

## **WHAT YOU NEED TO DO**

### **Live Customers**

If you still have your mortgage with us you DO NOT need to take any action. If you are due a refund we will write to you no later than 30<sup>th</sup> November 2009 and any redress will automatically be credited to your mortgage account within 30 days of that letter. You will receive a full credit to your account, no matter how small the amount is.

### **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 freephone 0800 030 4662.

### **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 freephone 0800 030 4662.

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 (30<sup>th</sup> November) and feel you are due a refund or have any queries please call freephone 0800 030 4662.

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/gmac\\_rfc.pdf](http://www.fsa.gov.uk/pubs/final/gmac_rfc.pdf)