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Any questions?

We're here to help. Please use the details below to contact us and remember to quote your mortgage account number.

Mortgage Loan Services
 PO Box 8575
 Leicester, LE18 9AW

0800 022 4022*

Visit us at www.woolwich.co.uk

6 October 2010

Your annual mortgage statement for 2010

This statement shows the activity on your mortgage account for the period 1 October 2009 to 30 September 2010. We have also enclosed a leaflet to explain your mortgage statement. If you have any queries regarding your statement please contact us on the number provided above.

Your account summary

Your account number	96-292-93202
Mortgaged property	As correspondence address
The repayment terms of your mortgage	Interest Only
Remaining term	16 years 10 months
Current interest rate of your mortgage as at 30 September 2010	1.25%

Your payment summary

Current monthly payment	£209.84
Previous balance	£201,555.00
Current balance	£201,659.70
Interest charged this period	£2,622.78

Benefits for all Woolwich mortgage customers

- All our flexible mortgages are portable. This means that if you are thinking of moving home then you can take your mortgage with you.
- All existing Woolwich customers get access to the same great rates as all our new customers, unlike some of our competitors.
- Because you're already with us, we could switch you to a new rate quickly. Some fees may apply, please call us for further information and to find out what products we have.

Interest rates

The following interest rates were applied to your mortgage during the statement period:

1 October 2009	to	30 September 2010	1.25%
Current interest rate as at 30 September 2010			1.25%

Your monthly payments explained

As your payment is not changing you need take no further action.

This is an interest only mortgage. Your contractual monthly repayment repays the interest due but does not reduce the capital borrowed. Your mortgage payments do not include the costs of any savings plan or other investment you may have arranged to build up a lump sum to repay the amount you borrowed. It is important to check regularly that your savings plan or other investment is on track to repay this mortgage at the end of the agreed term. For further information on interest only mortgages please refer to page eight of 'Your Annual Mortgage Statement Explained' booklet included within this mailing.

Your mortgage account in more detail

Please note that if you made a payment shortly before the mortgage year-end and it is not shown, this will be included on your next annual statement.

Date	Description	Payment Due	Debit	Credit	Balance
1 Oct 2009	Balance brought forward				£201,555.00
Oct 2009	Payment Due	£209.84			
16 Oct 2009	Payment - Thank You			£209.84	
Nov 2009	Payment Due	£209.84			
16 Nov 2009	Payment - Thank You			£209.84	
Dec 2009	Payment Due	£209.84			
16 Dec 2009	Payment - Thank You			£209.84	
Jan 2010	Payment Due	£209.84			
18 Jan 2010	Payment - Thank You			£209.84	
Feb 2010	Payment Due	£209.84			
16 Feb 2010	Payment - Thank You			£209.84	
Mar 2010	Payment Due	£209.84			
16 Mar 2010	Payment - Thank You			£209.84	
Apr 2010	Payment Due	£209.84			
16 Apr 2010	Payment - Thank You			£209.84	
May 2010	Payment Due	£209.84			
17 May 2010	Payment - Thank You			£209.84	
Jun 2010	Payment Due	£209.84			
16 Jun 2010	Payment - Thank You			£209.84	
Jul 2010	Payment Due	£209.84			
16 Jul 2010	Payment - Thank You			£209.84	
Aug 2010	Payment Due	£209.84			
16 Aug 2010	Payment - Thank You			£209.84	
Sep 2010	Payment Due	£209.84			
16 Sep 2010	Payment - Thank You			£209.84	
30 Sep 2010	Interest charged for the period		£2,622.78		
30 Sep 2010	Balance Carried Forward				£201,659.70

Paying off your mortgage

The information below gives you an illustration of how much it would cost if you would like to pay off your mortgage in full now. If you would like a full redemption statement please call us on **0800 022 4022***

This information is correct as at 30 September 2010.

As this is an **illustration only**, there may be additional charges and interest which have not yet been applied to your mortgage account which may affect the total cost of repayment shown below.

Outstanding balance	£201,659.70
Early repayment charge	n/a
Final repayment charge (payable on final settlement of all accounts)	£95.00
**Mortgage Current Account Reserve (overdraft) borrowing	£12,355.74
Total cost of repayment in full	£214,110.44

**** Your reserve balance is the amount that you have borrowed using your Mortgage Current Account Reserve facility (overdraft)**

Important Information

Additional borrowing drawn down from the Mortgage Current Account Reserve is charged at the Woolwich Standard Variable Rate except for Offset mortgages where interest is charged at the Offset mortgage rate. On any outstanding Reserve Facility balance interest will accrue and the Reserve Facility balance will increase as a result of this, though please note that on Offset Mortgages interest will be debited to your Mortgage Account. Any funds drawn from the Reserve Facility are secured against your property, must be repaid by the end of the mortgage term and will require you to put additional arrangements into place to repay this, as your monthly contractual mortgage repayments do not cover the additional borrowing.

Affording your mortgage

If you find you cannot afford your monthly repayments, please contact our dedicated Mortgage Collection Centre help line on the telephone number **0800 022 4022*** as soon as possible. The Mortgage Collection Centre is open from 8.30am to 5.30pm Monday to Friday, and 9.00am to 1.00pm on Saturday.

By contacting us early, it is more likely that we can try and help you come to an arrangement about your repayments and provide you with details of any charges that may be incurred. These are also set out in our tariff of charges.

Customer Service

If you still require assistance or information after reading the leaflet, please call us on **0800 022 4022***. Our main helpline will be open from 8.30am to 5.30pm Monday to Friday, and 9.00am to 1.00pm on Saturday.

*** Calls may be recorded and/or monitored for training and security purposes. Call charges may apply for calling our 0800 number. Please check with your service provider.**

Important Notice – Changes to your mortgage terms and conditions

We are making some changes to the terms and conditions that apply to your mortgage account. These conditions amend the mortgage terms & conditions that were provided to you with your offer. The mortgage terms & conditions, and these amended conditions will be effective from 22 November 2010.

The changes to your mortgage terms & conditions relate to the manner and timing in which we will apply changes in your mortgage interest rate to your monthly mortgage payment.

These changes will only impact you if you have a repayment mortgage and your interest rate is linked to a reference rate (for example the Barclays Bank Base Rate). If you currently have a Fixed Rate this change will only impact you when your fixed rate term finishes, from which time your interest rate will automatically link to the reference rate specified in your Mortgage Offer.

Please note that if you have an interest only or part and part mortgage then these changes will not affect the way your mortgage works currently but are relevant should you subsequently change your mortgage to a repayment type.

The changes are set out below and a full copy of the revised terms & conditions, including these changes, will be available from 15 November 2010. You can obtain a full copy by either calling into a Barclays branch or by calling us on the number above.

Details of the changes to your mortgage account terms & conditions

From 22 November 2010 if there is a change in the mortgage interest rate applicable to your mortgage account, then your monthly payment will be reviewed. This review will involve looking at the balance on your account at the time of the interest rate change as well as the agreed term of your mortgage to work out your new monthly payment, whereas at the moment, for customers whose repayment mortgage interest rate is linked to a reference rate, we normally look at the amount in your account at the previous mortgage year end (currently set at 30 September). Should this result in your payment changing to reflect the change in interest rate, then the amendment will be applied to your next monthly payment, rather than waiting until the mortgage year end review for your monthly payment to change.

This change does not affect the manner in which mortgage interest rates are calculated and amended. It does affect when a change of interest rate will be reflected in your monthly payment.

More information about these changes

The information below answers some questions you might have in relation to these changes to your mortgage terms and conditions.

How do these changes affect me?

These changes will only impact you if you have a repayment mortgage and your interest rate is linked to a reference rate (for example the Barclays Bank Base Rate). If you currently have a Fixed Rate this change will only impact you when your fixed term finishes, from which time your interest rate will automatically link to the reference rate specified in your Mortgage Offer.

The changes will mean that from 22 November 2010 onwards, if there is a change in the reference rate that your interest rate is linked to, then your monthly payment will be changed to reflect the change in interest rate in the month following the interest rate change. The payment review will check that you will still pay (and do not overpay) your mortgage balance in the agreed term. If your monthly payment is found to be too high or too low, then your monthly payment will automatically change to take into account the new interest rate.

If your mortgage is offset, then the monthly payment will only be changed if the new monthly repayment amount required to pay off your mortgage balance over the agreed term is higher than your current monthly payment. This will be done so that you can continue to overpay on your mortgage.

If as a result of the re-calculation your payment would change by less than £1 we will not change your monthly payment.

Will I be notified if my monthly payment is changing?

Yes – All customers whose mortgage interest rate is linked to a reference rate will receive notification of the interest rate change regardless of whether your monthly payment changes.

If your monthly payment is changing then we will send you a notification detailing the new interest rate, as well as the new payment amount. This notification will be sent to you at least 14 days before your monthly payment is due to give you enough time to ensure the correct payment is made.

If you pay by Direct Debit you will just need to ensure the money is available when we take the payment from your account. If you pay by standing order you will need to make the necessary arrangements with your bank to ensure that the correct amount is paid.

If your monthly payment is not changing then the notification you receive will only detail the new interest rate applicable to your account and you will have the option to request a manual change (offset customers may want to reduce the amount they are overpaying).

What will happen if the reference rate my account is linked to changes in October or November 2010?

If there has been an interest rate change in October or November 2010, before the changes to the terms and conditions detailed in this notice come into effect, then your monthly payment will not be changed until any subsequent interest rate change takes place, or another of the events happens as listed in your mortgage terms & conditions, for example you request a change in your repayment or repay part of your loan. The first interest rate change which could impact your monthly payment under the new terms and conditions would be in December 2010. This change would be reflected in your payment due in January 2011, along with all previous interest rate changes that have occurred since your last payment review (this would either have been at your mortgage year end in 2009, or for example if you have previously requested a change in your repayment). If an interest rate change does occur in October or November 2010 you would still have the option to request a manual payment review by calling our Customer Contact Centre on the number above.

Further Questions

If you have any other questions relating to this matter then please call our Customer Contact Centre on the number above where our staff will be able to assist you.