Product name: Shared Ownership Range

Information sheet reviewed: 10/11/2026

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 Shared Ownership product range continues to meet the needs, characteristics, and objectives of customers in the identified target market.
- 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, most notably the need to secure finance on property for which they intend to reside in. The product features and criteria are designed to support these needs.

- Mortgage Term between 5 and 40 years
- Fixed or variable rate discount products
- Available for product transfer only
- Available up to 95% LTV, for a share of the property between 25% and 75%
- Available on a repayment basis only
- Overpayments of up to 10% of the mortgage balance
- Access to free EPC Plus survey

Full eligibility criteria can be accessed on our intermediary website via Lending Criteria Archive - Melton Brokers : Melton Brokers (themeltonbrokers.co.uk) link.

3. **Target market assessment and distribution strategy**
This target market assessment 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.

Characteristic	Suitable For	Not Suitable For
Circumstances	Existing customers looking to remortgage a share between 25% and 75% of a residential property in England or Wales, requiring up to 95% LTV lending	Customers looking to purchase a shared ownership property.
Customer Type	Existing customers	New customers
Interest Type	Our fixed products are suitable for customers that want stability in their monthly payments. Our variable products are suitable for customers that want flexibility of payments dependent on future changes to interest rates.	Customers that want a product that is linked to the Bank of England Base Rate.
Fees	Some products have fees and some don't - these should be considered as part of any advice given to customers, and should be specifically considered in the context of each individual case as part of any recommendation.	N/A
Term	Customers that want a medium term product between 2 and 5 years fixed	Customers that want a long term product of more than 5 years
Property Usage	Borrowers who are living in the security property	Borrowers who are seeking to live in an alternative property to the security property, or that are seeking to let this property
Repayment Strategy	Borrowers who are seeking a repayment mortgage to clear the capital by the end of the term	Borrowers who either do not want to clear the capital over the life of the mortgage, or would prefer to repay the loan off in full at the end of the mortgage term.
ERC	Customers who do not expect to make significant overpayments or redeem before the product maturity date	Borrowers that want flexibility to redeem or make overpayments throughout the term before the product maturity date
Overpayments	Borrowers that anticipate overpaying less than 10% of the original balance per year	Borrowers that expect or plan to make significant overpayments before the end of the term
Channel/Distribution	Borrowers that rely on a broker for advice on selecting a mortgage	Borrowers that are choosing to making their own independent decision on which lender to use, rather than using advice
Credit History	Customers that have credit history in line with our standard Residential criteria, with no outstanding CCJs or defaults. For more information please refer to our criteria	Customers with unsatisfied CCJs or defaults, or with satisfied CCJs or defaults in excess of our appetite. For more information please refer to our criteria

4. **Customers with characteristics of vulnerability**

We have considered the needs, characteristics and objectives of customers with vulnerabilities at all stages of the design process, including in our identification of the target market. The Product is designed for Shared Ownership homeowners, which is likely to include some customers with characteristics of vulnerability or who will experience vulnerability over time.

Shared Ownership customers are less likely to have a comprehensive understanding of mortgages or the mortgage market, particularly with regards to understanding the current market landscape and the impact future rate movements could have on their repayments. Shared Ownership customers are also more susceptible to external market forces, particularly the cost of living and movements in the rental sector. Therefore, these customers may look for 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. These products are available through intermediary advice, direct or execution only basis.

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.

The outcomes of the assessment process are presented to the Performance & Product Governance Committee, 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 cost to the customer made possible by economies of scale	Any limitations on the scope and service we provide or the features of the product.

It should be noted that our fair value assessment has been completed under the assumption that as distributors of these products, a fair and justified fee has been charged for providing an advised service to the customer.

<u>Results of our assessment</u>
Our assessment concluded that the Product continues to deliver fair value for customers in the target market for the Product.