A guide to your mortgage statement.

Everything you need to know about your mortgage statement.

The mortgage works

Contents

Introduction

This guide provides information to help you to understand your mortgage statement.

It is important that you read this guide and your statement carefully and tell us immediately if there is anything you do not agree with. You can do this by writing to us at the address on the back of this booklet. Or by calling us on the number shown below.

If you need to contact us please telephone:

Mortgage statement enquiries
0345 606 40 60
Monday to Friday, 8am to 6pm. Saturday 9am to 2pm. Closed Sundays and bank holidays.

Example mortgage statement

Guide explanation

Each number e.g. 1 on the statement example shown, will direct you to the relevant section of this guide. This provides you with an explanation of that part of your mortgage statement.

The mortgage works

Mr A Sample
1 Any Street
Anywhere
Any County
AA1 0AA

Your annual Mortgage Statement

Mortgage Account Number	10000000
Statement for year end	31-December-2024

Transaction Details 'Monthly Rest' 5

Date	Transaction type 2	Amount debited £ 3	Amount received £ 6	Opening balance £ 1: 0.00
31-Jan-24	Loan Advance	225,000.00		
31-Jan-24	Product Charge	4,375.00		
31-Jan-24	TT Charge	35.00		
28-Feb-24	Payment		1,360.61	
28-Mar-24	Payment		1,333.65	
28-Apr-24	Payment		1,333.65	
28-May-24	Payment		1,333.65	
28-Jun-24	Payment		1,333.65	
28-Jul-24	Payment		1,333.65	
28-Aug-24	Payment		1,333.65	
31-Aug-24	Balance Transfer 4	5,000.00		
31-Aug-24	Balance Transfer		5,000.00	
28-Sep-24	Payment		1,354.36	
28-Oct-24	Payment		1,311.00	
28-Nov-24	Payment		1,311.00	
	Interest 5	8,745.53		
			Balance outstanding £ 7	224,816.66

Mortgages are secured on your property. You could lose your property if you do not keep up payments on your mortgage.

Information about your mortgage

Part Number 8	Repayment method 9	Balance outstanding £ 10	Remaining term 11
1	Repayment 12	129,507.38	24 years 1 month
2	Interest Only 13	95,309.28	24 years 1 month

Monthly payments due on your mortgage during the statement period

Month	Payment due £ 14
February 2024	1,360.61
March 2024	1,333.65
April 2024	1,333.65
May 2024	1,333.65
June 2024	1,333.65
July 2024	1,333.65

Month	Payment due £
August 2024	1,333.65
September 2024	1,354.36
October 2024	1,311.00
November 2024	1,311.00
December 2024	1,311.00

Please note that at 31 December 2024, your account was in arrears by £1,311.00.

If at any time you have difficulty making your monthly payment, please contact our specialist team on 0800 212 508 as soon as possible to discuss the options available to you.

Rates of interest that have applied to each part of your mortgage during the statement period

Part	from	Rate of interest % 15	Effective from	Rate of interest %	Effective from	Rate of interest %
1	31-Jan-24	4.29	01-Oct-24	3.99		
2	31-Jan-24	4.29	01-Oct-24	3.99		

Important information about your mortgage 16

This mortgage includes £95,309.28 borrowed on interest only terms. Your mortgage payments do not include the costs of any savings plan or other investment you may have arranged to build up a lump sum to repay this amount. It is important to check regularly that your savings plan or other investment is on track to repay the interest only part of your mortgage at the end of the term.

The cost to repay your mortgage 17

The balance outstanding, shown on page 1, does not include any fees or charges that you would incur if you repaid your mortgage.

The cost, including these fees and charges, to repay your mortgage at 31 December 2024 was:

Balance outstanding	£224,816.66
Early repayment charge	£11,240.83
Total cost to repay your mortgage at 31 December 2024	£236,057.49

The early repayment charge, which may vary, is payable until 30 September 2025. The balance outstanding shown above may include fees and interest that have been added as a result of the mortgage previously or currently falling into arrears. Where this is the case, and you choose to repay your mortgage before 30 September 2025, we will re-calculate the early repayment charge payable on the balance outstanding excluding any arrears fees and interest that have been added.

There may, in some instances, be other charges payable that could not be quantified at the date of this statement and which have not, therefore, been included in the figure shown above.

A guide to your mortgage statement

1. Opening balance

This is the balance outstanding as at your mortgage statement period start date. If you had a further advance during the period it will not be included in the balance.

2. Transaction type

Details in this column describe the type of transaction shown in the 'Amount debited' column or the 'Amount received' column.

3. Amount debited

These may include items such as:

- charges made for providing a particular service, please refer to the mortgage tariff guide section;
- refunds of payments made;
- account adjustments, for example, where you have requested that a payment is moved between parts of your account; and
- advances made.

4. Balance transfer

Where we have moved some or all of your mortgage balance to another part of your account, the amount transferred will be shown. For example, where you change your repayment method (e.g. from interest only basis to repayment basis).

5. Interest

Interest

The interest shown on your mortgage statement is the total interest charged for that year.

Any change in the interest rate during your mortgage statement period will have been taken into account (see point 15 'Rates of Interest').

Each time a loan is made to you, interest is calculated on that amount, on and from the day we release the funds. The method we use to calculate interest on your loan is confirmed in the conditions applicable to your mortgage.

Daily Rest – Interest is calculated daily and capitalised daily.

This means interest is calculated on the mortgage balance at the end of the previous month. It has been adjusted to include the amount of any transactions that have been made during that month.

Monthly Rest – Interest is calculated daily and capitalised monthly.

This means interest is calculated on the mortgage balance owing at the end of the previous calendar month.

The value of transactions applied during that month will be debited in the following month's interest calculation.

Annual Rest – Interest is capitalised annually and applied monthly

This means interest is calculated on the mortgage balance at close of business on the 31st March of each year. We work out how much to apply each month, by calculating the interest you need to pay on the balance for the year, and dividing it by 12. The amount is then applied to each month's balance. Any capital repayment you make will reduce the balance the day after it is made. The interest charged will also be reduced from the day after any capital repayment is made.

6. Amount received

This shows all payments made to your account during your mortgage statement period and includes any other credits or adjustments.

7. Balance outstanding

This is the total balance outstanding on your mortgage account at your mortgage statement period end.

8. Part number

Your mortgage account, where applicable, has been divided into different parts. Each part is numbered.

9. Repayment method

Each part of your mortgage account may be repaid on a repayment basis or an interest only basis. The detail is shown on your statement.

It is important that you check your repayment method to ensure it is correct. If you do not agree with the information provided on your statement, please advise us.

10. Balance outstanding

This is the balance outstanding on each part of your mortgage account. The total of all parts add up to the total balance outstanding at your mortgage statement period end (see point 7 above).

11. Remaining term

This is the number of years and months which remain on each part of your mortgage account at your mortgage statement period end.

It is important that you check that the remaining term for each part of your account, as shown on your statement, is correct. If you do not agree with the information provided on your statement, please advise us.

If you have a mortgage and/or savings or investment plan which will continue beyond your retirement date, it is important that you ensure that you will be able to continue to meet your payments.

12. Repayment basis

This is sometimes referred to as Capital and Interest method. With this type of mortgage the monthly payment covers the following:

- interest on your mortgage,
- any charges added,
- repayment of part of the capital.

This allows you to gradually pay off your mortgage by the end of the agreed term providing you make all of the payments and repay any other charges due on time.

This method of payment does not include life cover to pay off the mortgage should you die before the end of the term. It is important that you consider making arrangements to ensure you have sufficient life cover to repay any outstanding mortgage balance in the event of your death.

13. Interest only basis

This includes endowment and pension-linked mortgages. Your regular monthly payment only covers the interest charged to your mortgage account and no capital is being repaid. Your mortgage payments do not include the costs of any savings plan or other investment you may have arranged. It is important to check regularly that your savings plan or other investment is on track to repay the interest only part of your mortgage at the end of the term.

Your investment plan(s) or policy(ies) may not include life cover to pay off the mortgage should you die before the end of the term. It is important that you consider making arrangements to ensure you have sufficient life cover to repay any outstanding mortgage balance in the event of your death.

If you have any concerns or queries about your investment plan(s) or policy(ies), it is important that you act now and contact your insurance company(ies), or your financial advisor who arranged them for you.

If you are relying on an endowment policy to repay your mortgage and your insurer indicates a potential shortfall, you have a number of choices to consider depending on your individual circumstances. The Money Advice Service leaflet 'Dealing with your endowment mortgage shortfall' is available from them via **www.moneyhelper.org.uk/en/contact-us/free-printed-guides** Or by calling them on **0800 138 7777**, giving more information about why you need to act now and your options.

If you have another type of savings plan, you will not automatically receive information about whether it is on target to repay the mortgage. You may be able to get further information by contacting your product provider. If you remain in doubt about the value of your repayment vehicle, you should seek advice.

We cannot provide you with the information to assess whether you have a potential shortfall. However we may be able to help you with information about the options explained in the Money Advice Service leaflet. For details, please call our Mortgage Centre on **0345 606 40 60**.

14. Monthly payments due

The monthly payments due on your mortgage account are detailed in this section. If there are arrears of at least one monthly payment as at your mortgage statement period end, these will be shown here.

15. Rates of interest

The rates of interest that have applied to each part of your mortgage account during your mortgage statement period are detailed in this section.

16. Important information about your mortgage

This section contains important information about the operation of your mortgage. Where all or part of your mortgage is being repaid on an interest only basis, the balance owed on that basis at the end of your mortgage statement period will be shown.

Your mortgage payments do not include the costs of any savings plan or other investment you may have arranged. It is important to check regularly that your savings plan or other investment is on track to repay the interest only part of your mortgage at the end of the term.

Please read this information and if there is anything you do not agree with, please tell us.

If all of your mortgage is being repaid on a repayment basis, this section will not appear on your statement.

17. The cost to repay your mortgage

The total amount required to repay your mortgage varies on a daily basis.

This section shows the total cost of repaying your mortgage as at your mortgage statement period end including any early repayment charge. The date when any early repayment charge ceases to apply will also be shown here (if applicable).

If you need to know the total cost to repay your mortgage please call our Customer Contact Centre on **0345 606 40 60** and a written statement will be provided.

There may be a charge – please see the mortgage tariff guide, which appears later in this document.

Additional information

Allocation of payments

When a repayment is received by us, this is split automatically between the parts which make up your mortgage account. The payment is allocated in a certain order of priority, the order of priority is:

1. payment of any arrears (if applicable)
2. payment to any other parts of the account.

If we receive a payment above the total we were expecting, and the account has been serviced in accordance with the priorities above, any additional amount will be paid to the repayment part of your mortgage before any interest only part.

If you would like overpayments to be directed to a specific part of your mortgage account please tell us and we will arrange this for you.

Money worries – we're here to help

There may be occasions when you experience money worries. If this should happen, we're here to help. We treat cases of money worries and mortgage arrears sympathetically and positively.

You should let us know as soon as possible. We will do all we can to help you. The sooner we can discuss your problems, the easier it will be for both of us to find a solution. The more you tell us about your full financial circumstances, the more we may be able to help.

With your co-operation, we will develop a workable plan for dealing with your money worries consistent with both our interests and yours. You can get help and advice from debt counselling organisations. At your request and with your consent, we will liaise, wherever possible, with debt counselling organisations that we recognise, for example:

- Citizens Advice,
- Money Advice Centres,
- StepChange Debt Charity.

Please note: should your mortgage account fall into arrears, you may be liable for additional charges and/or interest. For example, solicitor's costs and arrears charges may be applicable.

We're here to help

We know that circumstances can change, leaving people to struggle financially. If you're struggling or falling behind on your payments, our dedicated team is here to help. If you'd like to talk to us about your situation, just give us call on **0800 212 508**. We are here between 8am and 6pm Monday to Friday and 9am to 12pm Saturday. The sooner you get in touch, the quicker we can help you.

Your questions answered

Any questions? Here are the answers to some regularly asked questions. If you have a query which is not answered here please contact us.

Q. Why has the balance outstanding increased from the opening balance or the amount I originally borrowed?

A. This may be due to one or more of the following reasons:

- full regular or agreed additional repayments not being received;
- charges added to the account during the year not being paid;
- where any part, or all of a mortgage is advanced to you during the year, the interest due in the calendar month the mortgage was advanced, not being paid in full;
- we agreed to accept reduced monthly payments during the year where a customer is experiencing money worries;
- where any further advance or part of a mortgage is released during the year;
- where adjustments have been made.

Q. How has interest been calculated on my account?

A. For details see point 5.

Q. Is interest charged on charges or fees added to my account?

A. For Monthly Rest accounts, if a fee is not paid before the end of the month it will be part of the balance outstanding at the end of the month and so interest will be charged for the following month, and each month until it is repaid.
For Daily Rest accounts interest will be charged from the day the fee is applied. If the fee is not paid before the end of the month it will be part of the balance outstanding at the end of the month and so interest will be charged for the following month and each month until it is repaid.

Consider paying these as soon as possible to avoid or reduce the interest being charged on these amounts.

Q. Why isn't my last payment shown on my statement?

A. If your last payment was sent to us towards the end of the month by your bank, this may not have been received until early in the following month. It will be shown on your next mortgage statement.
Direct Debits that are collected on the last few days of the month will show on this statement, however, any items returned unpaid will show on your next mortgage statement.

Q. Why does the remaining term on each part of my mortgage account differ?

A. This could be for a number of reasons:

- You may have chosen to repay different parts of your mortgage on a different term to suit your personal circumstances e.g. your main loan over a longer term and a further advance on a shorter term.
- You may have taken a loan in the past, for example, for home improvements, where one offer was issued in full years rather than years and months.

If you do not agree with the term, please tell us and we will correct this for you and tell you of any change to your payment.

If you wish to change the term for other reasons we will consider your request; there may be charge for this service – please see the mortgage tariff guide earlier in this document for details.

Q. Who do I contact if I have any questions or need you to change how my account operates?

A. You can either write to us at our the address shown on the back of this booklet, or call the Customer Contact Centre on **0345 606 40 60**. We are here Monday to Friday, 8am to 6pm. Saturday 9am to 2pm. Closed Sundays and bank holidays.

Mortgage tariff guide

The mortgage works

Tariff of Mortgage Charges

10 March 2025

The Mortgage Works is working closely with the mortgage industry to make our fees and charges easy for you to understand.

Our tariff of charges fully reflects the initiative's good practice principles. This same document is being used across the industry to help customers compare mortgages.

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.

<table>
<tr><th>Name of charge</th><th>What this charge is for</th><th>How much is the charge?</th></tr>
<tr><td colspan="3">Before your first monthly payment
These are the fees and charges you may have to pay before we transfer your mortgage funds</td></tr>
<tr><td>Funds transfer fee</td><td>Electronically transferring the mortgage funds to you or your solicitor.</td><td>£15</td></tr>
<tr><td>Legal fee</td><td>You will normally instruct a solicitor to act on your behalf in connection with your home purchase transaction. You may be required to pay 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.</td><td>Ask your solicitor to confirm these costs.</td></tr>
<tr><td>Product fee</td><td>This is charged on some mortgages as part of the deal. It can be deducted from your advance 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.</td><td>Please refer to your mortgage illustration or mortgage offer for your product fee.</td></tr>
<tr><td>Re-inspection fee</td><td>If your mortgage is released in stages and you're using it to renovate your home, this covers the new valuation we need to do after the work's carried out.

There are other circumstances in which this fee may be charged.</td><td>£100</td></tr>
<tr><td>Valuation fee</td><td>The lender's valuation report, which is used to calculate how much it will lend you. This is separate from any valuation or survey of the property you might want to commission.
There are other Home Survey Level 2 and Level 3 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.
A specialist security valuation fee will be payable for all HMO (Houses in Multiple Occupation) applications.</td><td>
<table>
<tr><th>Purchase Price or Valuation (whichever is higher)</th><th>Standard Valuation Fee</th></tr>
<tr><td>Up to £100,000</td><td>£205</td></tr>
<tr><td>£100,001 – £150,000</td><td>£240</td></tr>
<tr><td>£150,001 – £200,000</td><td>£280</td></tr>
<tr><td>£200,001 – £300,000</td><td>£340</td></tr>
<tr><td>£300,001 – £400,000</td><td>£405</td></tr>
<tr><td>£400,001 – £500,000</td><td>£465</td></tr>
<tr><td>£500,001 – £600,000</td><td>£515</td></tr>
<tr><td>£600,001 – £700,000</td><td>£575</td></tr>
<tr><td>£700,001 – £800,000</td><td>£630</td></tr>
<tr><td>£800,001 – £900,000</td><td>£670</td></tr>
<tr><td>£900,001 – £1,000,000</td><td>£725</td></tr>
<tr><td>£1,000,001 – £1,250,000</td><td>£950</td></tr>
<tr><td>£1,250,001 – £1,500,000</td><td>£1,050</td></tr>
<tr><td>£1,500,001 – £1,750,000</td><td>£1,160</td></tr>
<tr><td>£1,750,001 – £2,000,000</td><td>£1,275</td></tr>
<tr><td>Over £2,000,000</td><td>By arrangement</td></tr>
</table>
</td></tr>
<tr><td>Return of funds</td><td>Charged if your completion funds are returned to us by your solicitor.</td><td>£35</td></tr>
<tr><td colspan="3">If you ask us for extra documentation and/or services beyond the standard management of your account</td></tr>
<tr><td>Unpaid ground rent</td><td>Charged if you fail to pay your ground/chief rent charges or service/maintenance charges.</td><td>£50</td></tr>
<tr><td>Solicitor/conveyancer fee</td><td>We will instruct our solicitors/conveyancers to oversee the transaction if the application is in a company name.</td><td>£299 + VAT per property</td></tr>
</table>

Tariff of Mortgage Charges

Name of charge	What this charge is for	How much is the charge?
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.		
Early repayment charge (changing your mortgage)	You may have to pay this if: • 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 or tracker interest rate). You do not need to pay this if you end your mortgage early within the last month of your product term.	Up to a maximum of 7% of the amount you overpay above your overpayment allowance. E.g. if you have a 5% early repayment charge and have used all of your overpayment allowance, then you'll pay £5 for every £100 you overpay. Please refer to your mortgage illustration or mortgage offer for details of your early repayment charge.
Release of property from portfolio	This fee is payable only if you have multiple properties forming your mortgage security and want to release or substitute one.	£140 administration fee.
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.	£45
Change of parties administration fee – at The Mortgage Works we call this a 'transfer of equity fee'	Our administrative costs of adding or removing someone (a 'party') from the mortgage.	£150
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.	£150 charged annually.
If you are unable to pay your mortgage This is the most common charge you may have to pay if you fail to keep up with your mortgage payments, and occurs at the early stages of your inability to pay. Other charges not detailed here, for example, solicitor and court fees if we start legal action or fees relating to repossession of the property such as estate agent and conveyancing fees, may apply later in the process and will be dependent on your circumstances.		
Home visit	The cost of a visit to your home by a Nationwide representative if you're in breach of your mortgage conditions. If this is necessary, this will be to discuss your account(s) and the options available to you. For example if your mortgage account is in arrears.	Up to £120 +VAT
Ending your mortgage term		
Early repayment charge (ending your mortgage)	You may be charged this if you repay your mortgage in full before the mortgage term ends, including if you remortgage to another lender. You do not need to pay this if you end your mortgage early within the last month of your product term.	Up to a maximum of 7% of the amount you repay. E.g. if you have a 5% early repayment charge then you'll pay £50 for every £1,000 you repay. Please refer to your mortgage illustration or mortgage offer for details of your early repayment charge.

The Mortgage Works (UK) plc, Portman House
Richmond Hill, Bournemouth, BH2 6EP.

Telephone: **03456 06 40 60**

T21 (11-2025)

Need a copy of documents in Braille, large print or audio format? Just ask in branch or call **03457 30 20 11**.

Mortgages are secured on your property.
You could lose your property if you do not keep up payments on your mortgage.

Most buy-to-let mortgages are not regulated by the Financial Conduct Authority.

The Mortgage Works (UK) plc, Portman House
Richmond Hill, Bournemouth, BH2 6EP.

Telephone: **0345 606 40 60**

Please note that for our mutual protection and to improve service standards, we may monitor and/or record telephone calls.

T169 (11-2025)