

WHAT YOU NEED TO DO

Live Customers

If you still have your mortgage with us you DO NOT need to take any action to receive this refund. It will be credited automatically to your mortgage account within the [next 30 days]. You will receive a full credit to your account, no matter how small the amount is. We will write to confirm when this has been done.

Repossessed Customers with debt outstanding (with shortfall)

If your home was unfortunately repossessed and sold, leaving an outstanding debt owed to us, again you do not need to do anything. We will reduce by the amount of the refund due the outstanding debt owed to us. As we may not know your current address, it is not possible for us to write to you to confirm this, but if you have any queries you should call 0844 770 8030.

Previous Customers

Repossessed Customers with no debt outstanding (without shortfall) Customers who have redeemed their mortgage or Customers whose loan was sold to another lender

As you no longer hold a mortgage with us, but had these charges applied to your account while you did, please can you contact us on 0844 770 8030.

Once we have verified your identity and current address, we will send a cheque to you for any amount due. We will write to you at your last known address on up to three occasions in an attempt to get this message to you. For previous customers only refunds in excess of £10 total of fees and charges, plus interest will be made.

If you have moved from that address hopefully the letter will be forwarded to you. If you have not received a letter by (30th November) and feel you are due a refund or have any queries please call 0844 770 8030.

We want to apologise to customers affected. GMAC-RFC has taken this matter very seriously and worked openly with the FSA to review and revise our procedures for managing customers in arrears.

Full details of the FSA's findings can be found on www.fsa.gov.uk/pubs/final/GMACRFCpdf