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Mr Paul Edward Lisewski
40d Gledstanes Road
London
W14 9HU

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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 Services
PO Box 8575
Leicester LE18 9AW
0800 022 4022*

Visit us at www.barclays.co.uk/mortgages

14 August 2016

Your account summary**Mortgaged property**

As correspondence address

Interest rate changes

Following the recent Base Rate change announcement by the Bank of England, the following change(s) have been applied to your mortgage account(s):

The interest rate charged on 96-292-93202 has changed from 1.25% to 1.00% effective from 1 September 2016.

Your payment has not been changed as a result of this rate change for one of the following reasons:

- Your payment would change by less than £1
- You have an offset account and your new monthly payment as a result of this rate change would be lower than the amount you currently pay. The additional funds that you pay will reduce the capital balance on your mortgage enabling you to pay off your mortgage quicker.

You can request a recalculation of your monthly mortgage payment at any time (e.g. when the base rate increases or decreases or after overpayments) by calling 0800 022 4022*. This will result in a re-calculated payment the following month.

Important Information

Affording your mortgage

If you find you cannot afford your monthly repayments, please contact our dedicated Mortgage Collection Centre helpline on 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. We can also provide you with details of any charges that may be incurred. These are also set out in our Tariff of Charges.

Our Customer Service main helpline will be open from 8.30am to 5.30pm Monday to Friday, and 9.00am to 1.00pm on Saturday. Please have the account number available at the time of your call.

You can now check your mortgage balance, view your latest transactions and keep track of your interest rate simply and securely. To register for online banking please call 0345 600 2323*.

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