

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).

You will have provided us with your contact and marketing preferences which you can change at any time by writing to the Marketing Department, Newcastle Building Society, Portland House, New Bridge Street, Newcastle upon Tyne, NE1 8AL or by calling us on **0345 734 4345**.

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

We aim to provide high quality financial services tailored to meet the needs and expectations of our customers. We do however accept that there may be times when things go wrong and you feel dissatisfied. When this happens, we want to hear about it so we can explain things and put them right. As part of this commitment we endeavour to act on all complaints and handle them in a timely, fair and consistent manner. The Newcastle Building Society is covered by the Financial Services Ombudsman Service, and has laid down a formal complaints procedure.

Our aims:

- make sure your complaint receives a full and fair investigation;
- resolve your complaint quickly in accordance with strict timescales; and
- apologise when things have gone wrong and make sure we put them right.

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 us on **0345 734 4345**.

Mortgages

Understanding your Mortgage Statement 2016

A helpful guide designed to answer your questions.



Call: 0345 734 4345

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**

Principal Office: Portland House, New Bridge Street, Newcastle upon Tyne NE1 8AL. Newcastle Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Newcastle Building Society is entered in the Financial Services Register under number 156058. We are permitted to advise on, arrange, enter into and administer mortgages and permitted to advise on, arrange and administer general insurance. You can check this on the Financial Services Register or by contacting the Financial Conduct Authority on 0800 111 6768. Details are correct as at time of print (December 2016) RESI ADV066

Local knowledge. Mutual understanding.


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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

Newcastle Building Society
Principal Office: Portland House, New Bridge Street,
Newcastle upon Tyne NE1 8AL
www.newcastle.co.uk

Statement of account for the period from 01/01/2016 to 31/12/2016

A Account Number	MOA9999999ABC
B Remaining Term of Mortgage	99 Years
C Loan Repayment Type	Capital Repayment
D Contract Type	Fixed Interest Rate
E Scheme Description	e.g. Fixed rate of interest up to and including 31 December 2018

Interest Rates during statement period

Date From	Date To	Interest Rate
F 01/01/2016	31/12/2016	2.99 %

Interest rates stated above are expressed on a per annum basis.
The stated rate of interest is charged on the full amount of the outstanding loan. Interest is not charged on any default fees.
Interest is calculated and applied on a daily interest basis. This means 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.

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

G Early Repayment Charge as at 31/12/2016	£9,999
H Date at which early repayment charges cease to apply	dd/mm/yyyy
I Redemption figure as at 31/12/2016 (Includes any early repayment charge and our current mortgage exit administration fee)	
MOA9999999ABC	£99,999.99
Total	£99,999.99




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.

Important Information

J For general enquiries please telephone the number shown on the covering letter. If however, you are experiencing difficulties making your regular payment, or feel you may do so in the future, please contact our Credit Control department at Principal Office on: 0345 702 3083 or 0191 244 2257 between 9.00am and 6.00pm Monday to Thursday, or between 9.00am and 5.00pm Friday.

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Chief Executive A.S. Hugh BSc
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We may monitor and record telephone calls for training and security purposes.



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MOA9999999ABC

Transactions during statement period

Date	Details	Payment Due	Credit	Debit
K 01/01/2016	Payment Due	£999.99		
L 02/01/2016	Payment Direct Debit		£999.99	
01/02/2016	Payment Due	£999.99		
02/02/2016	Payment Direct Debit		£999.99	
01/03/2016	Payment Due	£999.99		
02/03/2016	Payment Chq		£999.99	
01/04/2016	Payment Due	£999.99		
02/04/2016	Payment Data Collection		£999.99	
M 01/04/2016	Ins Admin Fee			£5.00
N Total			£999.99	£999.99

Account Summary for statement period

	Credit	Debit
O Balance Brought Forward at 01/01/2016		£999,999.99
P Interest Charged in year		£9,999.99
Q Early Repayment Charges in year		£9.99
R Insurances debited during the year		
Legal Protection		£9.99
Options Contents		£99.99
S Sundries / fees charged during the year (see above for details)		£9,999.99
T Payments received during the year (see above for details)	£99,999.99	
U Total Balance as at 31/12/2016		£99,999.99
V Payment shortfall as at 31/12/2016		£99,99.99
W Offset Savings Balance	£99,999.99	
Offset Account Balance	£9,999.99	
X Total Outstanding Fee Balance as at 31/12/2016		£999.99

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Understanding your mortgage statement

Statement of account for the period 01/01/2016 to 31/12/2016

- A** This is your mortgage account number which you should quote in any correspondence with the Society.
- B** 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.
- C** This is the basis on which the monthly loan 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 interest only 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.
- D** This will state if the interest rate on your mortgage account is Fixed, Variable, Discount, Capped or Tracker.

E This is a description of the mortgage scheme which you are currently on.

Interest Rates during statement period

F This section contains details of the interest rates which have applied to your mortgage account during 2016, and the dates when these were applicable.

This section will also provide information as to 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.

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

The Society is required by the Financial Conduct Authority to provide a redemption figure for your account as at 31/12/2016.

G For the purposes of your statement, as we are required by the FCA to provide a redemption figure **for information purposes** as at 31 December 2016, we need 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 2016*. 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 01/01/2017, confirmation of whether an early repayment charge will apply can be ascertained by contacting our team on **0345 734 4345**.

H This is the date at which any early repayment charge will cease to apply, where applicable.

I This section contains details about the amount which would have been required to redeem your mortgage on 31/12/2016, including any early repayment charges and our current mortgage exit administration fee (please refer to summary of fees) which may apply to your account. Please note the exit administration fee illustrated is our current fee. Your actual exit administration fee may differ to this - please refer to your Key Facts Illustration for this information.

If you are in our Deeds Retention Scheme (formerly known as our Homeowners Scheme), the Financial Conduct 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

J 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 31/12/2016

K 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.

L The main payment methods used by our borrowers are Direct Debit, Cheque, Cash, Standing Order, Faster Payments and Transfers from other NBS accounts. Standing Order payments are shown as Payment Data Collection.

M Any fees which have been charged to your account will be shown.

N This is the total amount credited and debited to your mortgage account during 2016 including mortgage payments and any fees.

Account Summary for statement period

O This is the balance brought forward as at 01/01/2016

P This is the interest charged on your mortgage account during 2016. For any new loans, including further advances, completed during 2016, accrued interest charged in the month of completion will be included here.

Q 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.

R This is the amount of any insurance premiums charged during 2016 if you pay these with your mortgage payment.

S This is the total amount of any fees debited during 2016. A full list of our current fees can be found on page 11-15 of this booklet.

T This figure is the total of all mortgage payments received, including any insurance premiums paid through your mortgage, fees, charges or sundries received by us during 2016.

U This is the amount owing on your mortgage account as at 31 December 2016.
This is not a redemption figure.

V If there were arrears outstanding on your account as at 31 December 2016 the amount will be shown here. The payment arrears figure may include accrued interest, which has been debited to your account, and has not been paid. In addition, if your mortgage completed in December 2016 an arrears amount will be shown. Please disregard this, as your first monthly subscription plus any initial interest from completion will not be collected until your agreed payment date in January 2017.

W 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 31/12/2016.

Offset Account Balance - The amount as at 31/12/2016 on which interest is charged after offsetting the mortgage account balance with the savings in your offset investment account.

Offset Savings Limit Exceeded (See Booklet) - This message will only be displayed if the balance in your offset savings account has exceeded the maximum permitted under the terms of the mortgage scheme. If this message is displayed, you are advised to contact us on **0345 734 4345** immediately as you may not be exercising the maximum benefit for your savings.

X This figure will only appear if fees are unpaid. If shown, this figure may include unpaid fees from previous years. Should you wish to clear unpaid fees, please contact the Society. Unpaid fees will continue to show as outstanding on future annual statements. For the avoidance of doubt, unpaid fees **are included** in the total balance shown above.

If you have any queries please contact our Mortgage Statement team on 0345 734 4345.
Our lines are open 8am - 6pm Monday to Friday

Making payments to your 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.

Please ensure any cheques are made payable to: **Newcastle Building Society - Account Number XXX XXX XXX.**

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

For more details please contact our Mortgage Statement team on 0345 734 4345.

Making additional payments

With interest rates still at historically low levels you may wish to consider making overpayments to your mortgage. By making regular overpayments to your mortgage you can significantly reduce your mortgage balance therefore saving you interest and reducing your mortgage term.

Please remember that certain mortgage schemes such as Fixed Rate, Discounted 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 always 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 this subject to your original terms and conditions. If you have any questions regarding the amount you can overpay and how to arrange this, simply contact a member of our team on **0345 734 4345.**

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

The scheduled term of your mortgage 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 interest 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 mortgage, 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 attached to your mortgage
- 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 experiencing difficulties making your regular payment, you should contact our Credit Control Department at Principal Office on **03457 023 083** between the hours of 9am and 6pm Monday to Thursday, or 9am to 5pm Friday.

Repaying your mortgage

My mortgage is nearly repaid, what do I do?

Nothing, we will contact you in the six months before your mortgage ends to discuss your options, including our Deeds Retention Scheme if applicable.

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

Do you have home insurance with another provider?

It is your responsibility to ensure that you maintain appropriate buildings insurance whilst you have your mortgage with us.

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 on all these points.

Do you hold a mortgage payment protection policy?

If you hold a mortgage payment protection policy with the Society, it is your responsibility to ensure you remain eligible for cover under your mortgage payment protection policy and that you understand the terms & conditions and level of cover provided. Mortgage Payment Protection can provide a monthly benefit of up to 12 months to protect your mortgage payments in the event that you are unable to work due to accident, sickness and/or involuntary unemployment, especially if you have no other means of paying your mortgage in the event of these circumstances.

There may be some limited state support to cover the interest element of your mortgage payment. You can visit the website www.direct.gov.uk to find out more about benefits and financial support.

Fees Effective from 1st March 2017

Our tariff of charges has been developed to help you, when shopping around for a mortgage.

This document is being used across the industry to help customers compare mortgages and makes fees transparent for you.

When looking at the fees that other firms charge, you may notice some that don't appear in our tariff (below). This means we don't charge you these fees.

WHEN YOU WILL PAY THIS CHARGE		
Before your first monthly payment		
These are the fees and charges you may have to pay before we transfer your mortgage funds.		
Name of charge	What this charge is for	How much is the charge?
Application Fee (At the Newcastle we call this a Reservation Fee)	Assessing and processing your application (even if your application is unsuccessful or you withdraw it). This is charged on some mortgages as part of the deal and is payable upfront and is non refundable.	£199.00
Legal Fee	You will normally instruct a solicitor to act on your behalf in connection with your home purchase/remortgage transaction. You may be required to pay their legal fees and costs as part of their work on your behalf. These fees/costs are normally charged by the solicitor, directly to you unless we tell you that we will contribute to the legal costs as part of your product deal.	Variable
Product Fee (At the Newcastle we call this a Completion Fee)	This is charged on some mortgages as part of the deal. It can be paid up-front or added to the total mortgage amount. If you add it to your mortgage, you'll pay interest on it at the same rate as the rest of your borrowing. It might be a flat fee, or a percentage of the loan amount.	Variable
Re-inspection Fee	If your mortgage is released in stages, or you're using it to renovate your home, this covers the new valuation we need to do after the work is carried out. This fee is per valuation.	£65.00
Valuation Fee	The valuation report is used to calculate how much we will lend you. This is separate from any valuation or the survey of the property you might want to commission. There are other homebuyers or structural survey options available to you at a cost, and there may be different approaches in different parts of the UK. Some mortgages offer free valuations – the product details for your mortgage will tell you if this is the case.	See page 15 for further details

WHEN YOU WILL PAY THIS CHARGE

If you ask us for extra documentation and/or services beyond the standard management of your account

Name of charge	What this charge is for	How much is the charge?
Records (At the Newcastle we call this a Subject Access Request)	Payable when you request a copy of any information that is held about you. This is known as a subject access request.	£10.00

If you change your mortgage

NB If you change to a new mortgage product, the 'before your first monthly payment' fees may also apply at this stage.

Name of charge	What this charge is for	How much is the charge?
Early Repayment Charge (changing your mortgage)	You may have to pay this if: <ul style="list-style-type: none"> ■ You overpay more than your mortgage terms allow; ■ You switch mortgage product or lender during a special rate period (e.g. while you're on a fixed, discount or tracker interest rate) 	Refer to your Key Facts Illustration
Partial Release of property fee	Payable if you want to remove part of the property or land from the mortgage. It covers administration costs, including sealing the relevant legal deed and issuing letters of consent. A re-valuation of the property may also be required (currently £85.00).	£80.00
Change of guarantor fee	Some mortgages have a Guarantor or Guarantors with a legal responsibility to cover your payment if you miss any instalments. This charge applies if you change a Guarantor's details.	£100.00
Change of parties administration fee	Our administrative costs of adding or removing someone (a party) from the mortgage if the Society consents to this.	£150.00
Consent to Let fee	If you want to let your property but don't have a buy-to-let mortgage, you'll pay this for each 'consent to let' agreement, where we agree to you letting out your property for a set period within your existing owner-occupier mortgage.	£100.00 (plus interest rate loading)
Giving you a reference (At the Newcastle we call this a Building Society Questionnaire)	Charged when the Society provides standard title and mortgage information to a third party for the purpose of a proposed second charge on your property.	£65.00

WHEN YOU WILL PAY THIS CHARGE

If you are unable to pay your mortgage

These are the most common charges you may have to pay if you fail to keep up with your mortgage payments. Some charges occur at the early stages of your inability to pay (arrears). Other charges, for example, relating to our repossession of the property, may apply later in the process and will be dependent on your circumstances.

Name of charge	What this charge is for	How much is the charge?
Unpaid/returned direct debit or cheque	Payable when your nominated bank rejects a direct debit collection, or your payment by cheque is returned unpaid by your bank due to insufficient funds in your account.	£25.00
Arrears Fee	This covers charges in respect of your account if you fall behind with your payments. We will notify you when this charge is made.	£20.00
Agreement Fee	May be charged to arrange a formal agreement on your account.	£40.00
Broken Agreement Fee	This will be charged if a formal agreement between us is broken.	£20.00
Valuation Fee	This fee will be payable if we need to instruct a valuation of the property as part of a forbearance request	£30.00
Arrears Mediation Visit (contact successful)	This fee will be payable if you request a field agent to visit your property due to arrears on your account.	£115.00
Arrears Mediation Visit (contact unsuccessful)	This fee will be payable if it becomes necessary to instruct a field agent to visit your property due to arrears on your account.	£85.00
Notice of Litigation	A fee will be charged to cover the costs of providing you with formal notice of our intent to start possession of your property.	£30.00
Litigation (instructing solicitors)	This charge covers the costs incurred by us when preparing papers prior to court proceedings and a formal instruction is sent to Solicitors to start legal action for the possession of the property. The costs of our appointed solicitors and enquiry agents will vary and will be charged in addition to this fee. We will pay these costs (including court fees and other expenses incurred) and add the amount to your mortgage account.	£115.00
Non Payment of Ground Rent/ Management/ Service Charge/ Insurance	Where a mortgage is secured on a leasehold property it is normal for the freeholder to charge ground rent or other fees as part of the lease. If the ground rent or other related charges is not paid by you, we will investigate any claim made by the freeholder and may settle the outstanding amount by adding the amount to your mortgage account in order to protect our security. A fee will be charged to cover the work involved in processing this investigation.	£80.00

WHEN YOU WILL PAY THIS CHARGE

If you are unable to pay your mortgage (continued)

Name of charge	What this charge is for	How much is the charge?
Sundry Debits	We may also charge sundry debits (for example the cost of repairs to a repossessed property where we have taken possession), to the mortgage account. Charges will also be applied to the account if it becomes necessary to appoint an LPA receiver (Buy to Let mortgages only) due to arrears.	Variable
Possession Administration Charge	A fee will be charged to cover the administrative costs in relation to the sale of the property when repossessed. The costs of any agents we appoint will vary and will be charged in addition to this fee. We will pay these costs (including estate agency costs and other expenses incurred) and add the amount to your mortgage account.	£400.00

WHEN YOU WILL PAY THIS CHARGE

Ending your mortgage term

Name of charge	What this charge is for	How much is the charge?
Early Repayment Charge (ending your mortgage)	You may be charged this if you repay your mortgage in full before the mortgage term ends.	Refer to your Key Facts Illustration
Mortgage Exit Administration Fee	You may have to pay this if: <ul style="list-style-type: none"> Your mortgage term comes to an end; You transfer the loan to another lender; or Transfer borrowing from one property to another. This is payable either at the end of the mortgage term, or before the end of your mortgage term if you transfer the loan to another lender or another property (known as 'redemption'). You may be charged a separate fee by your solicitor or licensed/ qualified conveyancer for their work relating to redemption of the mortgage and discharge of the security. In Scotland, customers may also have to pay the Registers of Scotland to remove the Society's charge.	£125.00
Deeds & Document Issue/Sealing	When we are asked to issue Deeds or Documents to your Solicitor prior to the redemption of your mortgage, or when we are asked to seal and countersign a deed, lease or any other document.	£60.00
Deeds Retention Scheme	If your Title Deeds are held under our Deeds Retention Scheme at redemption - this is a one-off initial fee which allows you to continue with your current Household Insurance and ensures a safe home for your Title Deeds.	£20.00
Deeds Retention Annual Charge	If your Title Deeds are held under our Deeds Retention Scheme at redemption - which allows you to continue with your current Household Insurance and ensures a safe home for your Title Deeds.	£24.00

VALUATION FEES

Value of Property (standard fee*)	£
Up to £100,000	240.00
£100,001 - £200,000	265.00
£200,001 - £250,000	290.00
£250,001 - £300,000	315.00
£300,001 - £400,000	340.00
£400,001 - £500,000	415.00
£500,001 - £600,000	490.00
£600,001 - £700,000	565.00
£700,001 - £800,000	640.00
£800,001 - £900,000	715.00
£900,001 - £1,000,000	790.00
£1,000,001 - £1,500,000	815.00
£1,500,001 - £2,000,000	985.00
£2,000,001 - £2,500,000	1,150.00
£2,500,001 - £3,000,000	1,325.00
£3,000,001 - £5,000,000	1,495.00

*For homebuyers and structural valuation fees contact us on 0345 606 4488 or visit www.newcastle.co.uk
All of the above fees include an administration fee to the Society of £112.50

Re-inspection Fees

	£
Final/Interim Inspections, Self Build - each Stage Release & Retention Releases	65.00
Drive by Valuation	75.00
Re-valuation - where required (Further Advance/Scheme Transfer/Release of Security/Mortgage Conversion)	85.00

Fees for re-inspections and drive by valuations include an administration fee of £15.00 for the Society.
The fee for re-valuations includes an administration fee of £20.00 for the Society.