



A BIG MOVE FOR OUR MORTGAGES

14th December 2023

Great news - we've increased the max term for all our residential and BTL mortgages to 40 years. Which means more of your customers are going to get the loan they need, at the term they want.

Want to know how much we could now lend? Check out our updated lending criteria and affordability calculator.



WE'VE REDUCED RATES ON SELECTED PRODUCTS

30th November 2023

We wanted to let you know that we reduced selected Clydesdale Bank rates and launched new products on Thursday 30 November.

Exclusive remortgage deals

- 2 and 5 year fixed rates reduced by up to 0.15%. Now starting at 4.85%.

These deals are available for loan sizes between £200,000 and £1.5m.

Professional products

- Professional and Newly Qualified Professional fixed rates reduced by up to 0.15%. Now starting at 5.05%.

These deals are available for loan sizes between £125,000 and £1m.

New and existing customer products

- **NEW** BTL 2 and 5 year Product Transfer fee-savers up to 80% LTV have been launched from 6.01%.
- 2 and 5 year fixed Interest Only Rates reduced by up to 0.25%.
- 2 and 5 year fixed rates reduced by up to 0.15%.
- Professional and Newly Qualified Professional fixed rates reduced by up to 0.15%.

These deals are available for loan sizes between £125,000 and £1m.

Exclusive large loan deals

- 2 and 5 year fixed rates will reduced by up to 0.15%.

These deals are available for loan sizes between £1m and £2m.

You can find our current rates on our website.



NATIONAL SERVICE UPDATE

28th November 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 27th November 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 14 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

17th November 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 16th November 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 14 days

Processing your applications

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Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE REDUCED RATES ON SELECTED PRODUCTS

17th November 2023

We wanted to let you know that we reduced selected Clydesdale Bank rates and launched new products on Friday 17th November.

Exclusive purchase deals

- 2 and 5 year fixed rates reduced by up to 0.20%.
- **NEW** 65% LTV 2 Year Fixed Rate launched at 4.95%.
- **NEW** 65% LTV 5 Year Fixed Rate launched at 4.55%.
- **NEW** 75% LTV 5 Year Fixed Rate launched at 4.68%.

We've reduced our minimum loan sizes. These deals will be available for loan sizes between £250,000 and £600,000.

Exclusive Professional purchase deals

- 2 year fixed rates reduced by up to 0.13%.
- 5 year fixed rates reduced by up to 0.20%.

We've reduced our minimum loan sizes across Professional Purchase Exclusives. These deals will be available for loan sizes between £125,000 and £1m.

Exclusive large loan deals

- 2 and 5 year fixed rates reduced by up to 0.10%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- 2 and 5 year fixed rates reduced by up to 0.35%.
- Professional and Newly Qualified Professional fixed rates reduced by up to 0.26%.

We've reduced the minimum loan size to £125,000 for Professional fixed rate deals.

You can find our current rates on our website.



NATIONAL SERVICE UPDATE

3rd November 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 2nd November 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 14 days

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Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE REDUCED RATES ON SELECTED PRODUCTS

3rd November 2023

We wanted to let you know that we reduced selected Clydesdale Bank rates and launched new products on Friday 3 November.

Exclusive purchase deals

- **NEW** 75% LTV 2 Year Fixed Rate launched at 5.28%.
- **NEW** 85% LTV 2 Year Fixed Rate launched at 5.56%.
- **NEW** 85% LTV 5 Year Fixed Rate launched at 5.02%.

These deals are available for loan sizes between £300,000 and £600,000.

Exclusive Professional purchase deals

- **NEW** 75% LTV 2 Year Fixed Rate launched at 5.61%.
- **NEW** 75% LTV 5 Year Fixed Rate launched at 5.09%.

These deals are available for loan sizes between £150,000 and £1m.

Exclusive large loan deals

- 65% LTV 2 Year Fixed Rate reduced by 0.13% to 5.40%.
- 75% LTV 2 Year Fixed Rate reduced by 0.25% to 5.50%.
- 65% LTV 5 Year Fixed Rate reduced by 0.24% to 4.95%.
- 75% LTV 5 Year Fixed Rate reduced by 0.22% to 5.04%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Selected 2 year fixed rates reduced by up to 0.26%.
- Selected 5 year fixed rates reduced by up to 0.22%.
- Selected Professional and Newly Qualified Professional fixed rates reduced by up to 0.18%.

You can find our current rates on our website.



NATIONAL SERVICE UPDATE

25th October 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 24th October 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

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NATIONAL SERVICE UPDATE

25th October 2023

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National service update

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NATIONAL SERVICE UPDATE

13th October 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 12th October 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 14 days

Processing your applications

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Tracking your cases

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WE'VE REDUCED RATES ON SELECTED PRODUCTS

12th October 2023

We wanted to let you know that we reduced the rates on the following Clydesdale Bank products on Thursday 12 October.

Exclusive remortgage deals with £500 cashback

- **NEW** 85% LTV 2 and 5 year fixed rates launched starting from 5.24%.
- 80% LTV 2 Year Fixed Rate has been reduced by 0.15%, to 5.84%.
- 75% LTV 5 Year Fixed Rate has been reduced by 0.05% to 5.20%.
- 80% LTV 5 Year Fixed Rate has been reduced by 0.27% to 5.22%.

These deals are available for loan sizes between £200,000 and £1.5m.

Exclusive purchase deals

- 90% LTV 2 Year Fixed Rate has been reduced by 0.15%, to 5.89%.
- 90% LTV 5 Year Fixed Rate has been reduced by 0.15% to 5.35%.

These deals are available for loan sizes between £300,000 and £600,000.

Exclusive large loan deals

- 75% LTV 2 Year Fixed Rate has been reduced by 0.16%, to 5.75%.
- 75% LTV 5 Year Fixed Rate has been reduced by 0.12% to 5.26%..

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Selected 2 year fixed rates have been reduced by up to 0.27%.
- Selected 5 year fixed rates have been reduced by up to 0.12%.
- Selected Professional and Newly Qualified Professional fixed rates have been reduced by up to 0.27%.
- 2 year Offset Discounted rates have been reduced by 0.20%.
- Selected 2 year BTL fixed rates have been reduced by up to 0.30%.

The end dates have moved to January of the relevant year.

You can find our current rates on our website.



WE'VE IMPROVED OUR AFFORDABILITY

5th October 2023

We've got some great news for you – and for your customers too. You can now offer more of them the loan amounts they need. Read on and we'll tell you why.

Advanced affordability

Put simply, we've made some improvements to our affordability calculations. This means, for most customers, we can now lend more today than we could last week.

Want to find out how much we could lend? Check out our updated affordability calculator.

Liberating our LTIs

We've relaxed our rules and removed restrictions, giving more customers access to higher multiples.

Higher earners and customers remortgaging with no additional borrowing have increased access to our max 5.5x multiple.

Here are our new multiples:

Purchase or remortgage with additional borrowing

- Income under £50,000 – 4.49x
- Income £50,000 to £74,999 – 5x
- Income of £75,000 or more – 5.5x

Max 4.49x LTI over 85% LTV or if any applicant is self-employed (not including contractors meeting our contractor policy), at all income levels.

To determine the £50k/£75k income levels, when applying LTI multiples we'll include basic pay, 60% of allowable variable income, and 100% of pension, rental and allowable benefit income.

Remortgage with no additional borrowing

- Up to 85% LTV – 5.5x
- Over 85% LTV – 4.49x

Just so you know, for a remortgage with no additional borrowing, income level and self-employment don't impact LTI limits.



Clydesdale for Intermediaries. News article archive 2023

Plus, we still offer up to 5.5x for eligible Newly Qualified Professional applicants taking an NQP product.

For more info, head to our lending criteria.



NATIONAL SERVICE UPDATE

3rd October 2023

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National service update

We're currently processing applications received on the 2nd October 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

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Tracking your cases

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WE'VE REDUCED RATES ON SELECTED PRODUCTS

29th September 2023

We wanted to let you know that we reduced the rates on the following Clydesdale Bank products on Friday 29 September.

New customer Exclusives

- **NEW** Professional Purchase only 85% LTV 2 Year Fixed Rate launched at 6.10%.
- **NEW** Professional Purchase only 85% LTV 5 Year Fixed Rate launched at 5.29%.

These deals are available for loan sizes between £150,000 and £1m.

Large loan deals

- 65% LTV 2 Year Fixed rate has been reduced by 0.35%, to 5.53%.
- 65% LTV 5 Year Fixed Rate has been reduced by 0.20% to 5.19%.
- 75% LTV 2 and 5 year fixed rates have been reduced by up to 0.05%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Professional 2 Year fixed rates have been reduced by up to 0.10%, starting from 6.09%.
- Selected Professional 5 year fixed rates have been reduced by 0.05%, starting from 5.35%.
- Newly Qualified Professional 2 year fixed rates have been reduced by up to 0.25%, starting from 6.14%.
- Newly Qualified Professional 5 year fixed rates have been reduced by up to 0.25%, starting from 5.55%.
- Selected 2 year fixed rates have been reduced by up to 0.25%.
- Selected 5 year fixed rates have been reduced by up to 0.25%.

You can find our current rates on our website.

The team at Clydesdale Bank



NATIONAL SERVICE UPDATE

22nd September 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 21st September 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 24 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

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WE LOVE FIGURING OUT HOW TO SAY YES

19th September 2023

It's a challenging market right now, but our brilliant mortgage experts are here to help get your clients moving.

We love the simple cases, and we're great with the quirky ones too. If you've got something that sits outside of our usual lending policies, let us know and we'll see if we can work some magic.

Let's make it happen

Whether it's self-employed people, unique property types, gaps in contracts or incomes that need a special look, your dedicated Business Development Manager is here to talk it through.

We'll speak directly to our Underwriters before you send in the application to see how we can make things happen. Getting in touch early gives us more time to figure things out and move quickly. And it means we might be able to accept trickier cases too.

Plus, at Clydesdale Bank, if you have a new business enquiry for a loan of £750k+ that's more complicated or doesn't meet our normal lending criteria, you can speak to our Underwriters directly on **0113 224 1369***.

Any burning questions?

Get in touch with your BDM to see what we can do. We love saying yes.

The team at Virgin Money

*Lines open 9.00am to 5.00pm, Monday to Friday, excluding bank holidays.



WE'VE REDUCED RATES ON SELECTED PRODUCTS

15th September 2023

We wanted to let you know that we reduced the rates on the following Clydesdale Bank products on Friday 15 September.

Exclusive remortgage deals with £500 cashback

- **NEW** 75% LTV 2 Year Fixed Rate has been launched at 5.59%.
- **NEW** 75% LTV 5 Year Fixed Rate has been launched at 5.25%.
- 80% LTV 2 Year Fixed Rate has been reduced by 0.11% to 5.99%.
- 80% LTV 5 Year Fixed Rate has been reduced by 0.10% to 5.49%.

These deals are available for loan sizes between £200,000 and £1.5m.

Exclusive large loan deals

- 65% & 75% LTV 2 year fixed rates have been reduced by 0.10%, starting from 5.88%.
- 75% LTV 5 Year Fixed Rate has been reduced by 0.06% to 5.43%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Professional 2 year fixed rates have been reduced by up to 0.10%, starting from 6.18%.
- Professional 5 year fixed rates have been reduced by 0.10%, starting from 5.35%.
- Newly Qualified Professional 75%-90% LTV 2 year fixed rates have been reduced by 0.10%, starting from 6.35%.
- Newly Qualified Professional 5 year fixed rates have been reduced by up to 0.20%, starting from 5.65%.
- Selected 2 year fixed rates have been reduced by up to 0.10%.
- Selected 5 year fixed rates have been reduced by up to 0.10%.

The end dates have moved to December of the relevant year.

You can find our current rates on our website.



GET THEIR MOVE ON

8th September 2023

We've made changes to our policies for property and self-employed customers. It means you'll be able to offer mortgages to even more of your customers. Here's what's changed.

Opening studio doors

Virgin Money now accepts applications for studio flats that have an internal floor area of 30 square metres or more.

A new lease

Clydesdale Bank now needs an unexpired lease term of 85 years at application. If it's in the process of being extended, it can be under 85 years at application, providing it'll be over 85 years at completion. Leases under this term can be considered by exception – just double-check with us before you start the application process.

Other changes on the way

Virgin Money have also improved policy clarity on homes close to commercial properties. Now, valuers can use more discretion along with their local knowledge and expertise.

Also, there is now no maximum acreage for properties – we'll just look at the first two acres for valuations.

Smoother moves for self-employed

It's easier than ever for self-employed customers to apply for Virgin Money or Clydesdale Bank mortgages, because both banks have streamlined requirements on bank statements. It's now just the latest month's statements required from limited companies, LLPs, partnerships and sole traders.

Check out our property lending criteria for Virgin Money and Clydesdale Bank.



NATIONAL SERVICE UPDATE

6th September 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 31st August 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 24 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

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Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE REDUCED RATES ON SELECTED PRODUCTS

6th September 2023

We wanted to let you know that we reduced the rates on the following Clydesdale Bank products on Wednesday 6 September.

Exclusive remortgage deals

- 80% LTV 5 Year Fixed Rate has been reduced by 0.10% to 5.59%.

This deal is available for loan sizes between £200,000 and £1.5m.

Exclusive large loan deals

- 65% & 75% LTV 2 year fixed rates have been reduced by up to 0.10% starting from 5.98%.
- 65% LTV 5 Year Fixed Rate has been reduced by 0.10% to 5.39%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Professional 2 year fixed rates have been reduced by up to 0.10% starting from 6.25%.
- Professional 5 year fixed rates have been reduced by up to 0.17% starting from 5.45%.
- Newly Qualified Professional 85%-95% LTV 2 year fixed rates have been reduced by up to 0.20% starting from 6.60%.
- Newly Qualified Professional 85% & 90% LTV 5 year fixed rates have been reduced by 0.10% starting from 6.15%.
- Selected 2 year fixed rates have been reduced by up to 0.20%.
- Selected 5 year fixed rates have been reduced by 0.10%.

You can find our current rates on our website.



WE'VE REDUCED RATES ON SELECTED PRODUCTS

25th August 2023

We wanted to let you know that we made changes to the following products on Friday 25 August.

Exclusive remortgage deals - available for loan sizes between £200,000 and £1.5m

- 80% LTV 2 Year Fixed Rate has been reduced by 0.25% to 6.10%.
- 80% LTV 5 Year Fixed Rate has been reduced by 0.13% to 5.69%.

Exclusive purchase deals - available for loan sizes between £300,000 and £600,000

- 90% LTV 5 Year Fixed Rate has been reduced by 0.05% to 5.60%.

Exclusive large loan deals - available for loan sizes between £1m and £2m

- 65% & 75% 2 and 5 year large loan fixed rates have been reduced by up to 0.11% starting from 5.49%.

New and existing customer products

- Professional 85% & 90% LTV 2 year fixed rates have been reduced by up to 0.20% starting from 6.45%.
- Professional 75% - 90% LTV 5 year fixed rates have been reduced by up to 0.12% starting from 5.61%.
- Newly Qualified Professional 75% & 85% LTV 2 year fixed rates have been reduced by up to 0.20% starting from 6.45%.
- Newly Qualified Professional 75% & 95% LTV 5 year fixed rates have been reduced by up to 0.10% starting from 5.85%.
- Selected 2 year fixed rates have been reduced by up to 0.20%.
- Selected 5 year fixed rates have been reduced by up to 0.11%.
- BTL 2 year fixed rates have been reduced by up to 0.18%.
- BTL 5 year fixed rates have been reduced by up to 0.16%.

You can find our current rates [here](#).



NATIONAL SERVICE UPDATE

11th August 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 24th July 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 24 days

Processing your applications

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Tracking your cases

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WE'VE REDUCED RATES ON SELECTED PRODUCTS

11th August 2023

We wanted to let you know that we made changes to the following products on Friday 11 August.

Exclusive purchase deals

- 90% LTV 2 Year Fixed Rate has been reduced by 0.06% to 6.14%.
- 90% LTV 5 Year Fixed Rate has been reduced by 0.10% to 5.65%.

These deals are available for loan sizes between £300,000 and £600,000.

Exclusive large loan deals

- 65% & 75% LTV 2 and 5 year fixed rates have been reduced by up to 0.10% starting from 5.60%.

These deals are available for loan sizes between £1m and £2m.

New and existing customer products

- Professional 85% & 90% LTV 2 year fixed rates have been reduced by up to 0.25% starting from 6.60%.
- Professional 85% & 90% LTV 5 year fixed rates have been reduced by up to 0.20% starting from 5.90%.
- Selected 65% & 75% LTV 2 year fixed rates have been reduced by up to 0.07%.
- Selected 65% & 75% LTV 5 year fixed rates have been reduced by up to 0.10%.

You can find our current rates [here](#).



WE'VE LAUNCHED SELECTED PRODUCTS

3rd August 2023

We wanted to let you know that we made changes to the following products on Thursday 3 August.

Exclusive purchase deals

- 90% LTV 2 Year Fixed Rate has been reduced by 0.30% to 6.20%.
- 90% LTV 5 Year Fixed Rate has been reduced by 0.10% to 5.75%.

These deals are now available for loan sizes between £300,000 and £600,000.

New and existing customer products

- **NEW** BTL 60% LTV 2 Year Fixed Rate with a £1,999 fee launched at 6.72%.
- **NEW** BTL 60% LTV 5 Year Fixed Rate with a £2,999 fee launched at 6.32%.
- Selected 80% LTV 2 year fixed rates have been reduced by up to 0.10%.

We've also made these changes:

New and existing customer products

- 2 Year Offset Discount Variable rates have been increased by 0.50%, starting from 5.74%.
- BTL 75% LTV 2 & 5 Year Fixed Rate Fee Offer products have been withdrawn.
- BTL 60% LTV 2 Year Fixed Rate with £999 fee has been withdrawn.

The end dates have moved to November of the relevant year.

You can find our current rates on our website.



FAIRNESS Â€“ IT’S OUR CONSUMER DUTY

28th July 2023

Since April, when we wrote to you about our Consumer Duty Mortgage Product Attestations, we’ve been reviewing our products to make sure they provide your customers with Fair Value.

What’s more, we’ve completed a ringfenced review and Fair Value assessment of our Clydesdale Bank Offset proposition, which we want to share with you â€“ more below.

Quick recap

In case you missed them first time round, our attestations are intended to give you confidence in recommending Clydesdale Bank products and services, by being sure they meet the Consumer Duty outcomes.

Our promise

We promise our attestations will always be up to date and aligned with our current products, and that we’ll review and re-issue them when we need to. To view our attestations for residential lending, visit:

Consumer Duty Intermediary Attestations - Residential C&I, Interest Only and Offset

Please note that the Offset Attestation is new, so if you haven’t already, do take the time to familiarise yourself with it.

Just so you know, this is just for mortgage brokers, and you’ll always be able to view the latest version on our intermediary website.

We're here for you

If you’ve got any questions, just get in touch with your Business Development Manager, who’ll be more than happy to help.



HOW WE'RE SUPPORTING THE NEW MORTGAGE CHARTER

26th July 2023

We're committed to helping customers through the cost of living crisis. We understand this is a very difficult time for many.

We're proud to support the Government's Mortgage Charter that aims to help residential mortgage customers worried about higher mortgage interest rates or are facing financial difficulty.

This includes helping customers who are up to date with their payments to:

- Switch to interest-only payments for six months.
- Extend their mortgage term to reduce their monthly payments with the option to revert to their original term within six months without an affordability check.

Customers can use our calculator to see what their new mortgage payment could be. To submit a request, customers need to apply on our Virgin Money website using our form and we'll take care of the rest.

Just so you know, at Clydesdale Bank you can apply for a product transfer up to 180 days before a deal ends. If rates reduce before the new deal starts you can switch to a new rate.*

If customers are worried about their mortgage repayments, please ask them to get in touch with us. Speaking to us won't impact their credit score.

Help is at hand

In addition to the Mortgage Charter, we have a range of support. This includes our Cost of Living Hub with tips on managing money and links to other organisations who can provide impartial advice and guidance.

Any questions?

See our Frequently Asked Questions for more information on how we're supporting the Mortgage Charter, or have a chat with your Business Development Manager.

*In line with the Mortgage Charter, for Clydesdale Bank, we must receive a new application at least two weeks before the current deal ends to guarantee the new rate starts at the beginning of next month. Applications received after that date will still be allowed but it's likely that the new rate will not take effect until after the beginning of the month, which may mean your customer will be charged a few days' interest at Standard Variable Rate.



NATIONAL SERVICE UPDATE

26th July 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 17th July 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE LAUNCHED SELECTED PRODUCTS

26th July 2023

We wanted to let you know that we made changes to the following products on Wednesday 26 July.

Exclusive remortgage deals

- **NEW** 80% LTV 2 year fixed rates, available from 6.35%.
- **NEW** 80% LTV 5 year fixed rates, available from 5.82%.

These deals are available for loan sizes between £200,000 and £1,500,000.

New and existing customer products

- **NEW** 95% LTV 5 year fixed rates are now available for new customers. Our existing product transfer rates at 95% LTV remain unchanged.

We've also made these changes:

New and existing customer products

- 65-80% LTV 2 year fixed rates have been increased by up to 0.28%.
- 65-80% LTV 5 year fixed rates have been increased by up to 0.30%.
- Our Professional and Newly Qualified products are now available for loan sizes between £150,000 and £1,000,000.

You can find our current rates on our website.

We've made changes to our fees

Good news, we've reduced our fees for new applications submitted from Wednesday 26 July.

- Our Funds transfer fee has been reduced from £40 to £25.
- Our Mortgage exit fee has been reduced from £195 to £99.

For deals with no associated product fee including our Fee Offer fixed rate Residential, BTL and Professional range, we've also removed the funds transfer fee.



NATIONAL SERVICE UPDATE

24th July 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 14th July 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

13th July 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 4th July 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

4th July 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 26th June 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 5 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

28th June 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 13th June 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

22nd June 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 8th June 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

13th June 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 6th June 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



CHANGES TO OUR VARIABLE RATES

6th June 2023

Following the decision by the Monetary Policy Committee to increase the Bank of England Base Rate on 23 March 2023 and 11 May 2023, we've made some changes. On 6 June 2023, we increased our Standard Variable Rate to 8.74%, our Offset Variable Rate to 8.95% and our Offset Variable Investment Housing Loan Rate to 9.24%.

What happens with cases at application or offer stage

All Variable Rate Discounted Offset products will see an increase to the interest rates from 6 June 2023 in line with the updated Variable Rate. All new revert-to-rates will be live from 6 June 2023.

What happens with existing customers

Customers who are impacted by this rate change will be contacted to let them know of any changes to their mortgage.

If you've got any questions, you can get in touch with your Business Development Manager.



NATIONAL SERVICE UPDATE

6th June 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 31st May 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

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Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

24th May 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 10th May 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

Processing your applications

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Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

19th May 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 9th May 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

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*Average time taken from application to Offer: 22 days

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

12th May 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 4th May 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 6 working days to process and assess a document.

*Average time taken from application to Offer: 22 days

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

28th April 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 26th April 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 15 days

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OUR CONSUMER DUTY MORTGAGE PRODUCT ATTESTATIONS

28th April 2023

We wanted to let you know how we're meeting our obligations under Consumer Duty; the FCA's new standards that ensure products and services are fit for purpose, provide fair value and customers are supported to make effective choices in their best interests.

Reviewing our propositions under Consumer Duty

We've reviewed our propositions against the following Consumer Duty outcomes:

1. Products and services are designed to meet the needs, characteristics and objectives of a specified target market.
2. Products and services provide fair value with a reasonable relationship between the price consumers pay and the benefit they receive.
3. We communicate in a way that supports consumer understanding and equips consumers to make effective, timely and properly informed decisions.
4. We provide support that meets consumers' needs throughout the life of the product or service.

We've also assessed how we consider the needs, characteristics and objectives of customers, including those with characteristics of vulnerability.

Meeting our Consumer Duty obligations

To give you confidence in recommending Clydesdale Bank products and services to your clients, based on how they meet the above outcomes, we've created the following attestations for our Residential lending propositions. Our attestations cover the following key components of our proposition - Capital and Interest and Interest Only, combined into one handy document.

Clydesdale Bank - Consumer Duty Attestations " C&I and IO

Whilst there is no requirement to complete product reviews and broker attestations for unregulated **Buy to Let** propositions, we will do so. We'll be in touch when they are ready.

Just so you know, these attestations are just for mortgage brokers and the latest versions will always be available on our intermediary website. So you know our attestations are always up to date and reflective of our current products, we'll review and re-issue them where necessary over time to reflect any changes.

If you've got any questions, you can get in touch with your Business Development Manager who'll do everything they can to help.



WE'VE LAUNCHED SELECTED PRODUCTS

21st April 2023

We wanted to let you know that we made changes to the following products on Friday 21st April.

New customer products

- **NEW** 65% LTV 2 and 5 year fixed rates, available for Interest Only customers from 4.06%.
- Selected 80 - 90% LTV fixed rates have been reduced by up to 0.10%.
- 85 - 90% LTV Professional and Newly Qualified Professional fixed rates have been reduced by up to 0.10%.
- Selected 65 - 75% LTV Exclusive £1-2m fixed rates have been reduced by up to 0.09%.
- Selected 65 - 80% LTV £1m+ fixed rates have been reduced by up to 0.09%.
- Selected BTL 60 - 75% LTV fixed rates have been reduced by up to 0.13%.

Product Transfer

- **NEW** 65% LTV 2 and 5 year fixed rates, available for Interest Only customers from 4.06%.
- Selected 65 - 90% LTV fixed rates have been reduced by up to 0.10%.
- 85 - 90% LTV Professional and Newly Qualified Professional fixed rates have been reduced by up to 0.10%.
- Selected 65 - 75% LTV Exclusive £1-2m fixed rates have been reduced by up to 0.09%.
- Selected 65 - 80% LTV £1m+ fixed rates have been reduced by up to 0.09%.
- Selected BTL 60 - 75% LTV fixed rates have been reduced by up to 0.13%.

You can find our current rates on our website.



NATIONAL SERVICE UPDATE

13th April 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 11th April 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 15 days

Processing your applications

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Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

28th March 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 27th March 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

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Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



FORCES HELP TO BUY

27th March 2023

We now accept the Forces Help to Buy loan as a mortgage deposit.

The Scheme is open to serving members of the armed forces and lets them borrow up to 50% of their annual salary - up to £25,000 - interest-free, to put towards a residential purchase. The loan is repaid in equal instalments over a 10 year period - deducted from their salary with a small insurance premium.

Just so you know, the Forces Help to Buy loan and insurance payments should be included as expenditure within the application so we know how much the customer will be paying. To keep things speedy, we don't need the customer's personal information note from the MoD which confirms their loan.

You can find full details of our lending criteria [page](#).

If there's anything else you need to know, have a chat with your Business Development Manager.



NATIONAL SERVICE UPDATE

16th March 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 15th March 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 15 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



HELPING MORE BTL CUSTOMERS AT CLYDESDALE BANK

13th March 2023

We've made Clydesdale Bank buy-to-let mortgages even better, by making our criteria even more straightforward.

Clydesdale Bank buy-to-let mortgages now have:

- No minimum income requirement
- No minimum rental cover requirement

This will come as especially good news for landlords with lower rental yields.

As always, we'll carry out a full income and expenditure assessment. Use our affordability calculator to check how much your customers can borrow.

Plus, we're still lending to first-time buyers, and on let-to-buy transactions where we don't usually require simultaneous completion. For our full BTL criteria, [head here](#).

You can find our current rates [here](#). If there's anything else you need to now, have a chat with your Business Development Manager.



WE'VE REDUCED SELECTED PRODUCT TRANSFER FIXED RATES

10th March 2023

We wanted to let you know that we made changes to the following products on Friday 10 March.

Product Transfer

- 2 Year fixed rates with £499 fee now available from 4.40%.
- 2 Year fixed rates Fee Offer now available from 4.60%.
- 5 Year fixed rates with £499 fee now available from 4.02%.
- 5 Year fixed rates Fee Offer now available from 4.17%.

Richard Walker, Head of Intermediary Sales

“We're pleased to announce that we've made reductions today to our Clydesdale Bank retention rates which are available to existing customers. Our Fee Offer products are now available from 4.17% and provide customers with a great opportunity to secure a new fixed rate.”

You can find our current rates [here](#).



NATIONAL SERVICE UPDATE

3rd March 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 2nd March 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 15 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



CHANGES TO OUR VARIABLE RATES

2nd March 2023

Following the decision by the Monetary Policy Committee on 2 February 2023 to increase the Bank of England Base Rate to 4.00%, we've made some changes. On 2 March 2023, we increased our Standard Variable Rate to 8.24%, our Offset Variable Rate to 8.45% and our Offset Variable Investment Housing Loan Rate to 8.74%.

What happens with cases at application or offer stage

All Variable Rate Discounted Offset products have seen an increase to the interest rates from 2 March 2023 in line with the updated Variable Rate. All new revert-to-rates are live from 2 March 2023.

What happens with existing customers

Customers who are impacted by this rate change will be contacted to let them know of any changes to their mortgage.

If you've got any questions, you can get in touch with your Business Development Manager.



WE ACCEPT INCOME FROM FOSTER CARING

28th February 2023

We've introduced new lending policy to help us say yes to more customers at Clydesdale Bank.

We now accept income from foster caring, using our usual self-employed policy.

Just so you know, any individuals under foster care should be included as dependants within the application.

You can see how much we could now lend customers in our affordability calculator..

If you've got any questions, you can get in touch with your Business Development Manager.



HELPING MORE SELF-EMPLOYED CUSTOMERS IMPACTED BY COVID

27th February 2023

For your self-employed customers whose earnings were affected by Covid, Clydesdale Bank may be able to take a flexible approach when assessing their affordability.

That means if they had a disrupted year due to Covid - but their track record was stable before, and has been since - for some sectors we may be able to exclude that year and use only the pre and post-Covid years in our assessment.

A real-life example

Here's how we recently flexed and said yes to a self-employed customer:

Loan requested: £1,560,000 (80% LTV)

Background: The customer was an Aesthetics Doctor with many years' experience. They earned £525,000 in 2019, £540,000 in 2020, £20,000 in 2021, and £600,000 in 2022.

The outcome: We took a flexible approach to this customer's track record. While their previously strong earnings took a hit in 2021 due to Covid restrictions, by 2022 they were exceeding pre-Covid levels. So we excluded their 2021 figure, and averaged out their earnings for 2020 and 2022.

You can find our current rates [here](#). If there's anything else you need to know, have a chat with your Business Development Manager.



WE'VE INCREASED FIXED RATES

24th February 2023

We wanted to let you know that we made changes to the following products on Friday 24 February.

The following deals have been withdrawn for new customers

- 75% LTV 2 Year Fixed Rate with £999 fee at 4.73%.
- 75% LTV 2 Year Fixed Rate Fee Offer at 5.09%.
- 75% LTV 5 Year Fixed Rate with £999 fee at 4.24%.
- 75% LTV 5 Year Fixed Rate Fee Offer at 4.49%.

The following rates have been increased for new customers

- 85% LTV 2 Year Fixed Rate Fee Offer has been increased by 0.04% to 5.33%.
- Professional and Newly Qualified Professional 85% LTV 2 year fixed rates have been increased by 0.04%.
- Professional and Newly Qualified Professional 90% LTV 5 year fixed rates have been increased by 0.04%.
- BTL 60% LTV 2 Year Fixed Rate with £999 fee has been increased by 0.09% to 5.32%.
- BTL 60% LTV 2 Year Fixed Rate with £2,999 fee has been increased by 0.09% to 5.67%.
- BTL 60% LTV 5 Year Fixed Rate with £1,999 fee has been increased by 0.05% to 5.09%.
- BTL 75% LTV 5 Year Fixed Rate with £1,999 fee has been increased by 0.04% to 5.18%.
- BTL 75% LTV 5 Year Fixed Rate with £2,999 fee has been increased by 0.04% to 5.53%.

Product Transfer

- The above rate increases have also been applied to product transfers.
- 90% LTV 5 Year Fixed Rate Fee Offer has been increased by 0.04% to 4.98%

You can find our current rates [here](#).



NATIONAL SERVICE UPDATE

23rd February 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 22nd February 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 15 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



WE'RE SAYING YES TO NON-STANDARD INCOME

20th February 2023

At Clydesdale Bank we can now accept non-standard income in some cases. We can look at income from investments and trusts, even when it's not currently being drawn.

Just another great way we're helping customers get the loan amount they need.

A real-life example

Here's how we recently said yes to a customer, using their non-standard income:

Loan requested: £450,000 (38% LTV)

Background: This was a like-for-like residential remortgage. The customer had no traditional earned or self-employed income. What they did have was a big pension pot which they weren't drawing from, plus a managed investment portfolio.

Their pension pot was £1.5 million, and as the customer was over 55, they were able to access the funds. In addition, they had a UK-based sterling managed investment portfolio worth £2.7 million.

The outcome: All things considered – LTV, like-for-like re-mortgage, strong asset and affordability position – we agreed to use this income in our affordability assessment and were able to provide an agreement in principle.

You can find our current rates [here](#).

If you've got any questions, you can get in touch with your Business Development Manager.



NATIONAL SERVICE UPDATE

17th February 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

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For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 20 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

*Average speed to offer is working days based on applications received since April 2021
Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE REDUCED FIXED RATES

10th February 2023

We wanted to let you know that we made changes to the following products on Friday 10 February.

New customer products

- **NEW** Newly Qualified Professional 5 Year Fixed Rate 95% LTV at 5.89%.
- Professional and newly qualified professional 85% - 90% LTV fixed rates have been reduced by 0.10%, now from 4.59%.
- Selected 75% - 90% LTV fixed rates have been reduced by up to 0.20%, now from 4.24%.
- Exclusive £1-£2m up to 75% LTV fixed rates with £1,999 fee have been reduced by up to 0.18%, now from 4.24%.
- Remortgage Exclusive 5 Year Fixed 80% LTV with £1,499 fee and £1,000 cashback has been reduced by 0.10%, now 4.29%.
- £1m+ 65% - 85% LTV fixed rates have been reduced by up to 0.24%, now from 4.37%.
- BTL 5 Year Fixed 75% LTV Fee Offer Fixed Rate has been reduced by 0.36%, now 5.34%.

Product Transfer

- Professional and newly qualified professional 85% - 90% LTV fixed rates have been reduced by 0.10%, now from 4.59%.
- Newly Qualified Professional 5 Year Fixed Rate 95% LTV has been reduced by 0.30%, now 5.89%.
- Selected 65% - 90% LTV fixed rates with £499 fee have been reduced by up to 0.20%, now from 4.12%.
- Selected 65%-90% LTV fixed rate fee-savers have been reduced by up to 0.16%, now from 4.23%.
- Exclusive £1-£2m up to 75% LTV fixed rates with £999 fee have been reduced by up to 0.18%, now from 4.24%.
- £1m+ 65% - 85% LTV fixed rates have been reduced by up to 0.24%, now from 4.37%.
- BTL 5 Year Fixed 75% LTV Fee Offer Fixed Rate has been reduced by 0.36%, now 5.34%.

You can find our current rates [here](#).



NATIONAL SERVICE UPDATE

10th February 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 9th February 2023 and will contact you within 48 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 27 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



NATIONAL SERVICE UPDATE

14th February 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 14th February 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 20 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking here before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more here.

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NATIONAL SERVICE UPDATE

6th February 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 1st February 2023 and will contact you within 48 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 27 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



WE'VE IMPROVED OUR RESIDENTIAL AFFORDABILITY ASSESSMENT

3rd February 2023

We've made changes to our residential affordability assessment, which brings us in line with the Financial Policy Committee (FPC) rule changes announced last year, and helps us say yes to more customers.

You can see how much we could now lend customers in our updated affordability calculator.

If you've got any questions, you can get in touch with your Business Development Manager.



CHANGES TO OUR VARIABLE RATES

2nd February 2023

Following the decision by the Monetary Policy Committee on 15 December 2022 to increase the Bank of England Base Rate to 3.50%, we've made some changes. On 2 February 2023, we increased our Standard Variable Rate to 7.74%, our Offset Variable Rate to 7.95% and our Offset Variable Investment Housing Loan Rate to 8.24%.

What happens with pipeline cases or applications at offer stage

All Variable Rate Discounted Offset products have seen an increase to the interest rates from 2 February 2023 in line with the updated Variable Rate. All new revert-to-rates are live from 2 February 2023.

What happens with existing customers

Customers who are impacted by this rate change will be contacted to let them know of any changes to their mortgage.

Variable rate discounted offset products

Good news, we've increased the discount offered to Variable Rate Discounted Offset products by 0.50%, so that initial rates remain unchanged for new customers applying from 2 February 2023.

If you've got any questions, you can get in touch with your Business Development Manager.



SWITCH YOUR CUSTOMER'S PRODUCT QUICKLY AND EASILY

27th January 2023

With our competitive product transfer rates in 2023 and speedy service you can count on, we wanted to show you how simple it is to switch your Clydesdale Bank customers onto a new rate with us. Here's what you need to know:

Clydesdale Bank

When can I apply for a product transfer for my customer?	Apply up to 180 days in advance, complete within 90 days before the existing rate expires, ERC free.
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Can the application be submitted online?	Yes – apply through our website for straight balance swaps.
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My customer has requested a further advance?	Complete a Residential or BTL application form for your product transfer with further advance.
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My customer would like a change of term/ repayment type?	This is only available as part of an additional borrowing application.
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Help, I don't have my customer's existing account information?	You can request it here.
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What's the cut-off date for submitting a product transfer application?	We advise doing this at least five working days before rate expiry to ensure a smooth transition.
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When you're ready to submit your Clydesdale Bank application, check out these five simple steps and then get started here.

Remember, once you submit a product transfer you still have the ability to switch to a new rate prior to completion.

You can find our current rates on our website. If you've got any questions, you can get in touch with your Business Development Manager.



NATIONAL SERVICE UPDATE

23rd January 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 20th January 2023 and will contact you within 48 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 24 hours to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 27 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

If you have already submitted an application, you can use our case tracking system to stay up to date. Find out more [here](#).

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Cases fully packaged at outset are achieving lower speed to offer timescales



NEW EXCLUSIVE LARGE LOAN DEALS

13th January 2023

Great news for your large loan customers as we kick start the year with new broker Exclusives, at lower LTVs and reduced rates.

Our £1m-£2m range is now available up to 75% LTV, with fixed rates from 4.71%.

Sound good? Here's **five more reasons** to use us for your large loan cases.

1. Complex and non-standard incomes are considered (self-employed, contractors, investments, pensions and trusts).
2. Options on capital repayment up to 90% LTV, part & part up to 80% LTV and interest only up to 75% LTV. LTV criteria depends on loan size. We can go up to 90% LTV to £1m, 85% LTV to £1.5m, 80% LTV to £2.5m and 75% LTV to £5m.
3. Upfront pricing and fixed fees.
4. A wide range of property types considered.
5. Mix and match products in the >£1m range with just one product fee. That could be part of the loan on a fixed rate and the remainder on an offset rate, giving customers extra flexibility.

Direct access to underwriters

If you have a new business enquiry for a loan of £750k+ which is complex or doesn't meet our standard LTV criteria, you can speak to our underwriters directly. Call us on **0113 224 1369*** and have your case pre-agreed before applying.

You can find our current rates on our website.

If you've got any questions, you can get in touch with your Business Development Manager.

*We're here 9am to 5pm Monday to Friday, excluding Bank Holidays.



NATIONAL SERVICE UPDATE

5th January 2023

It's good to know when you'll hear from us, so we're posting our processing times to keep you updated.

National service update

We're currently processing applications received on the 4th January 2023 and will contact you within 72 working hours with an acknowledgement. For the quickest turnaround, please submit your documents, via the portal, when submitting the case.

For documents not submitted via the portal, these are taking 2 days to be manually uploaded to your application from the email mailbox.

Once successfully uploaded to the application, we're taking 4 working days to process and assess a document.

*Average time taken from application to Offer: 27 days

Processing your applications

The applications processed most quickly are the ones that meet our packaging requirements. Make sure you're including everything we need by checking [here](#) before you submit.

Tracking your cases

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Cases fully packaged at outset are achieving lower speed to offer timescales



NEW 5.5X LTI LIMITS

4 January 2023

We wanted to let you know about some changes we've made to our lending policy to help us say yes to more customers.

More options at 5.5x income

We've increased our maximum loan to income limit to 5.5x for the following cases:

- Applications up to 85% LTV where the applicants are employed and the total income (sole or joint) is £100,000 or more
- Remortgages with no additional borrowing up to 85% LTV where the total income (sole or joint) is £50,000 or more

These options are available across our standard product range and you can find our full lending criteria [here](#).

If you've got any questions, you can get in touch with your Business Development Manager.



Clydesdale for Intermediaries.
News article archive 2023
