

# Product Transfer Guide



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# How to switch?

B.



## We contact the customer

Your customer will be informed by us that they are coming to the end of their fixed-rate deal or are on our standard variable rate (SVR) via a letter.



## Check customer(s) eligibility

See if your customer(s) is eligible for the product transfer under our eligibility criteria above. You can also view the latest rates on our product transfer product guide linked above.



## Submit an application

If your customer is eligible and interested in the product transfer, all you need to do is log into our broker portal and submit a short application form with basic information on your customer(s).



## Application is processed

Since we've already processed your customer(s) case, this time, we just need to perform brief checks on the application. Then, we can show you available products, and all you have to do is choose the one that fits your customer(s) needs.



## Customer(s) like what they see?

If everything checks out, you'll receive an offer from us. Your customer(s) have a 3-month window to review, sign, and send back that offer. In the event of a rate change, you'll need to reapply to receive an updated offer.



## The final phase

Once we've received the updated offer, we will process the change in the customer(s) account and send them a confirmation letter containing their new monthly payment.

# Who can switch?

B.

Clients who...

01

are within 3 months of the expiry date

04

are not looking to add or remove a borrower

02

are not moving home or increasing their mortgage balance

05

are already on our Standard Variable Rate (SVR), and there are no ERCs payable

03

are not in arrears at the point of application

06

have not missed any mortgage payments within the last 12 months

# Our Product Transfer Rates

B.

Rate Term	Up to LTV			
	70%	75%	80%	80%+
2 year fixed	7.04%	7.04%	7.14%	7.89%
3 year fixed	6.95%	7.10%	7.25%	7.60%
5 year fixed	6.59%	6.59%	6.64%	7.39%
Term Variable Rate & Reversion Rate	8.80% (2.30% + BVR*)	8.95% (2.45% + BVR*)	9.05% (2.55% + BVR*)	9.15% (2.65% + BVR*)

Bluestone Standard Variable Rate "BVR"

6.50%

The rate does not have a direct link to the Bank of England Base Rate (BBR), which is also reviewed frequently. Typically the BVR will move in line with BBR changes, but could also go up or down at any other point in time, as this is a variable rate set by Bluestone Mortgages and reviewed frequently.

ERC	Year 1	Year 2	Year 3	Year 4	Year 5
2 year fixed	3%	2%			
3 year fixed	3%	2.5%	2%		
5 year fixed	3%	2.5%	2%	1%	0.5%
Term Variable	1.5%	1%	0.5%		

## Support when you need it

We take time to understand each customer's unique situation. We keep things simple, balancing technology with a human touch and give you access to an innovative range of affordable specialist mortgages.

Lines open 9.00am - 5.30pm  
Monday to Friday (Calls may be recorded)

## Contact Us

**T:** +44 800 368 1833

**W:** [www.bluestonemortgages.co.uk](http://www.bluestonemortgages.co.uk)

BM58 04/24 - Product rates effective as of 03/04/2024 (edited on 02/04)

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