

Nationwide's Homeowner

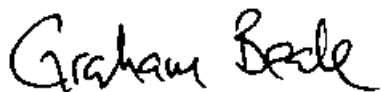
Mortgage Charter

This charter sets out how Nationwide will work with and assist you in administering your mortgage on the property you live in during a period of temporary financial difficulties provided that you work with us in good faith:

- 1 Our staff are here to help you.** If you are facing payment difficulties (even if you are not yet in arrears) you should talk to us as soon as possible. If you have not spoken with us and your account goes into arrears **we will** make every effort to contact you to discuss your situation.
- 2 We will** help you to obtain independent free debt advice.
- 3 We will** provide you with clear and straightforward information. This will help you to understand the arrears process and how you can help improve your position.
- 4 We will** gather (from you or the debt adviser you use) sufficient information about your financial situation to enable us to assess the options available to you. The options available will depend upon factors including your personal circumstances, your property and the type of mortgage.
- 5** If you have a second charge or other loan secured against your property, **we will** liaise with that lender if you request us to do so.
- 6 We will** aim to agree an appropriate action plan with you. This may include actions by you, changes we can make to how your mortgage operates, and temporary changes to your mortgage payments.
- 7 We will** review your specific needs and circumstances with you on a regular basis (typically every three to six months). You will need to contact us immediately if your circumstances change.
- 8 a) We will** aim to agree payment arrangements with you for a reasonable period of time, according to your circumstances and considering what is in the best interests of both parties.

Whilst your payment difficulties appear to be temporary, if you keep in regular contact with us and make your agreed payments on time **we will not** start possession action.
- b) We will** work with you to help you move to full payments over a realistic period of time.

If after a year, it appears that your financial difficulties are likely to continue - you will need to investigate and decide upon other options. If this is the case then **we will** provide clear information to help you make the decision.
- c) If you decide to surrender your property to us (or abandon it) we will** explain the potential implications to you.
- 9 We will** only ever take court action in accordance with the court guidelines which govern this litigation. Rest assured, we always regard possession as the last resort.
- 10** If we end up having to take possession of your home, you may still continue to owe us money after we have sold the property. If this is the case, but you have made every effort to work with us through the process, then **we will** waive any early repayment charge which may be payable under your mortgage contract.



Graham Beale
Chief Executive



Nationwide

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nationwide.co.uk/payment_difficulties