

# Product transfer hints and tips

Securing a new rate for your customer is quick and easy with our online product transfer service. Check out our useful tips.

## How to get started

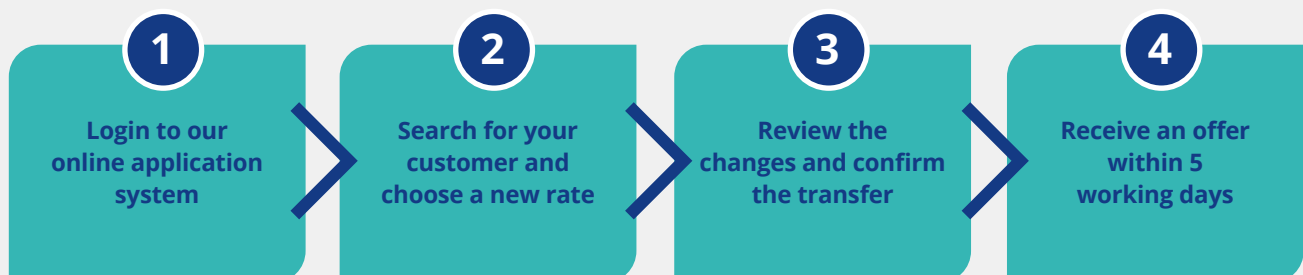
Our online product transfer service makes it easy for you to apply for a new rate for your customer. The application can progress straight to an offer electronically – with no paperwork needed. Plus, you can also reduce your customer's mortgage term at the same time.

To **register** and **login** to our online application system, simply visit our website **[boi4i.com](https://boi4i.com)**

If you forget your password don't worry, you can easily reset it online to prevent being locked out. Simply click on the **'forgotten password'** link. We'll send you an email within 10 minutes. You may need to check your spam/junk folder.

## Completing the application

You can complete a product transfer in four simple steps:



### Information you'll need

#### To start the application, you'll need the following:

- ▶ 10 digit mortgage account number (found on your customer's annual mortgage statement. It's not the same as the case ID)
- ▶ Postcode of mortgaged property
- ▶ First name, surname and date of birth (for the same customer)
- ▶ Number of people named on the mortgage
- ▶ Last contractual monthly payment (must be correct to the exact pound).

### Accessing your customer's account

When applying for a product transfer, you'll need to enter your customer's last normal monthly payment. This amount needs to be entered to the **exact pound** and should exclude any additional payments such as overpayments or payment of fees. If the amount is entered incorrectly you won't be able to access their details and you may be locked out of your account.

### Securing a new rate

- ▶ You can book a product transfer for your customer up to 6 months early. Your customer's new interest rate will start on the expiry of their existing promotional period.
- ▶ To guarantee that your customer's product transfer takes effect on the 1st of the month after their current deal ends, we must receive their offer acceptance, signed by all parties on the mortgage, and any associated information by the **19th of the final month of their current deal. Offers are valid for 30 days.**
- ▶ You'll need to **submit the product transfer** in order to secure a rate. A Mortgage Illustration does not secure the rate. As our products can be withdrawn at any time, if your chosen rate is no longer available you'll need to select a different rate.
- ▶ For completing a product transfer you'll receive a 0.30% proc fee.
- ▶ Should your client decide they'd like to cancel their product transfer and re-apply for a different rate please visit our **FAQs** for information on how to do this.

### Keeping you updated

As soon as the product transfer is in place, we'll send you a case message to confirm. Simply **login** to our online application system to see the update.

#### Top tip

If you have any product transfer questions, you can save time and quickly find the answers on our online **frequently asked questions page**. Take a look!

For more information, head over to **[boi4i.com](https://boi4i.com)** where you can:



Find resources on our **[Working with us](#)** Hub



Get answers to common queries from our **[FAQs page](#)**



**[Get in touch](#)** with our team for further support

**FOR INTERMEDIARY USE ONLY - NOT FOR PUBLIC DISTRIBUTION**