

Customer Q&A's

Following our recent announcement about changes we are making at the Dunfermline, we thought you may have some questions for us.

We have set out below the more general questions and answers but if there is anything else that you would like to know, please call us on: 08453 450 409* or pop into one of our branches.

I am a saver, how do the changes affect me?

Q: Why are you making the proposed changes?

Now is the right time to underline our commitment to the Dunfermline through the creation of new jobs in Scotland. These changes will ensure we focus on our core strengths of providing savings and investments for customers.

This will enable us to deliver best value for members across the Nationwide.

Q: Do the changes make a difference to my coverage under the Financial Services Compensation Scheme?

A: Not at all, your coverage remains as before. For more details please see www.Dunfermline.com or contact us on 08453 450 409*.

Q: Is my money safe?

A: Yes absolutely. Nationwide has just reported a strong and profitable performance in what has been a difficult trading environment.

Nationwide has one of the strongest balance sheets in financial services worldwide and as a mutual we are strong and very prudently funded.

Q: Will I notice any changes to my account or how I transact?

A: No you shouldn't notice any changes to your account or the way it operates.

I am a borrower how do the changes affect me?

Q: I have a query on my existing mortgage with you, does this mean I need to contact Nationwide about this?

A: No, we can still help you with any queries you have, just pop into one of our branches or call our Customer Contact Team on 08453 450 409*.

Q: I am a new borrower, can I still apply for a new mortgage with you?

A: Yes for any new mortgages, please call Nationwide Direct on **0800 302 010***.

Q: I already have an appointment to talk about a new mortgage; do I need to cancel this?

A: No we will honour any appointments already booked in.

Q: I have a new mortgage application going through, does this mean I have to cancel this and start again?

A: Not at all. We will continue to process your application through to completion.

Q: I have a mortgage offer from you, do I need to do anything?

A: Your mortgage offer remains valid for 6 months and so you will need to complete your mortgage in this time.

Q: I am looking to borrow more money, what do I need to do?

A: If it's before 30th June you can pop into one of our branches or you can call our direct mortgage team on **0845 601 2218***

If it's after 30th June then please call the direct mortgage team on **0845 601 2218***.

Q: I want to move house but need to port my product, what do I do?

A: If it's before 30th June you can pop into one of our branches or you can call our direct mortgage team on **0845 601 2218*** and we can arrange this for you.

If it's after 30th June then please call our direct mortgage team on **0845 601 2218***.

Q: My mortgage deal is coming to end, what do I need to do now?

A: We will be writing to you before your product matures to let you know what your options are. If you have any queries then please contact us on **0845 601 2218***.

* All calls are recorded and may be monitored for service quality or security purposes to prevent or detect crime