

# Broker Product Switch

## Help Guide

If you want to help an existing Chorley Building Society customer switch to a new scheme, we will pay you a procurement fee upon completion of their switch.

If you require details of your customer's mortgage, please complete this [form](#) and we'll respond with the required information.

You can choose a product from those listed on our [existing customers product switch page](#). Once you've chosen a product, come back to this page and click [here](#) to apply.



## How do I apply on behalf of my customers?

- You can request an offer for a product switch up to 6 months before the end of the current product end date.
- 4 and 2 months in advance of their scheme ending an email or letter is sent to the customer informing them their scheme is coming to an end, and outlining the options they have, this points the customer back in your direction.
- As their Broker you can request the information required to complete a product switch via the [online Information request form](#) (this is located under the 'intermediary help' tab.)
- Once this form is submitted you'll receive this information in 2 working days, this may take longer if you were not the original broker (don't worry if you weren't, we simply contact the customers for consent to share this information with you.)
- If your customers feel the LTV is too low, a new valuation can be requested at the customers expense. If this is within 2 years of last physical valuation we can do a reinspection, if not a full valuation is required – our valuation fees can be found here on our website [Chorley Building Society | Intermediary | Valuation Fee Scale](#) (this is located under the 'intermediary help' tab.)
- You can then assess the best option for your customers, you can find our product switch options here - [Chorley Building Society | Mortgages | Additional Borrowing](#)
- Once you have advised on the best option you can then apply for the switch via our [Product switching for an existing customer form](#) (located under the 'intermediary help' tab.)
- We email you and your customer with an offer within 2 working days.
- Your customer will also receive a text message to advise them their offer has been sent and to check their Junk / Spam folders in case they are unable to see it in their inbox.
- If you request additional variations (Change of Repayment Method / Change of Term etc), we will contact you via email if we need any supporting documentation.

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## How do my customers accept the offer?

The customers have 2 easy options to accept the offer:

- There is an online link which is shared in their offer pack and on the text message they receive.
- Alternatively, within their offer pack there is a form they can sign and either scan and email or post back to the Society.
- We will chase the customer on your behalf for the offer acceptance.

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## What if my advice changes?

You can change the scheme selected following submission of a product switch request by submitting a new request and we will issue a new offer.

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## What happens at completion?

- We'll write to your customer to confirm completion of their product switch and their new payment.
- We pay you a proc fee of 0.2% once the switch completes, this is paid to your declared Network or Club.