

# Product Update

**With effect from today, Friday 20th October 2017, Aviva are changing their Interest rates on both the Lifestyle Lump Sum Max and Lifestyle Flexible Options. Interest rates charged will either increase or remain the same.**

## **New Business KFI's**

All Pre-sales illustrations produced on or after Friday 20th October will automatically be processed using the new interest rates based on the Flex Tool Version 20.10.17

## **Application information**

- For new business applications received between Friday 20 October 2017 and Thursday 26 October 2017, the offer issued will be based on the Flex Tool details received, as per normal Flex Tool rules
- Any Flex Tool output sheets dated before Flex Tool version 14.09.17 will not be accepted and processed on current terms based on actual valuation
- If the property valuation is outside 10% of the estimate, please include a new Flex Tool output sheet using Flex Tool version 20.10.17
- If the property valuation is within 10% of the estimate, please include the original Flex-Tool output sheet
- Flex Tool version 20.10.17 will be used if any revisions are required to the case.

## **Transitional Arrangements**

### **Where the rate has remained the same**

- All applications received on or after Friday 20 October 2017 will be processed as per the Flex-Tool submitted and based on normal Flex-Tool rules being applied
- Any Flex Tool output sheets dated before Flex Tool version 14.09.17 will not be accepted and processed on current terms based on actual valuation
- Where terms have been offered and the customer wishes to make an alteration to the loan, the new offer will be based on Flex Tool version 20.10.17
- If a case expires on or after Friday 20 October 2017, and a new offer is required, this will be issued on new interest rates.

### **Where the rate has increased**

- All new business applications received up to and including Thursday 26 October 2017 will be processed using the current interest rate
- All new business applications received from Friday 27 October 2017 will be processed using the new interest rate
- Any Flex Tool output sheets dated before Flex Tool version 14.09.17 will not be accepted and processed on current terms based on actual valuation
- Where terms have been offered and the customer wishes to make an alteration to the loan, the new offer will be based on Flex Tool version 20.10.17.

***Please note: If an offer expires, we require you to produce a new Flex Tool output sheet and a revised offer will be issued on new terms before completion. The interest rate is then fixed upon completion.***

