

# Frequently Asked Questions

## Change of Ownership from Kensington Mortgage Company to Bluestone Mortgages Limited.



### **Why have I received this letter?**

We've sent you this letter to let you know that your mortgage has been transferred from Kensington Mortgage Company to Bluestone Mortgages Limited.

This means that you are now one of our customers and we'll be responsible for all aspects of your mortgage, such as collecting your monthly payments, setting interest rates and charges and helping you with any queries.

### **Who are Bluestone?**

Bluestone Mortgages is a specialist mortgage lender. Our products and services are designed to help customers who have unique financial circumstances. Our customers are very important to us so we invest in our employees to make sure they're committed and capable of delivering the best customer service possible. We're part of the Bluestone Group, a financial services business founded in 2000 with offices in the UK, Ireland and Australia.

### **Can Kensington Mortgage Company sell my mortgage?**

Yes, it's not uncommon for this to happen. You can find out more information in your original mortgage terms and conditions.

### **Will there be any changes to my mortgage?**

Full details about any changes are included in the accompanying letter. Unless specified in the letter, you don't need to take any action but please take some time to read the letter to make sure you understand.

### **Will my interest rate change?**

No, your current interest rate will not change as a result of this change in ownership.

### **How do I make my monthly payments to Bluestone?**

#### ***Direct Debits***

If you pay by Direct Debit we'll manage the transfer of your direct debit for you.

We'll start collecting direct debit payments from 15th May 2016 so you'll start to see 'Bluestone Mortgages Limited' and your new account number on your statements.

If your monthly payment due date falls on a Saturday, Sunday or Bank Holiday we'll ask your bank for the payment on the next working day but credit the payment to your account on your normal payment due date.

If your monthly payment is on the last day of each month you'll now see this recorded on your statement as the last day of the month rather than the 28th day of the month.

You will continue to have rights under the Direct Debit Guarantee Scheme.

#### ***Other payment methods***

If you pay manually please make sure you make payments on the payment due date. If this date falls on a Saturday, Sunday or Bank Holiday please make your payment the preceding working day.

#### ***Cheques***

If you pay by cheque, you'll need to make all cheques payable to 'Bluestone Mortgages Limited' and post it to the address provided below.

#### ***Debit Card***

If you pay by debit card you can call us on 0800 368 1834 or pay online by visiting

<https://pay.bluestone.co.uk/Mortgage/Payment/>

Please note that credit card payments are **not** accepted

### **Standing Order or Bank Transfers**

If you pay by Standing Order or Bank Transfer you'll need to contact your bank and give them our bank details and your new account number which you can find in your Welcome letter.

Bluestone Bank Details:

Account Name: Bluestone Mortgages Limited

Bank: Lloyds Bank PLC

Sort Code: 30-80-12

Account Number: 12532468

If you use a pre-printed paying in book, please do not use this after 1st May 2016. Instead, please call us on 0800 368 1834, so we can organise an alternative payment method.

### **Department of Work & Pensions (DWP) payments**

If payments are made by DWP we'll manage the transfer of payments for you.

### **What if I am experiencing payment difficulties?**

If you're having trouble paying your mortgage we'll try and help you but it's really important that you contact us as soon as possible on 0800 368 1834.

### **What if I don't make my monthly payment on time?**

If we don't receive your payment on time, your mortgage will be in arrears and you'll be charged additional interest. Like other lenders, we also report the status of your account to the Credit Reference Agencies.

### **Can I make my monthly payment early?**

Yes. Any payments made before the payment due date will not affect the interest we charge until the due date unless it clearly relates to an overpayment or repays arrears/other costs or charges which have been added to the mortgage and are subject to interest charging.

### **Can I make an overpayment on my account?**

Yes. You may be charged for making an overpayment, depending on how much you overpay. Overpayments cannot be used to pay future monthly payments.

### **What about fees charged to my mortgage account?**

We're now responsible for all aspects of your mortgage including any fees charged. Full details of all fees we charge can be found in our Tariff of charges. We've enclosed a copy for you to read.

### **If I have a query about my mortgage or am unhappy with the service provided, who should I contact?**

Our contact details are:

Telephone: 0800 368 1834

Opening hours: 9:00am - 5:30pm, Monday to Friday, excluding bank holidays.

Address: Bluestone Mortgages Limited, 1st Floor, Melbourne House, 44-46 Aldwych, London, WC2B 4LL

Email: [customersupport@bluestone.co.uk](mailto:customersupport@bluestone.co.uk)

Email: [complaints@bluestone.co.uk](mailto:complaints@bluestone.co.uk)