

# Product Transfers at Kent Reliance

The scheme allows existing Kent Reliance customers to use a broker to act on their behalf in facilitating a mortgage product transfer. The simple transfer process will not usually require a revaluation of the property, nor the need to use a solicitor.

## Stage 1

**Retrieve the customer Product Transfer information letter and view our products online to see what's available for your client.** The product transfer information letter is sent to the customer 3 months before the expiry of their current mortgage. You can also request this by calling **01634 835791**. Please visit **[www.KRFI.co.uk/product-transfer](http://www.KRFI.co.uk/product-transfer)** to see our full list of products.

## Choose the product best suited to your customer's needs and complete the broker authorisation form.

This form needs to be signed by both the assisting broker & the customer and then scanned and returned back to us. Please email it back to [brokertransfers@krbs.com](mailto:brokertransfers@krbs.com) & we will reply within 5 working days with the customer product transfer information.

## Stage 2

## Stage 3

**Check and confirm all details of the product transfer are correct**  
If it is, arrange for the customer to sign the offer acceptance form and return to **[brokertransfers@krbs.com](mailto:brokertransfers@krbs.com)**

## Complete!

In 5 working days, we will email you back with confirmation that the request has been processed and when the change will take effect.

## Stage 4

There are no additional borrower costs, and a procurement fee of 0.25% is paid for this service.  
For further information, please contact 01634 835791 Option 0 in the first instance