

Why has Consumer Duty ('The Duty') been introduced?

The new Consumer Duty is an important milestone in the FCA's regulatory journey and financial services markets in the UK. It makes firms responsible for delivering and demonstrating good consumer outcomes, by ensuring that products and services are designed to meet customers' needs, that provide fair value, that help customers achieve their financial objectives without causing harm.

Given the current economic climate, it is more important than ever that consumers are able to make good financial decisions.

As a result, Rooftop Mortgages is committed to:

- Acting in good faith
- Avoid causing foreseeable harm
- Enabling and supporting customers to pursue their financial objectives

What is Consumer Duty?

In essence, Rooftop Mortgages must work with you to deliver good customer outcomes by ensuring that:

- customers receive communications with the right information, at the right time, to enable effective decisions to be made.
- the relevant level of support is provided to customers when they need it.

When does Consumer Duty come into force?

The Duty comes into force on 31st July 2024. Rooftop Mortgages is no longer an active lender offering products to new customers and all mortgages are 'closed' products.

Financial Difficulty

Managing finances can be difficult at the best of times, especially given the current cost of living crisis.

If you are concerned about paying your mortgage, please contact us so we can understand your circumstances and discuss the options available. The more information we have, the better we can help you.

It may also be helpful to tell us about your situation if your mental health is affecting how you manage your finances, your ability to communicate with us, or if someone is helping you manage your money.

What other help is available?

Other organisations can offer free financial help and support. Have a look at the following sites, as you may wish to discuss your personal situation with them ahead of calling us.

- The Money Helper. <https://www.moneyhelper.org.uk/en> : Get free, impartial information and tools on how to manage your money.
- Step Change. <https://www.stepchange.org/> : Get expert advice and fee-free debt management, so you can tackle your debts.

- National Debt Line. <https://www.nationaldebtline.org/> : Free help and advice on dealing with your debt.
- Government Support. <https://helpforhouseholds.campaign.gov.uk/> : Check the government site for the latest advice and support on the cost of living.
- Citizens Advice. <https://www.citizensadvice.org.uk/> : Advice on issues such as debt management and welfare benefits, housing, employment, and consumer complaints.
- Pay Plan. <https://www.payplan.com/> : Free debt advice

If you are worried about your mental health, you should see your family doctor or GP. They should be able to give you advice about treatment and perhaps refer you to another local professional who may be able to help. There are also charities and companies with staff or volunteers who can offer advice or just listen to you.

- Mental Health and Money Advice. <https://www.mentalhealthandmoneyadvice.org/en/> : Can help you understand, manage and improve your mental health and money issues.
- Mental Health UK. <https://mentalhealth-uk.org/> : Have put together useful information and tips for managing your mental health.
- The Alzheimer's Society. <https://www.alzheimers.org.uk/> : Provides advice and practical tips for people living with dementia and those supporting them.
- MIND. <https://www.mind.org.uk/> : Provides advice about your own mental health, and see how you can support someone who's finding their mental health challenging.
- NHS Services. <https://www.nhs.uk/nhs-services/> : Provides you with access to NHS mental health services and where you can get urgent help.

Help Us to Help You

There may be times when telling us about your situation may help us to help you. We may use this information to change the way we support you and we will always ask your permission before we make any changes to how we manage your account.

It's easy to get in touch with us. Visit our **Customer Portal**, where you can either log into an existing account if you have one, to view your balances, send us a query, upload documents and make a payment to your account or register for an account if you do not.

You can also email us your query:

For Residential mortgages, please email residential@bcmglobal.com

For Buy-to-let mortgages, please email BTL@bcmglobal.com

You can telephone our call centre on **0333 014 4474** to discuss any matter and speak to one of our staff during the hours of 08.00hrs – 18.00hrs Monday to Friday.

Alternatively, please write to us at **Rooftop Mortgages Limited PO Box 522, Ipswich, IP1 3YE** making sure that your mortgage account number and contacts details are provided so we can get in touch.