

Fair Value Assessment Form

Product name: Everyday Holiday Let Product Range

Information sheet produced: 23rd April 2025 Effective date 30th April 2025 Next review date 30th April 2026

Our approach to meeting the Products & Services Outcome and Price & Value Outcome – Information for distributors of the Product

This summary document is being provided to you to fulfil our responsibilities under PRIN 2A.4.15R and PRIN 2A.3.12 R (2). -

It is designed to support you to comply with your responsibilities under PRIN 2A.3.16 R and PRIN 2A.4.16 R. Please note that you are ultimately responsible for meeting your obligations under 'The Consumer Duty'.

This information is intended for intermediary use only and should not be provided to customers.

1. Summary of our assessment

We have assessed that:

- Our Everyday Holiday Let product range continues to meet the needs, characteristics, and objectives of customers in the identified target market.
- Covering a range of lending options - Individual, Limited Company and Ex-Pat
- The intended distribution strategy remains appropriate for the target market.
- The Product provides fair value to customers in the target market (i.e., the total benefits are proportionate to total costs).

2. Product characteristics & benefits

The products are designed to meet the needs of the target group, The product features and criteria are designed to support these needs.

- Available to Individual, Limited Company and Ex-Pat
- Mortgage term up to 40 years
- Up to 75% LTV
- Interest Only or Capital Repayment
- New build or resale
- Available for purchase or re mortgage
- Loan amount based on agent's prediction for low/mid/high earnings.
- Occupancy up to 60% maximum for purchase, 70% for a re mortgage
- Property located near coast or in national park.
- Freehold house only
- Fixed and discount products.
- No age restriction
- Self-employed (subject to eligibility)
- Minimum income £30,000
- Credit search not score
- All products allow repayment of up to 10% of the capital balance annually without incurring Early Repayment Charges
- Manual underwriting to help assess the applicant(s) requirement and needs.



Full eligibility criteria can be accessed on our intermediary website via [Buckinghamshire Building Society \(bucksbs.co.uk\)](https://www.bucksbs.co.uk)

3. Target market assessment and distribution strategy

This target market assessment matrix segments the target customers for the Product, recognising their different needs to enable you to tailor the services you provide when you distribute the Product.

Customer Circumstances	Distribution Strategy	Customer Needs & Objectives
Individual, LTD or Ex-Pat looking to purchase a property to be let out on a holiday let (short term) basis.	Available through Direct and Intermediary	<ul style="list-style-type: none"> • 75% LTV mortgage or under • Term up to 40 years • Acquire a holiday let property for the first time or to add to small portfolio. • Acquire a holiday let that they could use themselves for up to 90 days a year. • Light adverse credit that fits into the standard category, visible on the Everyday BTL credit matrix
Intermediary distribution through: <ul style="list-style-type: none"> • Networks and their Appointed Representatives. • Mortgage clubs. Directly authorised mortgage intermediaries. Direct to the society via our Direct Adviser 		

The Product is not designed for customers who:

- Already have 3 or more mortgaged let properties in their portfolio.
- Self-manage their holiday let (or intend to)
- Are severely credit impaired borrowers.
- Are funding the deposit via an intercompany loan.
- Do not reside in one of our listed acceptable countries (Ex-Pat)
- Do not meet our lending or property criteria.
- Applicants who need to add fees to loan that exceed maximum LTV

4. Customers with characteristics of vulnerability

The Product is designed for Holiday Let owners which is likely to include some customers with characteristics of vulnerability or who will experience vulnerability over time.

Holiday Let owners are likely to have an existing experience of mortgages or the mortgage market even if only for their current residential mortgage. However, they may require additional advice and support to ensure they understand the information being presented to them and the implications of the arrangement they are entering into to reduce the risk of harm occurring. We considered the needs, characteristics, and objectives of customers with characteristics of vulnerability at all stages of the design process for this Product to ensure the Product meets their needs.

Our manual underwriting approach allows the DIP and underwriting team satisfy any concerns that they have around the applicants understanding of what they are agreeing to as part of the process

We have in place a framework to achieve good outcomes for vulnerable customers, which includes:

- Education and training for our staff to ensure they have the appropriate skills and experience to recognise and respond to the needs of vulnerable customers.
- Suitable customer service provision and communications.



- Flexible policies, where appropriate, to support vulnerable members.
- Monitoring to ensure we continue to meet and respond to the needs of customers with characteristics of vulnerability.
- Accessible tools on the website to help – Recite me
- Conduct risk monitoring.
- Monitoring and review of product launches to ensure the product is appropriate and matches approval brief
- The society take care when interacting with vulnerable borrowers by using the TEXAS protocol.

Intermediaries should continue to comply with your obligations to ensure that you treat customers in vulnerable circumstances fairly.

Please contact us if you need any further information about how we support the needs of all our customers in relation to the Product.

5. **Our assessment of value**

We have developed a comprehensive and robust assessment process which evaluates several aspects of our business to determine the value of our mortgage product. This analysis is used to ascertain whether the Product delivers fair value for customers.

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The assessment follows a detailed and robust product approval process which determines the outcome including market analysis, products being checked via the pricing model and intermediary feedback. Smart Money Feedback is also reviewed to help determine the correct outcome.

The outcomes of the assessment process are presented to Mortgage Product Committee and Management Assets & Liabilities Committees for approval allowing for challenge and further investigation before we sign-off the outcomes and share the summary of our assessment with you.



Our fair value assessment has considered the following:

Benefits	Price	Costs	Limitations
The range of features that the product provides, the quality of the product, the level of customer service that is provided and any other features that the product may offer.	The interest rates, fees and charges customers pay for the product, comparable market rates, advice fees paid to intermediaries and non-financial costs associated with operating the Product.	The cost of funding the Product and any other reductions in costs to the customer made possible by economies of scale.	Any limitations on the scope and service we provide or the features of the product.

Below is an example of the information reviewed and taken into consideration when completing the assessment:

- Product performance
- Operational performance
- Product governance
- Fees and charges (Product) subject to annual review and governance
- Customer experience insight and data
- Customer outcomes testing
- Customer complaints
- Product risk assessments
- Colleague education and training
- Customer in Vulnerable Circumstances Policy

Results of our assessment

Our assessment concluded that the Product continues to deliver fair value for customers in the target market for the Product.

You are responsible for meeting your obligations under Consumer Duty

