

Coronavirus (COVID-19) and your Home Finance – Factsheet 2

Ahli United Bank (UK) PLC (the “**Bank**”) are continuing to support customers who are experiencing difficulties in making their finance payments as a result of COVID-19, including the option of a payment holiday (a “**Payment Holiday**”) on your Home Purchase Plan.

If you are coming to the end of your Payment Holiday this has allowed you to take a break from making your contractual monthly finance payment for up to three months. The Bank has prepared this Fact Sheet for those who have previously elected to take a Payment Holiday in respect of their finance.

Please read this Fact Sheet, and discuss with other parties to the finance, such as joint Lessees and Guarantors, before deciding on how you wish to proceed or please do not hesitate to contact the Bank to discuss what other options might be available.

If coronavirus is still having an impact on your income

If you are in a position to resume your payments after your Payment Holiday then we strongly suggest that you do so in order to keep your monthly payments as low as possible.

However, if you find that you need further support when your Payment Holiday ends, you will be able to ask to make reduced payments or take another full Payment Holiday for an extra 3 months.

If you have not previously applied for a Payment Holiday

At present, the guidelines are that we may consider an application for a Payment Holiday up to 31 October 2020. If you are experiencing financial difficulty after this date then we may have other options available to you and which we would be happy to discuss to see how we may assist.

If coronavirus has affected your finances and income, you may wish to take a Payment Holiday but you should only apply if you are experiencing difficulties in making your finance payments.

Please see our first Fact Sheet for Payment Holiday arrangements, which is both on our website or can be provided directly by the Bank on the contact details below.

Rent charged on your home purchase plan

Rent has continued to be calculated and charged on your finance and we will apply it to your finance balance monthly. You will not, however, have made any finance payments during the Payment Holiday period.

How will this affect my finance payment at the end of the holiday period?

When the Payment Holiday ends, your monthly payment amount will need to increase so that you can make up the payments you deferred or you can make a lump sum payment to cover the full amount of deferred payment. The deferred payment can be paid over an agreed term in line with the options

detailed below which will mean that you will pay rent on the deferred payments over either the agreed term or over the remaining term of the finance.

What do I need to do now?

If after your first Payment Holiday you cannot resume full payments, we are able to offer a full or partial Payment Holiday for a further 3 months. We will contact you before your Payment Holiday ends to discuss the options available in making up the payments.

We will discuss with you what amount you are able to afford but you should be aware that when the Payment Holiday ends, your monthly payment amount would increase so that you can make up the payments you deferred during the rest of your finance term. You will pay rent on the deferred payments over the agreed term.

What options do I have for paying the Payment Holiday amount due?

- a) Repay in one lump sum – this will mean the overall cost of your finance will not increase
- b) Repay in monthly payments over a short period of up to 12 months
- c) Repay in monthly payments over the remaining term of the finance

Repayment Information

Personalised information on the impact on your monthly payments will be confirmed to you as part of our discussions but for information on the impact of taking a Payment Holiday please note the following examples:

Rent and On Account example

Based on a 3 month payment holiday for a Rent and On Account facility	
Balance at start of resumed monthly payments	£100,000.00
Balance of deferred finance holiday payments	£2,947.24
Total Amount due	£102,947.24
Current Rental Rate	3.0600%
Expiry Date of Home Purchase Plan	27/03/30
Date of last payment	27/05/20
Term Remaining months	118
Current monthly payment	£982.41
New Monthly Payment	£1,011.37
Monthly Increase by around	£28.96

Your total amount to pay	
After your Payment Holiday, the total amount you'd need to pay back, including rent, would increase to	£119,341
from	£115,924

Rent only example

Based on a 3 month payment holiday for an rent only finance	
Balance at start of resumed monthly payments	£100,000.00
Balance of deferred finance holiday payments	£765.00
Total Amount due	£100,765.00
Current Rental Rate	3.0600%
Expiry Date of finance	27/05/25
Date of last payment	27/05/20
Term Remaining months	60
Current monthly payment	£255.00
New Monthly Payment	£256.95
Monthly Increase by around	£1.95

Your total amount to pay	
After your Payment Holiday, the total amount you'd need to pay back, excluding future rent payments would increase to	£100,765
from	£100,000

Your Choice

It is important you know that the option you choose is likely to increase your finance balance, your rent and the total amount you have to repay. The amount your monthly payment will increase by after the Payment Holiday is calculated using your balance, the rental rate on your finance, the remaining term of your finance, whether your finance is on a rent and on account basis or rent-only basis, and how long you have chosen to take a Payment Holiday for. The new amount of your monthly payment will be confirmed in writing to you.

If you are worried about paying the new amount, we may have other options such as extending your finance term to ensure your payment is affordable although you should be aware that this would mean that you are paying more back on your overall finance. If you are experiencing longer-term financial difficulties, we will need to work through your individual circumstances to find the most appropriate way to support you.

If we don't hear from you

We shall make every effort to contact you to discuss the end of your finance Payment Holiday and the options available for you. However, if after trying to contact you we are unable to do so and we do not hear from you to make arrangements relating to your finance then the deferred Payment Holiday amounts including accrued rent, will remain outstanding and will need to be repaid over the remaining term of your finance. We will advise you in writing of the arrangements in this respect.

How to pay

We will automatically restart your Direct Debit when your Payment Holiday ends. You will need to ensure that funds are available in your account in time for your next finance payment.

If you have cancelled your Direct Debit, you will have to set up a new Direct Debit. Please call or contact us on the below number or email. It can take up to 14 working days to set up a Direct Debit, so please make sure you have got time before your next payment is due, or you might miss it.

What do I need to do next

We shall be in contact with you and therefore you do not need to do anything. However if you do wish to discuss the Payment Holiday and options available to you beforehand we would be happy to do so.

Please contact us on

Email: AUBUK.MortgagehelpCOVID-19@AhliUnited.com

Telephone: 020 7487 6500

Opening Hours - Monday to Friday: 9am – 5pm

Please provide the following details to us:

Your Name:

Home purchase plan Account Number:

Address of Property to which the finance relates:

Remember, if you do not keep your finance up to date, you could fall in to arrears and risk losing your home.

Debt help and money guidance

There are a number of organisations that you can contact for free, confidential and impartial debt advice such as:

Money Advice Service: For free, easy-to-use money tools, information and advice, visit www.moneyadviceservice.org.uk. You can also phone 0800 138 7777 to speak to a money expert.

The Money Advice Service's A guide to coronavirus mortgage payment holidays - <https://www.moneyadviceservice.org.uk/en/articles/mortgage-payment-holidays>

The Money Advice Service 'How to prioritise your debts' - <https://www.moneyadviceservice.org.uk/en/articles/how-to-prioritise-your-debts>

The FCA's information page 'Dealing with financial difficulties during the coronavirus pandemic – <https://www.fca.org.uk/publications/finalised-guidance/information-consumers-financialdifficulties-coronavirus>

Citizens Advice: For advice and information on debt and other topics, contact your local Citizens Advice or go to www.citizensadvice.org.uk.

AdviceUK: Member centres offer debt advice including specialist advice for minority communities and people with disabilities. Visit www.adviceuk.org.uk

National Debtline: If you live in England, Wales or Scotland phone 0808 808 4000 or visit www.nationaldebtline.org for debt advice and information.

Christians Against Poverty (CAP): For free debt advice. Check postcode coverage at www.capuk.org then call 0800 328 0006.

Business Debtline: If you are self-employed or a small business owner, phone 0800 197 6026 or visit www.businessdebtline.org for debt advice and information.

Civil Legal Advice

You may get legal aid if your home is at risk. Check at www.gov.uk/civil-legal-advice or phone 0845 345 4345.