



Switchers from BoI to The Mortgage Store, New Business switchers from KBC and KBC migration

Switcher applications for customers seeking to switch from Bank of Ireland to The Mortgage Store powered by Bank of Ireland

Reminder; we are not accepting straight switcher applications for customers who would like to switch from Bank of Ireland to The Mortgage Store.

New KBC Switchers from KBC & KBC migration

KBC's existing book will migrate to Bank of Ireland on February 3rd 2023.

In order to ensure a smooth transition for customers who have commenced originating a new Mortgage with The Mortgage Store via our Switching process, we will **cease** accepting New Business Applications for KBC Switchers from **Fri 3rd February**.

Please note that all KBC switcher cases on ROME post 3rd February will be required to be fully packaged with supporting documentation and submitted to Credit by 3rd March. There will be **no exceptions** made post this date as customers existing Mortgages will have transferred over to BOI as part of the upcoming Migration. Any cases received by Credit after 3rd March will be cancelled.

FAQ's

What does this mean for your KBC Switcher Customers?

All existing KBC customers' mortgages will shortly transfer to Bank of Ireland. If you have commenced a switcher application from KBC to The Mortgage Store your customer may decide to continue with the Switcher process. If they do choose to continue to switch, their existing benefits with KBC will no longer be available to them. For example:

- 0.20% Discount for holding a KBC Current Account (if they have one)
- The option to overpay 10% on a fixed rate mortgage loan balance (If this option is currently available to them in their mortgage terms and conditions)

Customers can find more information about this in the brochure, "A Guide to your Bank of Ireland Mortgage", previously issued to migrating KBC customers. Further information is available on the [KBC hub](#)

What will happen if your customer continues with the Switcher process?

- These customers must complete the Switcher process before their approval in principal or mortgage offer letter from The Mortgage Store expires. The offer letter is valid for 6 months from the date it issued. If the customer does not drawdown within the 6 months the offer letter will not be renewed.
- If your customer decides to go ahead with the Switcher process, their mortgage loan will draw down with The Mortgage Store in due course and their transferred KBC mortgage loan account will be closed.

FAQs continued

What happens if your customers haven’t received approval in principle or a mortgage offer letter?

- If you recently started an application or are in the middle of completing the application for a customer, it must be completed and submitted for next step assessment to Credit with all supporting documents by 3rd March 2023. **No new applications for KBC Switchers are to be submitted on ROME after close of business on 3rd February.**

What action does a customer need to take?

- BOI will continue switching the mortgage under the Switcher process unless the customers informs us that they no longer wish to do so. In this instance, the mortgage loan will transfer to BOI on the legal transfer date and the terms and conditions set out in the KBC mortgage offer letter will be honoured by BOI.

Who can I contact if I have questions?

- If you have any questions about this communication, please don’t hesitate to contact your Relationship Manager who will be happy to assist.

The below table has been provided as a reminder of our homeloan criteria

Homeloan type	Limitations	Loan ≤€750k	Loan >€750k	Loan >€1.25m		
		Rol	Rol	Dublin and cities*	Rest of Rol	
FTB/Mover	FTB: Max LTV 80% where < 2 Yrs Residency/ Employment	90%	80%		75%	
Switcher	BOI customer* (no debt consolidation)					
Switcher	Non BOI customer (no debt consolidation)	85%	75%			
Switcher	BOI customer (home related debt consolidation)					