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Mr Paul Lisewski  
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West Kensington  
London  
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Date: 25 April 2017

Letter Reference: ELM-FIRST

Mortgage Account Number:  
9629293202

Dear Mr Lisewski

## Important information about your Mortgage Reserve

As you have recently used your Mortgage Reserve facility, we would like to remind you about how this feature works.

## Managing your Mortgage Reserve

A Mortgage Reserve is a secured overdraft facility on a Mortgage Current Account which works in the same way as a current account overdraft. Any outstanding Reserve balance will be charged interest each month and must be repaid in full when your mortgage finishes or is repaid early. It is important to remember that any additional borrowing taken through the Mortgage Reserve facility is secured on your property, which means if you are unable to repay any amount borrowed by the end of your mortgage term your home will be at risk of repossession.

## About your repayment responsibilities

Your current monthly mortgage repayments do not include the repayment of any outstanding Mortgage Reserve balance. As you have an Offset Mortgage, any interest charged for using your Mortgage Reserve Facility is added to your mortgage. Therefore setting up a standing order to cover some of the capital balance each month on the Mortgage Reserve is one way of making sure that you have a plan in place to repay any outstanding Mortgage Reserve balance by the end of your Mortgage term. In order to set up a standing order on the account from which the payments are to be made, simply contact your personal current account provider and they will be able to advise how to arrange this. You will need the sort code and account number for the Mortgage Current Account which can be found on your monthly statement.

How you cover the interest that is added to your mortgage will depend on what type of Offset account you have. If you are unsure of the type of account you have or how your Offset account works, then please contact us on 0333 202 7588\* and we will be happy to discuss this with you.

We will continue to stay in touch to talk about your repayment plans for your Mortgage Reserve and to make sure you are able to pay off any outstanding Reserve balance by the end of your Mortgage term.

**YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE OR ANY OTHER DEBT SECURED ON IT.**

## Rebalancing – how does it work?

Your mortgage currently has a rebalancing feature. This means that your Mortgage Reserve limit automatically goes up as your main mortgage balance goes down. Rebalancing happens as your main mortgage balance reduces either through normal monthly payments or any voluntary overpayments or lump sum payments.

Rebalancing provides flexibility when managing your finances but any outstanding balance still has to be repaid at the same time as the mortgage. It is therefore important you have a plan in place to repay any outstanding Mortgage Reserve balance on or before your mortgage is repaid or on earlier repayment. Depending on your repayment plans you may find it easier to manage your finances by removing the rebalancing feature and keeping your Mortgage Reserve at the limit agreed.

If you do not require rebalancing on your Mortgage Reserve, please call us on **0333 202 7588\*** and we can remove it for you. The information on rebalancing in the enclosed leaflet may help you decide whether you would like this feature permanently removed.

## We are here to help

If you would like to discuss this facility further please get in touch with our specialist help line on **0333 202 7588\*** between the hours of 8.30 am to 5.30 pm Monday to Friday and 9.00 am to 1.00 pm on Saturday.

If you are concerned about repaying your Mortgage Reserve or making your regular mortgage payments either now or in the future, please tell us as soon as possible. We will do our best to come to an appropriate arrangement with you based on your circumstances. We can also provide details of organisations that can help you manage your money, including any other debts you may have. Please contact us if you have any concerns.

Yours sincerely,

Your Barclays Team

You can get this in braille, large print or audio by contacting any UK Barclays branch to advise us of your requirements.

\* Lines are open between 08.30 and 17.30 Monday to Friday and between 09.00 and 13.00 on Saturday (if you are calling from outside the UK please call +44 3333 202 7588). To make sure we maintain a high-quality service, calls may be recorded for quality and training purposes.

\*\* Credit reference data is available from a number of providers. The main agencies we use are Experian and Callcredit. You can get your Experian file from [experian.co.uk](http://experian.co.uk) or by calling 0844 481 0800. You can get your Callcredit file from [callcredit.co.uk](http://callcredit.co.uk) or by calling 0845 366 0071. You may have to pay a fee.