

A guide to our fees

Secured 1st charges

This leaflet sets out the various secured 1st charge fees that you may incur during the period you have your loan with us.

Contact customer services on 0870 243 2240 for fee costs specific to your account.

Administration fees

Transfer of equity	*Administration fee charged for agreeing to a name being added or removed from the security.	£100.00
Consent to a subsequent change	*Administration fee charged when we agree to the registration of a subsequent charge.	£65.00
Loan conversion	Administration fee charged for converting your account from its current status to either interest only or capital repayment.	£100.00
Substitution of security	*Administration fee charged if we agree to you transferring your loan to a new property.	£100.00
Part release of land	*Administration fee charged for you to release part of the land that was included in the original security.	£100.00
Deed of easement	*Administration fee charged for assessing and agreeing to right of way.	£100.00
Approval of tenancy	*Administration fee charged for assessing your application to let the property.	£100.00
Substitution/cancellation of buildings insurance policy	Administration fee charged for when you either substitute or cancel your existing buildings insurance policy.	£25.00
Ground rent and/or service charge	Administration fee charged when paying a landlord's demand for unpaid ground rent and/or service charge on your behalf.	£65.00
Duplicate account statement	Administration fee charged to provide a duplicate account statement.	£10.00
Subject access request	A statutory fee charged if you request personal data which we hold about you under the Data Protection Act 1998.	£10.00 (incl. VAT) or as may be prescribed from time to time.
Mortgage questionnaire/conduct	Administration fee charged when you ask us to provide information to another lender.	Fees vary between £58.75 - £75.00
Term change fee	Administration fee charged when extending or reducing contract term.	£100.00
Re-inspection for retention release	Charged to cover administration cost of a re-inspection required prior to releasing money held on your account as a works retention.	These administration fees vary among products. Contact customer services on 0870 243 2240 for fee costs specific to your account.
Deed of postponement	Administration fee charged if we have to postpone our charge in favour of a prior lender	
Own buildings insurance	If you do not insure your property through us we reserve the right to make a charge to cover our admin costs.	
Copy of valuation	Administration fee charged for a copy of the original valuation report.	

*You may also need to pay our solicitor's fees (which may include indemnity insurance and other disbursements). All changes to your account are subject to our acceptance, which might be conditional; any indication as to acceptability of a proposed change or the timescales for the change is indicative only and must not be relied upon.

Deed related fees

Deeds protection	This applies if the deeds are required. The fee is a contribution towards the cost of retrieving your Deeds from a secure storage facility, examination and transportation.	This fee varies among products. Contact customer services on 0870 243 2240.
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Mortgage exit administration fees

Security discharge fee (E, W & NI)	Administration fee charged for work completed to process the final payment of your loan and discharge our security at the land registry.	£110.00
Security discharge fee (Scotland)	Administration fee charged for work completed to process the final payment of your loan and discharge our security at the land registry.	£195.00
Early repayment charge	This charge applies to full and partial repayments and is calculated on the amount paid.	This fee varies among products. Contact customer services on 0870 243 2240.

Administration charges if your loan account is in arrears

The charges shown below exclude any solicitor's costs or other costs, which may arise in the event that any arrears are not cleared and further action is taken. You will be responsible for any additional costs incurred as a result of your account being in arrears or otherwise in default and in relation to us enforcing our security.

Monthly arrears administration charge	Administration fee charged monthly whilst your account is in arrears.	£40.00
Unpaid cheque charge	To cover our costs and bank charges when a cheque is returned unpaid by your bank.	£20.00
Issue of default notice (Scotland)	To prepare and send default notices to all parties on the loan.	Recharge of Solicitors costs
Issue of default notice (E, W & NI)	Administration fee charged for a copy of the original valuation report.	Fees vary between £7.00 - £35.00 per account
Repossession fee	Administration fee charged if your property is repossessed plus other fees which occur on repossession.	£400.00
Counsellors visit	Charged when a visit is undertaken to establish your financial situation when your account is in arrears.	£88.13 for a full report and £47.00 for a refusal/no contact or cancellation after 4 working days from instruction.
Unpaid Direct Debit charge	Administration fee charged to cover our costs and bank charges when a direct debit is returned unpaid.	Fees vary between £2.00 - £20.00

Please note:

Fees will be amended from time to time in accordance with the terms of your mortgage.

Whilst this schedule records of fees and charges in operation from 31st July 2007, all of the items are subject to review by us and may be amended. We will only increase our fee if there is an increase in the costs that we incur associated with that fee. Accordingly, our Customer Services Department should be contacted for up to date information on fees. Our charges for services not referred to in this document will be advised at the time service is offered.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON A MORTGAGE OR ANY OTHER DEBT SECURED ON IT



Registered Office
 GE Money Home Lending Limited
 Building 4, Hatters Lane, Croxley Green Business Park, Watford, Hertfordshire, WD18 8YF
 Tel: 01923 426400 Registered in England No. 3770763

If you would like this or any of our other documents supplied in an alternative format, e.g. large print, please send it back to us with your request and we will be pleased to help.