This typical mortgage statement shows you where to look for the most important information.



**Newcastle**  
Building Society

**principal office**  
Portland House, New Bridge Street  
Newcastle upon Tyne NE1 8AL  
DX 61010 Newcastle upon Tyne  
Facsimile: 0191 260 2062  
www.newcastle.co.uk

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**STATEMENT OF ACCOUNT AS AT 31/12/2009**

<b>A</b> Mortgage Account Number	MOA9999999ABC
<b>B</b> Interest Rate	0.00%
<b>C</b> Remaining Term of Mortgage	99 Years
<b>D</b> Mortgage Repayment Type	Capital Repayment
<b>E</b> Interest Calculation Type	Daily Interest
<b>F</b> Contract Type	Standard Variable Rate
<b>G</b> Scheme Description	<b>e.g. Fixed rate of interest up to and including 30 December 2010</b>

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**INTEREST RATE CHANGES IN 2009**

Date	Description	Change	New Rate
<b>H</b> Starting SVR rate this year			5.99%

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**REDEMPTION DETAILS (For INFORMATION purposes only - please read enclosed booklet)**


<b>I</b> Early Repayment Charge as at 31/12/2009	£9,999
<b>J</b> Date at which early repayment charges cease to apply	dd/mm/yy
<b>K</b> Redemption figure as at 31/12/2009	
MOA9999999ABC	£99,999.99
MOA9999998ABC	£99,999.99
MOA9999997ABC	£99,999.99
Total	£299,999.97

Please note that additional charges, which could not be quantified at the date this statement was issued, may be payable in addition to the redemption figure above. If you intend to repay your mortgage you must contact the Society for an up to date redemption figure.

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**IMPORTANT INFORMATION**


**L** If you are unable to make your regular payment you should contact the Society's Credit Control department at Principal Office on 0845 702 3083 between the hours of 9.00am to 8.00pm Monday to Thursday, 9.00am to 4.45pm Friday and 9.30am to 12.15pm Saturday.



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Chief Executive C. J. Saccombe BSc (Hons) FCA

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**MOA9999999ABC**


**MORTGAGE AND PAYMENT TRANSACTIONS YEAR ENDING 31/12/2009**

Date	Details	Payment Due	Credit	Debit
<b>M</b> 01/01/2009	Payment Due	999.99		
<b>N</b> 02/01/2009	Payment Direct Debit		999.99	
01/02/2009	Payment Due	999.99		
02/02/2009	Payment Direct Debit		999.99	
01/03/2009	Payment Due	999.99		
02/03/2009	Payment chq		999.99	
01/04/2009	Payment Due	999.99		
02/04/2009	Payment Data Collection		999.99	
<b>O</b> 01/05/2009	Adjustment Ins Admin Fee			9.99
<b>P Total</b>			<b>999.99</b>	<b>999.99</b>

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**ACCOUNT SUMMARY FOR YEAR ENDING 31/12/2009**

	Credit	Debit
<b>Q</b> Balance Brought Forward at 01/01/2009		999,999.99
<b>R</b> Interest Charged in year including any early repayment charges		9,999.99
<b>S</b> Early Repayment Charges in year		9.99
<b>T Insurances debited during the year</b>		
Legal Protection		9.99
Options Contents		99.99
<b>U</b> Sundries / fees charged during the year (see above for details)		9,999.99
<b>V</b> Payments received during the year (see above for details)	99,999.99	
<b>W Total Balance as at 31/12/2009</b>		<b>99,999.99</b>
<b>X</b> Payment arrears as at 31/12/2009		99,99.99
<b>Y</b>		
Offset Savings Balance		£99,999.99
Offset Account Balance		£9,999.99



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## Understanding your mortgage statement

### Statement of account as at 31/12/2009

- A** This is your mortgage account number which you should quote in any correspondence with the Society.
- B** This is the interest rate charged as at 31/12/2009.
- C** This is the remaining term outstanding on your mortgage. This is based on the term requested on your application form (or which may have been since amended in accordance with a request from you), and may not necessarily coincide with the maturity date of any life policy/ies which you may be using as your repayment vehicle.
- D** This is the basis on which the monthly mortgage payment has been calculated. If this is **Capital Repayment**, you pay interest plus a portion of the amount you originally borrowed, each month, until the loan is completely repaid. If this is **Interest Only** your monthly payment will only cover the interest on your loan and will include any interest charged on insurance premiums. Your statement will tell you whether your payment to the Society also includes the cost of a repayment vehicle for the capital element of your mortgage i.e. your endowment policy. If you do not have arrangements with the society, you must ensure you have a repayment vehicle in place. Please see the Important Information section on your account statement. If this states **Interest/Repayment** then your mortgage is **Part Interest Only and Part Capital Repayment**, i.e. a combination of the two methods above.
- E** This is the type of interest which is charged on your account, i.e. Daily Interest or Annual Interest. **Daily Interest** is calculated on the balance of your account at the end of each day. This interest will be accrued daily and added to your account balance at the end of each month. **Annual Interest** is charged on the first day of each month for that month using the prevailing interest rate against the balance at 31 December from the previous year.
- F** This will state if the interest rate on your mortgage account is Fixed, Variable, Discount, Capped or Tracker.
- G** This is a description of the mortgage scheme which you are currently on.

### Interest Rate Changes in 2009

- H** This section contains details of **any** interest rate changes applicable to your mortgage account during 2009.

### Redemption Details (For **INFORMATION** purposes only - please read enclosed booklet.)

The Society is required by the Financial Services Authority to provide a redemption figure for your account as at 31/12/2009.

- I** For the purposes of your statement, as we are required by the FSA to provide a redemption figure **for information purposes** as at 31 December 2009, we needed to show any early repayment charges which would have been added to your balance had you redeemed at this date. If any early repayment charge is shown, this will be in accordance with the terms and conditions of your current mortgage scheme as at 31 December 2009\*. The charge has **not** been added to your mortgage balance. The early repayment charge, calculated on your balance, will **only** be added in the event of you deciding to repay your mortgage before the date on which any early repayment charge ceases to apply.

**\*NB** If your mortgage scheme was due to change on or after 01/01/2010, confirmation of whether an early repayment charge will apply can be ascertained by contacting our team on 08457 344 345.

- J** This is the date at which any early repayment charge will cease to apply, where applicable.
- K** This section contains details about the amount which would have been required to redeem your mortgage on 31/12/2009, including any early repayment charges and our current mortgage exit administration fee (please refer to summary of fees) which may apply to your account.

If you are in our Account Retention scheme, the Financial Services Authority still requires us to show a redemption figure on your statement, Again, this is for **information purposes only** and will include our mortgage exit administration fee (where applicable).

### Important Information

- L** This section will contain any important information which relates to your account. Should your mortgage be interest only or include funds borrowed on interest only terms this section will tell you whether or not the cost of any savings plan, investment or policy which you may have arranged to repay your interest only loan are included in your mortgage payments to the society.

### Mortgage and payment transactions year ending 31/12/2009

- M** The Payments Due are those payments held on the Society's records at the due date. Should any payments have been amended and backdated after the due date, this will not be reflected in your statement but separate notification will have been provided at the time the amendment was made.
- N** The main payment methods used by our borrowers are Direct Debit, Cheque, Cash, Standing Order and Transfers from other NBS accounts. Standing Order payments are shown as Payment Data Collection.
- O** Any fees which have been charged to your account will be shown.
- P** This is the total amount credited and debited to your mortgage account during 2009 including mortgage payments and any fees.

## Account Summary for year ending 31/12/2009

- Q** This is the balance brought forward as at 01/01/2009
- R** This is the interest charged on your mortgage account during 2009. For any new loans, including further advances, completed during 2009, accrued interest charged in the month of completion will be included here.
- S** Where applicable, any early repayment charges which have been applied to your account as a result of you making a capital repayment will be shown here. You will have been formally notified in writing of this charge when you made the capital repayment.
- T** This is the amount of any insurance premiums charged during 2009.
- U** This is the total amount of any fees debited during 2009. A full list of our current fees can be found on page 12-14 of this booklet.
- V** This figure is the total of all mortgage payments received, including any insurance premiums, fees, charges or sundries received by us during 2009.
- W** This is the amount owing on your mortgage account as at 31 December 2009.  
**This is not a redemption figure.**
- X** If there were arrears outstanding on your account as at 31 December 2009 the amount will be shown here. The payment arrears figure may include accrued interest, fees and/or charges which have been debited to your account, and have not been paid
- Y** If your account is an offset account then details will be shown here:-  
Offset Savings Balance - The amount held in your offset savings accounts as at 31/12/2009.  
Offset Account Balance - The amount as at 31/12/2009 on which interest is charged after offsetting the mortgage account balance with the savings in your offset investment account (see **v**).  
\*\*Offset Savings Limited Exceeded (See Booklet)\*\* - This message will only be displayed if the balance in your offset savings account have exceeded the maximum permitted under the terms of the mortgage scheme. If this message is displayed, you are advised to contact us on **0845 606 5522** immediately as you may not be exercising the maximum benefit for your savings.

If you have any queries please contact our Mortgage Statement team on 08457 344 345.  
Our lines are open 8am - 6pm Monday to Friday

## Making payments to my mortgage

The easiest and most convenient way to pay your mortgage is via Direct Debit. Choosing to pay by Direct Debit gives you the peace of mind of knowing your loan will be paid automatically and payment dates will not be missed.

If you pay by Direct Debit we normally collect your payment on the first day of each month (or the next working day). If this is not convenient for you however, we do have 3 other collection dates available if required. To change your direct debit collection date, simply send a signed request by letter to our principal office address. We will credit the payment to your account on the same day we collect it. If your monthly payment changes for any reason we will give you advance notice of your new payment date or amount. You have the right to cancel your Direct Debit at any time.

We do have other payment methods available such as Standing Order and Cheque Payment.

By making a cheque payable to "XYZ Bank" and adding the "account number" or "name" it is clear who the funds are intended for. Cheques made out to personal or business customers will be unaffected.

**To avoid cheques being returned for amendment, any future cheques made payable to the Society should include the above details.**

**For more details please contact our Mortgage Statement team on 08457 344 345.**

## Making additional payments

Please remember that certain mortgage schemes such as Fixed Rate, Discounted Rate, Capped Rate and Cashback schemes may be subject to early repayment charges if there are any additional repayments of the loan capital during the scheme period. Please check your terms and conditions before making arrangements to make additional payments.

### Can I arrange to pay more than my normal monthly payment?

If you wish to make regular payments over and above your normal payment, you can increase your direct debit. Any payment of £500 or over will be classed as a capital repayment and may incur early repayment charges. Payments under £500 will not incur charges. To arrange this please contact a member of our team on 08457 344 345.

If you are paying by standing order you can ask your bank to increase your monthly payment. Alternatively you can send additional cheques or make payments via your nearest branch.

### If I make additional payments will the term of my loan reduce?

The scheduled term of your loan will not reduce if you overpay on a monthly basis. When we next calculate your monthly payment following an interest rate change (or each year for annual rest customers), we will use the reduced balance and the remaining term of your mortgage to calculate your new payment. If you require a shorter term for your loan, you need to request a term amendment and we will amend your monthly payment accordingly.

### Why is my account balance more than I borrowed?

There are a number of reasons why this may occur:

- Not all payments due have been made
- If you have not paid any insurances
- Your balance may include accrued interest for which payment may not have been received
- December payment not credited to your account prior to 31 December
- Administration fees charged to your account have not been paid.

## Financial difficulties

### I have an arrangement to repay arrears on my account. Should I increase / decrease my payment?

No, our Credit Control department will contact you when your arranged payment needs to be reviewed.

### I can't make my regular payment, what should I do?

If you are unable to make your regular payment you should contact our Credit Control department at Principal Office on 0845 702 3083 between the hours of 9.00am to 8.00pm Monday to Thursday, 9.00am to 4.45pm Friday and 9.30am to 12.15pm Saturday.

## Repaying your loan

### My loan is nearly repaid, what do I do?

Nothing, we will contact you in the two months before your mortgage ends to discuss your options, including our Account Retention scheme.

### Can I still benefit from the insurance that the Newcastle provides?

Yes, by leaving £5 balance on your account and entering our Account Retention scheme you can continue to enjoy the benefits of your current insurances.

### My mortgage should have finished - why do I still owe a small balance?

We do not change the payments due in the last 12 months of your mortgage in order to avoid sharp fluctuations in payments. Sometimes the length of your mortgage account can be affected by this.

## Insurance arrangements

### What are my responsibilities if I make my own insurance arrangements?

If your building is not insured by the Society you must remember that the Society cannot accept any responsibility or liability for the contract of insurance in respect of adequacy of cover, the policy wording, the sum insured, the future renewal of the policy or any matter relating to the policy. You must satisfy yourself of all these points. We will require a copy of the policy to be held with the Society at all times. Please ensure that the Society is noted as mortgagee.

If you change insurer it is important you inform the Society prior to the change. Failure to do so will result in a charge to cover administration (please see summary of fees enclosed in this brochure)

# Summary of fees and charges

Effective 1 January 2010

## Mortgages

### Home Purchase Fees

Buildings Insurance (self insurance) initial admin fee	£ 27.00
Drive past valuation	79.00

### Re-Inspection Fees

(Including final/interim inspections, self build - each stage release & retention releases)	£ 59.00
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### Valuation of Property (standard fee\*)

Standard fee up to £100,000	230.00
£100,001 - £150,000	245.00
£150,001 - £200,000	260.00
£200,001 - £250,000	300.00
£250,001 - £300,000	325.00
£300,001 - £350,000	350.00
£350,001 - £400,000	375.00
£400,001 - £450,000	400.00
£450,001 - £500,000	430.00
£500,001 - £550,000	475.00
£550,001 - £600,000	540.00
£600,001 - £650,000	600.00
£650,001 - £700,000	645.00
£700,001 - £750,000	700.00
£750,001 - £800,000	755.00
£800,001 - £850,000	810.00
£850,001 - £900,000	860.00
£900,001 - £950,000	915.00
£950,001 - £1,000,000	975.00
£1,000,001 and above - Society will refer to valuer based on property type	refer

\*Fees may differ from those shown where a non-standard valuation is required.

For homebuyers and structural valuation fees contact us 0845 606 4488 or visit [www.newcastle.co.uk](http://www.newcastle.co.uk)

### Administration Fees

Account information (including interest calculations)	20.00
BACS Trace	40.00
Buildings Insurance (self insurance) annual charge	5.00
Buildings Insurance cancellation fee	27.00
Buildings Insurance (failure to inform us prior to change of insurer)	27.00
Building Society questionnaire	90.00
CHAPS charge (British Isles)	30.00
Closed account information (min)	27.00
Consent to letting (+ 1% interest rate loading)	125.00

Consent to second charge (payable up-front/on demand)	£ 90.00
Data Protection Act information (per entry)	10.00
Detailed statement of account (up to 1 year period) (payable up-front/on demand) (per account)	27.00
Detailed statement of account (more than 1 year including future projections) by negotiation	
Existing account duplicate information	20.00
Endowment complaints (paid by the endowment company)	32.00
International CHAPS charge (abroad)	60.00
Lapsed life policy	20.00
MIRAS 5 production certificate	15.00
Mortgage Retention (+ 2.00 monthly charge) ( <b>changes effective from 1st March 2010</b> )	27.00
Post offer product transfer fee	108.00
Production of certificate of title/housing grant authority letters	15.00
Registration of second charge (added to mortgage balance)	80.00
Re-letting of property	105.00
Release of land	108.00
Return mailer	30.00
Special cheque presentation	45.00
Unauthorised letting Interest rate loading 1.5%	

### Search Insurance

To dispense with the necessity for a local search, a fee of £60 is charged in the case of re-mortgages.

### Change to Circumstances

Extend/Reduce mortgage term	115.00
Mortgage conversion	140.00
Release of guarantor seal fee and administration	108.00
Scheme transfer fee refer to appropriate literature	
Surrender of life policy	32.00
Transfer of equity for joint to sole or sole to joint borrowers including £80 deeds production fee and £81 seal fee	180.00
Transfer of equity for joint to joint (removal and addition) including £80 deeds production fee and £81 seal fee	180.00

### Further Advances

Loans of up to £10,000	205.00
£10,001 - £20,000	255.00
£20,001 - £50,000	330.00
£50,001 - £100,000	430.00
Loans over £100,000	480.00

### New Advances

Alternative fees will be charged for special schemes, please refer to appropriate literature for details.

### Redemption and closure

Mortgage exit administration fee (existing customers refer to original documentation)	175.00
Early repayment charges refer to appropriate literature	
Preparation of redemption statement	35.00
Seal fee	81.00

<b>Arrears fees</b>	£
Arrangement fee	32.00
Arrears letter - each contact	17.00
Broken arrangement letter	23.00
Cancellation of eviction	90.00
Debt recovery fee on shortfall (Whereabouts unknown)	65.00
Desktop valuation	44.00
DMS contact	112.00
DMS no contact	83.00
Drive by valuation	79.00
Full valuation (plus standard valuation fee)	19.00
Litigation fee (instructing solicitors)	96.00
Monthly charge for account in litigation (no arrangement)	18.00
Non payment of ground rent/management/service charge/insurance	68.00
Possession administration charge	328.00
PDQ payments (only for payments made by business card)**	1.57%
Surrender of endowment policy	66.00
Surplus distribution costs	18.00
Unpaid cheque/direct debit charge (1st attempt)	27.00
Unpaid cheque/direct debit charge (2nd attempt)	27.00
7 day letter before legal action	27.00
7 day letter before possession notice	27.00
<b>Deeds handling charges</b>	
Deeds storage for investors ( <b>changes effective from 1st March 2010</b> )	p.a.24.00
Photocopying (up to 10 pages)	15.00
Production (request for title deeds)	80.00
<b>Policy loans</b>	
Account information	20.00
Arrears letter - each contact	17.00
Broken arrangement letter	23.00
Closed account information (min)	27.00
Detailed statement of account (up to 1 year period)	27.00
Detailed statement more (more than 1 year)	by negotiation
Policy loan administration fee (plus completion fee)	(per policy) 27.00
Completion fee (per application)	108.00
Photocopying (up to 10 pages)	15.00
Surrender of policy (if in arrears)	66.00
Unpaid cheque/direct debit charge	27.00
CHAPS charge (British Isles)	30.00
International CHAPS charge (abroad)	60.00

\*\*This payment is charged to the Society by Barclays.

## Additional information

Please read the following notes carefully.

### Data Protection

Information about your account is held within Newcastle Building Society for business analysis, fraud prevention and to keep records accurate and up to date.

We will treat your personal information as private and confidential (even when you are no longer a customer) and we will not disclose any of these details unless: we are compelled to do so by law, there is a duty to the public to disclose, you request us to do so, or our interests require us to give the information (for example to prevent fraud).

As part of its service, Newcastle Building Society may occasionally keep you informed of special offers, products and services that it believes may be of interest. This could be by letter, telephone or e-mail. From time to time, Newcastle Building Society may pass your details to carefully selected third parties, subsidiaries and associated companies. If you do not want to receive information from us please write to the Marketing Department, Newcastle Building Society, Portland House, New Bridge Street, Newcastle upon Tyne, NE1 8AL.

You can ask to see a copy of the personal information Newcastle Building Society holds on you by writing to the Compliance Department, Newcastle Building Society, Portland House, New Bridge Street, Newcastle Upon Tyne, NE1 8AL. This will involve payment of a fee (please see summary of fees).

### If you have a complaint

Unfortunately, mistakes are occasionally made by Newcastle Building Society. A leaflet entitled 'Our complaints procedure' provides full details of our complaints procedure. A copy of this leaflet is available at any of our branches or by calling Customer Services on 08457 344 345.

We may monitor and record telephone calls for training and security purposes.

### Mortgage Regulation

Newcastle Building Society is authorised and regulated in the UK by the Financial Services Authority and is entered in the Financial Services Authority Register under number 156058. Our permitted business is advising on, arranging, entering into and administering mortgages and advising on, arranging and administering general insurance. You can check this on the FSA's Register by visiting the FSA website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or contact the FSA on +44 20 7066 1000.