



AL RAYAN BANK



SHARIA COMPLIANCE GUARANTEED
Rent not interest



Banking you can **believe** in

Home **Purchase Plan**

Process guide

alrayanbank.co.uk

A guide to the Home Purchase Plan

The Home Purchase Plan (HPP) is a Sharia compliant alternative to a conventional mortgage that helps you to buy or refinance your home in an ethical way, that doesn't involve interest.

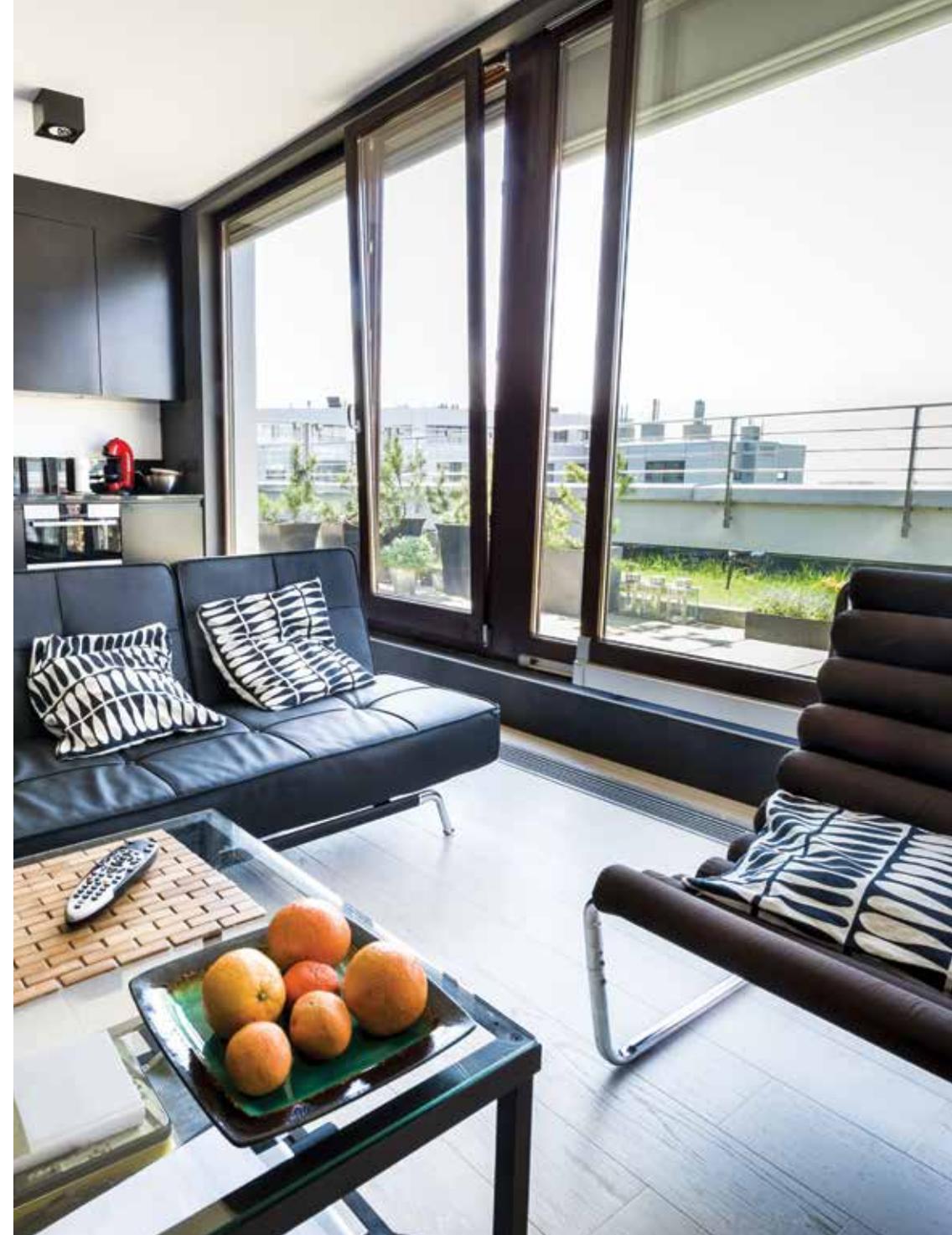
Unlike a conventional mortgage, you buy or refinance the property as a partner with Al Rayan Bank and pay rent on the share that Al Rayan Bank owns.

Each monthly payment you make increases your share in the property and at the end of the finance term you will own your home outright.

There are a number of differences between the process for a HPP and that for a conventional mortgage.

Al Rayan Bank has therefore produced this guide to help explain the stages involved. It will mean that you know what to expect, and can understand what happens and each party's role at every step along the way.

This guide only applies to residential property transactions in England and Wales.



How a HPP works

Both you and Al Rayan Bank contribute towards the purchase or refinance of your chosen property.

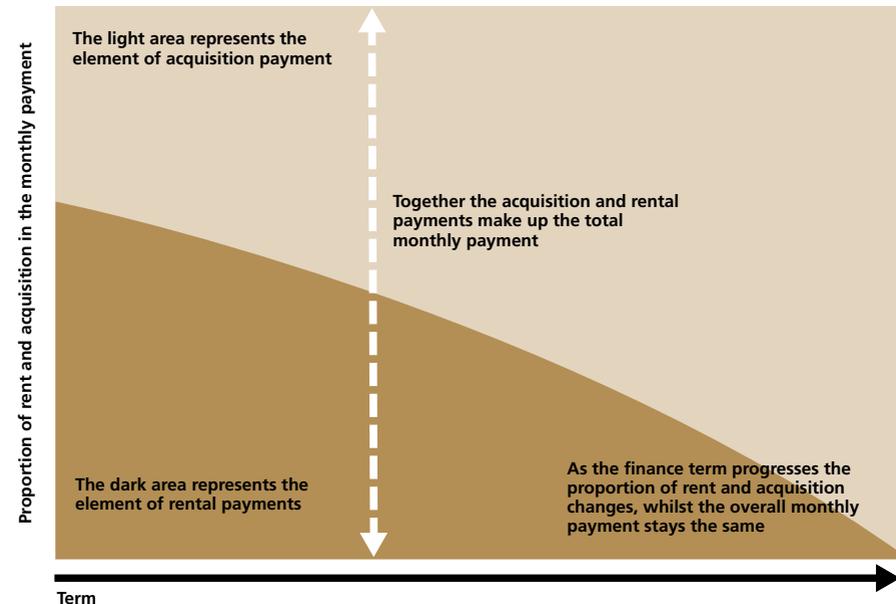
This means that you and Al Rayan Bank are partners in the property, where the relevant shares relate to the initial proportion of the contributions made.



- ▶ Al Rayan Bank agrees to sell its share of the property to you over a period known as the finance term. The period of the finance term is decided by you, but should be between 7 and 32 years.
 - ▶ Each time you make your monthly payment, your share in the property increases as Al Rayan Bank's share gets smaller.
 - ▶ Al Rayan Bank also leases its share of the property to you, for which you pay a monthly rent. Therefore, your monthly payment consists of two elements: an acquisition payment, which is the payment you make to acquire Al Rayan Bank's share in the property; and a rental payment which is the charge for renting Al Rayan Bank's share of the property.
 - ▶ As you are paying a monthly rental to Al Rayan Bank you are paying for the use of the Bank's share, as opposed to conventional banking where you pay for the use of the money to finance the property.
- The arrangement with Al Rayan Bank therefore means that you do not pay any interest, as no loan exists between you and Al Rayan Bank.
- ▶ Once you have fully acquired Al Rayan Bank's share in the property, your monthly payments cease and full ownership of the property transfers to you.

How Al Rayan Bank calculates your monthly payments

Your monthly payments will remain constant throughout the term of the finance (subject to rent reviews), although the rental element will decrease whilst the acquisition payment increases over the term (see illustration below):



This illustration is for indicative purposes only and is to demonstrate how the proportion of the monthly payment changes between acquisition payments and rental payments, over the term of the finance, whilst the actual monthly payment remains constant. This illustration does not take into account the expiry of discounted or fixed rental rates, and does not take into account rent changes following a rent review.

You can choose between different HPPs depending on your needs. For up to date information on the options we have on offer, you should refer to Al Rayan Bank website at alrayanbank.co.uk/hpp.

The different rental rates, depending on your needs

Al Rayan Bank Variable Rental Rate

This is a variable rental rate option which follows a benchmark plus an Al Rayan Bank margin for the term of the finance.

To ensure that Al Rayan Bank's HPP is Sharia compliant, the benchmark we use is transparent, widely acceptable and known to everyone.

Al Rayan Bank uses the Bank of England base rate as a benchmark, and by adding a margin to the Bank of England base rate, you arrive at the Al Rayan Bank Variable Rental Rate.

You can see what the Bank of England base rate is and what margin Al Rayan Bank applies by visiting our website at alrayanbank.co.uk/hpp.

The benefit of a variable rental rate is that if the benchmark goes down, so will your monthly payments. However, you should note that if the benchmark increases, your monthly payments will increase too.

Fixed Rental Rate

This rental rate option fixes the rental rate for a specified period of time. This means that your monthly payment is guaranteed to stay the same for the period of the fixed rental rate, regardless of how the benchmark may change.

The benefit of a fixed rental rate is that it makes it easier to budget, as you know for certain what your monthly payments will be.

Following the expiry of your fixed rental rate, your monthly payment is calculated based on the Al Rayan Bank Variable Rental Rate.

Discounted Variable Rental Rate

Al Rayan Bank also offers a discounted variable rental rate, meaning that for a specific period of time we will apply a discount to Al Rayan Bank's margin of the Variable Rental Rate.

This means that you will have lower monthly payments at the start of your finance term which can be a great help in the early years, particularly with the costs associated with purchasing a property.

After the discounted period has elapsed, your monthly payments will be calculated based on the Al Rayan Bank Variable Rental Rate.

There are circumstances where the rent you pay may change, which are listed on the [next page](#).

Changes to rental rates

Rental rate reviews

The rent you pay is reviewed every three months in March, June, September and December. The rental rate may increase, decrease or stay the same at each rent review.

Whilst the margin may change at any rent review, Al Rayan Bank cannot increase the margin by more than 2% above the margin that applied at the start of your HPP.

We will write to you after each rent review to advise you of what your payments will be for the next quarter.

If you opt for a fixed rental payment, your rent will not be reviewed whilst the fixed rental rate applies.

Additional Acquisition Payments

Each quarter, in the month of your rental review, you are able to make additional acquisition payments, subject to a minimum payment of **£4,000** and a small administration fee (see HPP Tariff List).

These additional acquisition payments increase your share in the property and can either be used to reduce the term of your finance or reduce your monthly payments.

You cannot make an additional acquisition payment whilst a fixed rental rate applies.

Settlement

At the end of the finance term, once you have made all of your acquisition payments, ownership of the property will be transferred to you.

You can, however, settle the finance in full at any time throughout the term of the finance.

You will not be charged an early payment penalty to do this, even in a fixed rental rate period, although you will be required to pay a small administration fee, details of which can be found in the latest version of our HPP Tariff List.

Key points to note

With a Home Purchase Plan from Al Rayan Bank you:

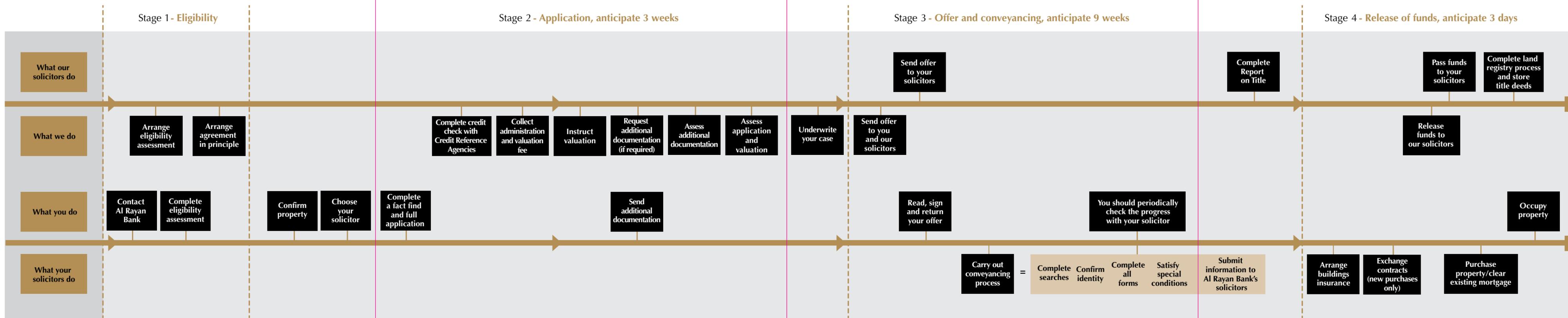
- ▶ Pay no interest
- ▶ Purchase or refinance your chosen property as a partner with Al Rayan Bank
- ▶ Make monthly rent and acquisition payments to Al Rayan Bank
- ▶ Are able to make additional acquisition payments to reduce either your finance term or monthly payments (subject to a small administration fee)
- ▶ Are able to settle the finance in full at any time without an early payment charge, even in a fixed rental rate period (subject to a small administration fee)
- ▶ Have legal ownership of the property transferred to you following settlement of the finance
- ▶ Can sell the property at any time, even in a fixed rental rate period, and if the value of the property increases, only you will benefit from it





The Home Purchase Plan standard process

There will be four key parties involved in the processing of your HPP: you, your solicitors, Al Rayan Bank and Al Rayan Bank's solicitors. The role each plays is outlined below in our high level overview of the standard process.



The Home Purchase Plan process

Step 1

Eligibility assessment

The eligibility stage confirms that you meet the basic requirements for our Home Purchase Plan. These requirements include details such as your age, net monthly income and financial commitments.

Assuming that you meet the basic requirements, you can obtain an Agreement in Principle.

If you would like to find out whether you are eligible for our Home Purchase Plan, you can contact us on

0800 4083 093, Monday to Friday between 9.00am and 7.00pm, and on Saturdays between 9.00am and 1.00pm.

Alternatively you can visit one of our branches.

Step 2

Agreement in Principle (AIP)

By completing an AIP you are not committing to taking out a HPP with Al Rayan Bank, and you can change your mind at a later date if your circumstances change.

Also, an AIP is not an offer of finance from Al Rayan Bank.

The AIP gives you an indication of the maximum finance balance that Al Rayan Bank would potentially be prepared to offer. This is an indicative amount only and is based on the limited information that you will have provided at this point.

The actual amount of finance that we will offer is confirmed once we have underwritten your case. However, the AIP is useful for you as it allows you to understand the value of the properties you can afford, and how much the HPP might cost you in monthly payments.

Step 3

Choose a solicitor

Conveyancing is the process of the transfer of the title of the property from one person to another. In the case of a HPP, this is the transfer of the title from the current owner to Al Rayan Bank.

You will instruct a solicitor to carry out the conveyancing process on your behalf. Whilst your solicitor does not begin their work until after you have received your letter of offer, it is important that you think about which firm of solicitors you will use early on in the application process.

From a legal perspective, the Law Society suggests that for Islamic finance transactions, two sets of solicitors are involved. One set of solicitors represents you, the other set of solicitors represents Al Rayan Bank.

Therefore you will need to find a solicitor to act on your behalf. You will also be required to pay for the cost of Al Rayan Bank's solicitors, although if you have chosen a solicitor from our panel, Al Rayan Bank does make a significant contribution to help you with these costs.

When choosing your solicitors, you should check that they understand the differences between an Islamic mortgage alternative and a conventional mortgage.

Otherwise this can cause delays in the conveyancing process which could affect your timeline for completion, and ultimately end up costing you money.

Al Rayan Bank has created a panel of solicitors who are experienced in the conveyancing process for Islamic finance transactions.

We are confident that by using one of our panel solicitors, the conveyancing process will proceed more smoothly than if you choose your own solicitor, who may not have the same level of experience with Islamic finance.

However, you are naturally free to choose any solicitor you wish. For more information on the conveyancing process, please see the section entitled 'A Guide to Conveyancing'.

For more details on Al Rayan Bank's panel of solicitors you can either contact your Al Rayan Bank Business Development Manager, or call our Customer Services team on **0800 4086 407**, Monday to Friday between 9.00am and 7.00pm, and on Saturdays between 9.00am and 1.00pm.

The Home Purchase Plan process (continued)

Step 4

Application

Having obtained an AIP and decided on the property that you wish to proceed with, you can make an application to Al Rayan Bank for finance.

As part of the application, Al Rayan Bank will carry out a fact find. This is where we find out what your needs are in relation to the finance you have requested, and based on these needs we will recommend a suitable product from our range.

Along with our recommendation, we will enclose a Risk and Features document that provides you with key information about the product we have recommended, as well as a Financial Information Statement (FIS).

The FIS summarises your request for finance and provides an indicative monthly payment, along with a total cost over your chosen term.

Having agreed on the product, you will need to send us original documents such as payslips and bank statements.

The table on the opposite page details the documents that we will request to support your application, however, Al Rayan Bank reserves the right to request any further documentation that we believe is needed to support your application for finance.

If you would like to make an application for finance you can contact us on **0800 4083 093**, Monday to Friday between 9.00am and 7.00pm, and on Saturdays between 9.00am and 1.00pm.

Alternatively you can visit one of our branches.

Documents required

Identification	<ul style="list-style-type: none"> ▶ Valid UK or EU passport, or valid UK Visa confirming indefinite leave to remain ▶ Council Tax statement, utility bill (mobile phone bills are not acceptable), bank statement or credit card statement, dated within two months of the application evidencing the customer's address
Bank statements	<p>Last three months' consecutive personal bank statements showing:</p> <ul style="list-style-type: none"> ▶ Name and address ▶ Running balance ▶ If you have an Al Rayan Bank current account that you use as your main current account, you do not need to send us copies of your bank statements ▶ Internet statements are acceptable but certified copies of originals must be provided before completion
Evidence of income (Employed)	<ul style="list-style-type: none"> ▶ The latest P60 and the latest three months' payslips (or the equivalent of three months' payslips if you are paid weekly, fortnightly or four weekly) ▶ Internet payslips are acceptable but certified copies of originals must be provided before completion
Evidence of income (Self Employed)	<p>Last 3 years' original full annual company accounts compiled and signed by a Certified or Chartered Accountant and</p> <p>Self-Assessment tax returns for the last 3 years and a Customs and Revenue form SA302 for the last 3 years and</p> <p>A letter from the accountant confirming that your personal and business tax position is up to date and</p> <p>Last six months' consecutive business bank statements showing:</p> <ul style="list-style-type: none"> ▶ Business name and address ▶ Running balance ▶ If you have an Al Rayan Bank current account that you use as your main current account, you do not need to send us copies of your bank statements ▶ Internet statements are acceptable, however they must confirm your full name and bank account number, and clearly show all transactions for the period. Please be advised that we may also request certified copies of originals before completion

Documents required (continued)

Evidence of existing mortgage for residential property	If you already own a property, Al Rayan Bank will require your last annual mortgage statement showing your name and address, and the opening and closing balances
Evidence of existing mortgage(s) for additional properties	Customers will be required to complete our property portfolio sheet. Al Rayan Bank may also need to see the last annual mortgage statement for all properties that you have a mortgage on. If the property is tenanted, Al Rayan Bank may also need to see a copy of the Assured Shorthold Tenancy (AST) agreement

Al Rayan Bank needs to see original documents. You can take the documents to your nearest branch who will certify them on your behalf. Alternatively you can post them along with your application and we will copy and return them to you by recorded delivery.

Additional documents (if required)

Depending on the circumstances of your application, we may need additional information from you, and we will request this as soon as possible to ensure that the application process runs quickly and smoothly.

Examples of additional information include:

The finance term takes you over your normal retirement age	Proof of a suitable continuing income in retirement
Equity is being released	Evidence of the use of the additional funds (i.e. a quote for building work, if you are using additional finance to develop your property)
The deposit is a gift	A completed letter from the person making the gift, a copy of which can be supplied to you to complete

The Home Purchase Plan process (continued)

Step 5

Valuation

Al Rayan Bank needs to check that the property is suitable security for the finance we will offer you. You may also wish to check that the property is sound and is worth the money that you think it is.

Al Rayan Bank will arrange for a valuation of the property and this will be at a cost to you. The basic valuation Al Rayan Bank obtains only tells us whether the property is suitable as security for the finance requested.

If you would like a more detailed survey for your own purposes, Al Rayan Bank can arrange for the surveyor to carry this out at the same time as the basic valuation.

Al Rayan Bank cannot use a valuation or survey that you have previously obtained on the property, and we cannot use a valuer or surveyor that you have requested.

This is to ensure that the valuation or survey is impartial.

More importantly, by instructing the valuer or surveyor through our panel, both you and Al Rayan Bank will have the comfort of knowing that should there be any material inaccuracies in the valuation caused by their work, there will be a formal route to address such issues.

You will need to tell us on the application form whether you would like a basic valuation only, or whether you would also like a more detailed survey.

For more information on the costs and different types of surveys please see our HPP Tariff List.

Once we have received your valuation and any requested documentation, we will pass this information to our Underwriting team for a full assessment.

Please be advised that once the valuation has taken place, this will remain valid for a period of 6 months.

The Home Purchase Plan process (continued)

Step 6

Underwriting

Once Al Rayan Bank has received all of the required information, we will underwrite your case.



Step 7

The offer and agreements

Once we have underwritten your case and assuming there is nothing untoward, we will send you an offer pack, together with a copy of your valuation report.

The offer document must be signed and returned to Al Rayan Bank within thirty (30) days.

The offer will expire in four (4) months from the date of the offer. If the completion doesn't take place in this time, a new application may be required.

A copy of the offer pack is also sent to our solicitors, who will send a copy of the offer to the solicitors acting on your behalf.

The following documents are included in the offer pack:

Offer letter

The offer letter contains Al Rayan Bank's **offer of finance**. It also includes the **Home Purchase Plan Schedule** which specifies the details of the offer such as the finance amount, the finance term and the rental rate.

The offer letter also includes a **First Rent Period Payment Schedule** which shows your first three month's payments and a **Financial Information Statement** that shows the total cost of your finance over the finance term.

Accompanying the offer letter will be the following agreements that you will need to sign and return to us:

- ▶ **Diminishing Co-ownership Agreement**
- ▶ **Leasing Agreement**
- ▶ **Service Agency Agreement**
- ▶ **Legal Charge**

Documents accompanying offer letter

Co-ownership Agreement

This is a partnership agreement in which Al Rayan Bank agrees to sell its share of the property to you over the finance term.

The price that Al Rayan Bank sells its share to you is the same as the level of financial contribution Al Rayan Bank makes.

Leasing Agreement

This is the agreement in which Al Rayan Bank agrees to lease its share of the property to you, and in return you agree to pay Al Rayan Bank a monthly rent.

The rent you pay is based on Al Rayan Bank's share in the property, as detailed in the Co-ownership Agreement.

Service Agency Agreement

With a HPP, Al Rayan Bank appoints you as a Service Agent, responsible for the maintenance of the property and ensuring that the property is covered by appropriate buildings insurance.

Legal Charge

This document grants Al Rayan Bank a first priority legal charge, and therefore, offers Al Rayan Bank security for your payment obligations under the Co-ownership and Leasing Agreements.

Notice to Insure

This document outlines the requirements for the buildings insurance that you will have to obtain under the Service Agency Agreement.

Al Rayan Bank will send a copy of the offer documents to you, and your solicitors will also receive a copy of the offer documents and agreements, along with a copy of the standard requirements that they will need to fulfil, before Al Rayan Bank can complete your deal.

Once the offer letter has been issued, your solicitors can begin the conveyancing process.

The following section highlights some of the important issues with conveyancing that you and your solicitors should be aware of.

Terms and conditions

These are our standard Home Purchase Plan terms and conditions.

A guide to conveyancing

Conveyancing is the process of transferring the title of the property from one person to another. In the case of a HPP, this is the transfer of the title from the current owner to Al Rayan Bank.

The title of a property refers to formal evidence of ownership of the property, and all titles are registered with the Land Registry. Choosing the right solicitor is very important in ensuring that your transaction proceeds smoothly and within the timescales that you expect.

There are a number of differences between the conveyancing processes for Islamic finance and conventional finance which both you and your solicitor should be aware of.



Key differences between Islamic and Conventional home finance

Islamic finance	Conventional finance
The Bank instructs solicitors to act on their behalf	Your solicitors act for the Bank and yourself
The Bank will be the legal owner of the property, with a beneficial interest split between the bank and yourself	You will be the legal owner, subject to a legal charge in the Bank's favour
A full local authority search is required	Personal searches or search insurance is permitted
Two Land Registry registration fees are payable, one for the purchase of the property by the Bank, and one for the lease	One registration fee is payable for the purchase and charge
A solicitor is required to transfer the title to you at the end of the finance term	No solicitor is required to redeem the finance at the end of the finance term

► It is important that when you choose your solicitor you are aware of these differences, as delays in the conveyancing process can lead to a delay in the completion of your property, which might ultimately end up costing you money.

► From a legal perspective the main difference is that with Islamic finance an Islamic Bank will instruct their own solicitor to act on its behalf, whereas with conventional finance your solicitor acts on behalf of both yourself and the bank.



The Home Purchase Plan process (continued)

Step 8

Your solicitor's tasks

To enable the Bank to release the finance monies, we require our solicitors to provide us with a Report on Title.

This provides Al Rayan Bank with evidence that legal title to the property is sound and gives you confidence that ownership of the property is in the correct hands, and that when we transfer the title of the property to you on settlement of the finance, there will be no issues with the ownership.

To enable our solicitor to produce a Report on Title, your solicitor needs to carry out a number of tasks (see next page).

If these tasks are not completed, our solicitors will not issue the Report on Title and we will not release the finance monies.

Your solicitor's tasks

Identification

Your solicitor will be required to confirm your full name and address and provide a certified copy of your identification.

You will have already provided this information to Al Rayan Bank, however, you will also need to provide this information to your solicitors.

Finance

You will need to confirm the source of your deposit; again you will have provided this to Al Rayan Bank, however, your solicitors will also need to carry out the same checks.

If the source of a deposit is from your own funds, you will need to provide original bank statements showing evidence of the funds to your solicitor.

If you have received a gift, you will need to ensure that the provider of the gift produces a letter that sets out the terms upon which the gift has been granted.

Our solicitors have put together a template letter for this instance which they will send to your solicitors. Use of the template will speed up the process.

Completion date

You will need to give us a completion date as soon as possible as this helps to manage the expectations of all parties, to ensure that they understand when you need the funds by.

However, unforeseen circumstances can occur in any conveyancing process and so providing an anticipated completion date does not commit you to completing on that date.

Forms and deeds

Your solicitors will need to complete a number of forms which may include:

TR1 Transfer Deed

Whilst this is also used in conventional finance, the details entered on the form for Islamic finance transactions are different.

For an Islamic transaction the TR1 Deed should state the transferor as the vendor and the transferee as follows:

Al Rayan Bank PLC
(Company no: 4483430
of 44 Hans Crescent
Knightsbridge
London
SW1X 0LZ

Occupancy forms

If there are to be any residents in the property over the age of 18, including your children who are not party to the mortgage, they will need to complete an occupancy form.

This form simply states that they will be resident in the property, but have no legal rights over the property.

Our solicitors have put together a template form which they can send to you. Use of the template will help to speed up the process.

In some circumstances customers may be required to provide evidence that they have obtained independent legal advice in this respect.

Searches

Your solicitor will also need to perform a number of searches on the property. There are differences in the search requirements between Islamic and conventional finance which are highlighted below:

Local Authority Search

These searches must not be more than six months old on completion.

There is a difference here between Islamic and conventional finance, as in conventional finance a provider may be happy to accept a Personal Search instead of a full Local Authority Search.

Al Rayan Bank does not accept Personal Searches and you should ensure that your solicitor is aware of this difference. If they perform a Personal Search, the search will not be accepted and your money will have been wasted.

Water Drainage Search and Environmental Search

All providers will ask for these searches and Islamic finance providers are no different in this respect.

These searches offer you information as to whether the property is subject to environmental factors such as above average concentrations of Radon gas.

These searches give you the confidence of knowing that there is nothing untoward with your property or it's surrounding environment.

Other searches

Your solicitor may also be required to perform other searches if these are necessary for your property.

For example, if your property is located in a known area where historical mining has taken place then a Mining Search will be required.

Your solicitor will be able to advise which other searches are needed. If you are unsure as to why the search is being carried out or what the search might show, you should contact your solicitor.

Buildings insurance

All finance providers require you to take out a buildings insurance policy to cover the property in the event of incidences. The details of the buildings insurance requirements are contained in the Notice to Insure letter which will be sent to you and your solicitors, along with the offer document and other legal documents.

- ▶ When you are sourcing a buildings insurance policy, you should try to source insurance that is Sharia compliant.

However, at the moment Sharia compliant insurance policies in the UK are rare and, therefore, given the importance of insuring the property, Al Rayan Bank allows a conventional insurance policy.

- ▶ The property must be covered by a standard "all risks" buildings insurance policy for the minimum amount as detailed in the valuation report.

- ▶ Al Rayan Bank must be noted as the first loss payee as follows:

Al Rayan Bank PLC
44 Hans Crescent
Knightsbridge
London
SW1X 0LZ

- ▶ A certified copy of the policy must be provided by your solicitors before we allow the transaction to complete.



Special conditions

The offer letter may be subject to special conditions. For example, the surveyor may have detected evidence of damp which whilst not being a major concern would be prudent to check.

- ▶ We would not necessarily hold up your offer whilst waiting for a Damp Report. However, we would want proof that a Damp Report had been obtained and that the surveyor had sight of it prior to completion.
- ▶ In this scenario we would make a Damp Report a special condition of the offer.
- ▶ You should ensure that any special conditions are satisfied and the evidence that they have been satisfied is forwarded to your solicitors.

You are strongly recommended to keep in touch with your solicitor throughout the process in order to make sure that things are moving smoothly.

It is in your best interest to check on the progress of the conveyancing and the fulfilment of any special conditions directly with your solicitor.



The Home Purchase Plan process (continued)

Step 9

Report on title

Once your solicitor has completed all the necessary requirements, they will forward this information to our solicitor, who will then produce the Report on Title.

By this time you will hopefully have a specific date in mind for completion.

It will usually take a minimum of three days between completion of the Report on Title and our solicitors sending you the finance monies.

Step 10

Completion

Once the searches have been conducted, you will arrange a date for completion. This is the date at which the legal title of the property will be transferred to Al Rayan Bank, and Al Rayan Bank will release the finance monies to either purchase or refinance your existing property.

If you are purchasing the property, your solicitor will arrange to exchange contracts with the vendor. This is where you and the vendor sign contracts which commit both of you to the sale of the property. In many cases a deposit has to be paid on exchange.

Your solicitor will advise whether this is the case and if so, how much you will need to pay at that time. Following exchange of contracts, it will be your responsibility to ensure that the property is insured from this point on, although in practice the existing property insurer will usually extend cover until you complete and your own buildings insurance policy comes into effect.

Again, your solicitor will advise whether this is the case. Whilst in most cases you do not need to pay any fees such as Stamp Duty Land Tax at exchange of contracts, you should ensure that you have these funds available to avoid any unnecessary delays.

If you are refinancing your property, you do not need to exchange contracts, and you should ensure that you have the appropriate fees and buildings insurance in place, in time for your required completion date.

The Home Purchase Plan process completion

Confirmation of your payments

Once the property has completed, Al Rayan Bank will send you a letter confirming your first and subsequent monthly HPP payments. The first payment may differ from the rest of the payments. This is because the number of days between completion and your first payment may be more or less than the usual one month period.

Congratulations on the completion of your Home Purchase Plan application!



Information and assistance

If at any stage of the HPP process you need help or guidance, you can contact your Al Rayan Bank HPP specialist, who will personally be overseeing matters within the business.

They will have provided their contact details at the outset. In addition, once we have underwritten your case, our Real Estate Administration team will be actively engaged with you to help ensure a smooth completion.

Alternatively you can call our Customer Services team on **0800 4086 407**, Monday to Friday between 9.00am and 7.00pm, and on Saturdays between 9.00 am and 1.00pm.



AL RAYAN BANK

Want to know more about any of our products or services?

Call us on:

0800 4083 093*

Monday to Friday, 9am to 7pm.

Saturday, 9am to 1pm.

*Calls may be recorded for training and security purposes.

Visit: alrayanbank.co.uk

Write to: **Al Rayan Bank, PO Box 12461, Birmingham, B16 6AQ**

Or visit any of our branches.

If we don't get it right

Al Rayan Bank PLC will endeavour to ensure that you receive the highest standard of service and that you are treated with courtesy at all times. If you are unhappy with any aspect of our service, we would like to know why.

For a copy of our Customer Care leaflet dealing with our complaint handling procedures, please call our Customer Care team on 0800 4086 407.

General Data Protection Regulation (GDPR)

Under the GDPR you have the right of access to your records.

Should you wish to access this right please write to:

Data Protection Officer,
Data Subject Access Requests,
Customer Care Team,
Al Rayan Bank PLC,
24a Calthorpe Road,
Edgbaston,
Birmingham,
B15 1RP

Membership of the Financial Services Compensation Scheme

Al Rayan Bank PLC is a member of the Financial Services Compensation Scheme.

You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Home Purchase Plan advising and arranging is covered for 100% of the first £85,000.

Further information about the compensation scheme arrangements is available from the FSCS. www.fscs.org.uk

YOUR HOME MAY BE AT RISK IF YOU DO NOT KEEP UP THE PAYMENTS ON YOUR HOME PURCHASE PLAN

Al Rayan Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our firm reference number is 229148. Al Rayan Bank PLC is incorporated and registered in England and Wales. Registration No. 4483430. Registered office: 44 Hans Crescent, Knightsbridge, London, SW1X 0LZ.



Banking you can believe in