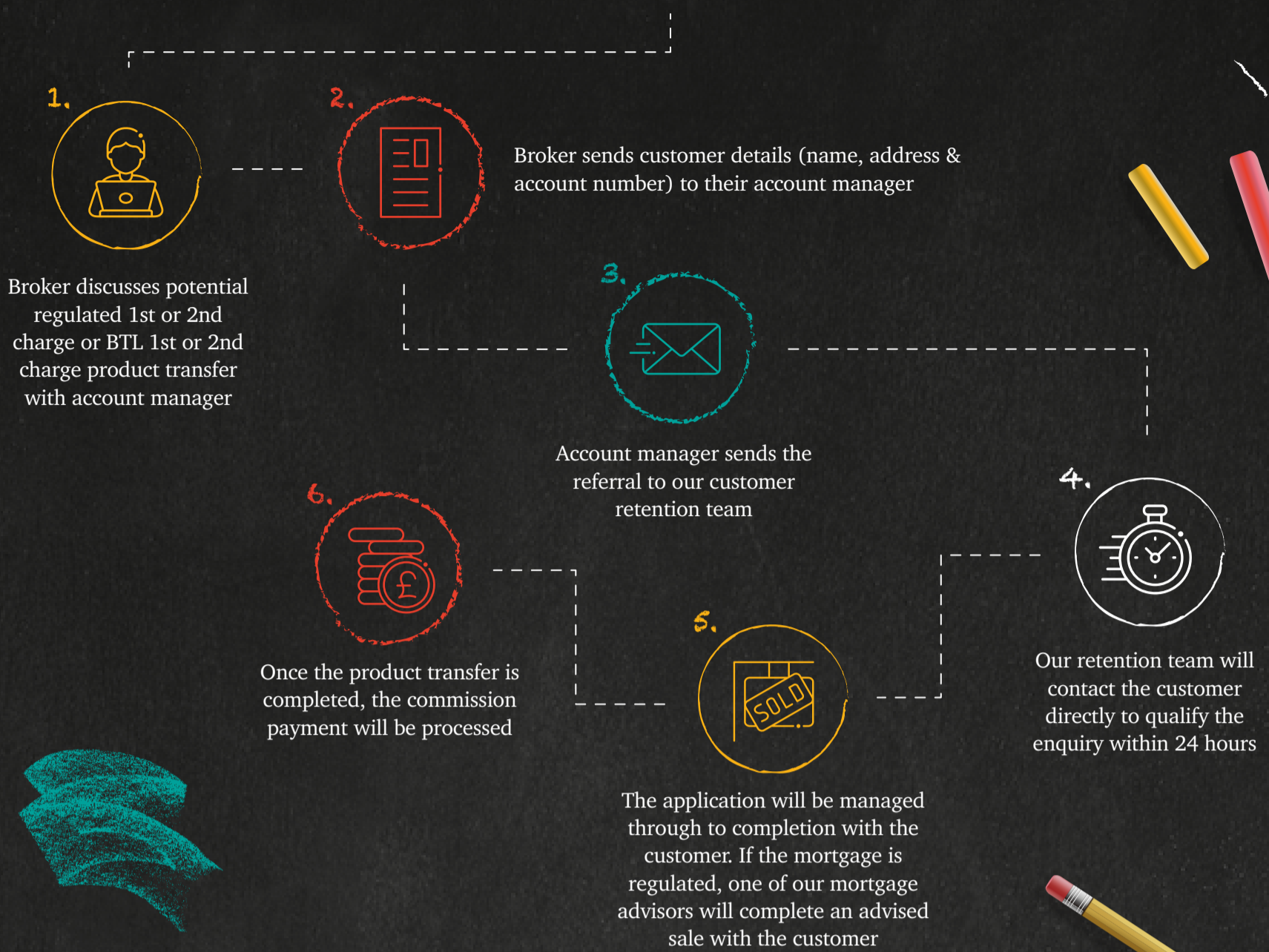


# Product Transfer Process



## FAQs

**What if the customer wants to take out additional borrowing?**

This process only applies to like-for-like product transfers. Should the customer be recommended an alternative solution (i.e. additional borrowing in addition to the PT) the customer will be advised to go back to you, their broker, to look at alternative options.

**If I, the broker, do not refer the product transfer and the client contacts Together directly to discuss retention options, will I still receive the commission?**

We are required by the regulator to contact customers about their current deal ending. If we have not received a referral from you and the customer contacts us directly, a commission payment will not be triggered.

**What product does this product transfer process apply to?**

Residential and BTL first and second charges only (CBTL, Commercial and Bridge not included).

**Can I, the broker, charge a fee for the product transfer?**

No fee can be added as part of the product transfer transaction.

**Can a product transfer be offered if the customer is in arrears?**

Potentially yes, these cases will be assessed on their own merits.

**Can I refer a customer for a product transfer if I am not currently on Together's panel?**

The customer will still be supported by our retention team, however a commission payment will not be paid.

**Will I be updated on the progress of the product transfer?**

We don't provide automated updates on product transfers, however we'll keep your customer fully updated as the case progresses through the product transfer stages. If your customer is unsure or requires any updates they can contact us at [customer.retention@togethermoney.com](mailto:customer.retention@togethermoney.com).

## Chalk Talk

For many more help guides and videos, visit our Chalk talk and Chalk Resource Hub