

Checklist for extending a mortgage

Extending your mortgage or tranche (in the case of staggered terms) gives you the opportunity to compare the current circumstances of your life to your existing financing. You can either perform an extension yourself in your Online Banking account or contact your relationship manager for comprehensive advice on the ideal solution for extending your mortgage. This mortgage extension checklist is intended to help you.

Check your credit contract or product agreement to see exactly when your mortgage or the tranche will expire. Regardless of the expiration date, you can fix the mortgage interest rate up to 36 months in advance – or 24 months in advance through your Online Banking account.

Analyze your current living situation: Is the solution you chose still suited to your current financial needs and obligations? What are your future plans for your current home? Do you intend to renovate – or perhaps even sell it in the near future?

Review the current mortgage interest rates, the interest rate forecasts, and our mortgage solutions.

Think about the aspects of a mortgage that are important to you. Would you like to fix your interest costs right now so you can plan your budget for the next few years using consistent annual expenses? Or would you prefer to take advantage of market interest rate changes by being willing to accept interest rate fluctuations? Your answer to these questions will affect your choice of mortgage product.

Are there are no major changes in your current living circumstances on the horizon, and do you want to extend your mortgage without making any changes? Then you can quickly and easily extend your mortgage through Online Banking. As an alternative, would you like your client advisor to take care of the extension for you or to sit down with you any analyze your personal and/or financial situation? Then schedule an appointment with your relationship manager to find the right mortgage product for you.

O.K.



Useful information about online extension Questions and answers

Where can I find my mortgage overview?

The mortgage overview can be found under “Mortgages” in the “Account and Assets” tab.

Why can't I see my mortgage overview in Online Banking?

It is possible that the client relationship on which the mortgage runs has not been activated in your Online Banking Agreement. Please contact your relationship manager to make the adjustment.

Which products, including possible term, can be concluded online?

- Fix mortgage (2–15 years)
- Forward fix mortgage (2–15 years)
- Flex rollover mortgage (1–2 years framework term)

For other terms, please contact your client advisor.

Are conversions possible within the framework of an extension?

For the time being, only a conversion from a Fix to a Forward fix mortgage (or vice versa) is possible.

How can a Flex rollover mortgage be extended?

The Flex rollover mortgage can only be extended to the end of the framework term. For the extension, a new framework term (1–2 years) and a uniform tranche term (3, 6, or 12 months) for the entire framework term must be selected.

Where can I see the mortgage interest rate forecasts?

Our experts' mortgage interest rate forecasts can be found under the “Define term and interest rate” tab.

How is the online interest rate composed?

Your online interest rate is tailored to your personal client profile.

Which amortization details can be found on the detailed mortgage page?

You will find information on your regular direct repayments. The following information is displayed:

- Amortization type
- Next due date
- Amount due
- Debit account (if available)
- Periodicity
- Any suspensions

Will the mortgage amount be automatically transferred from the mortgage to be extended?

Yes, the amount is automatically transferred from the mortgage to be extended and cannot be adjusted. All future repayments are already taken into account. If you wish to make an adjustment, please contact your client advisor.

Will my repayments of my old mortgage be transferred to the new mortgage?

Yes, all amortization details will be transferred. If you would like to make a change to the amortization, please contact your client advisor.

What happens when you click on “Conclude extension”?

By clicking “Conclude extension” and the mortgage extension confirmation that subsequently appears on the screen (“Thank you for your mortgage extension”), a binding product agreement is concluded between the borrower and the bank.

Can the online extension be reversed?

The online extension is binding. In the event of early termination before the end of the agreed term or overall term, a substantial early repayment penalty may be payable in addition to a lump-sum fee for administration and expenses (see detailed provisions in the applicable Framework Agreement for Mortgage-Backed Credit).

How do you identify mortgages that have already been extended in the mortgage overview?

In the Remarks column, you will see the information “extended.”

Why don't I see the option to extend in my Online Banking?

- a. Your current mortgage cannot yet be extended. Depending on the product, an extension is possible up to a maximum of 24 months in advance.
- b. We review the framework conditions and possibility of an online extension for you and provide you with a corresponding selection in Online Banking.

Can an authorized representative extend my mortgage?

No, only borrowers themselves can extend a mortgage online.

What is the procedure for a joint banking relationship?

Only co-holders of a joint banking relationship with individual signatory authority can extend mortgages online. In contrast, co-holders of a joint banking relationship with only collective signatory authority are not permitted to extend mortgages online.

Contact Us

Your advisor will be happy to arrange a personal consultation

Call us at 0844 100 114*;

Monday–Friday, 8:00–20:00.

For more information visit our website at:

credit-suisse.com/mortgages

* Telephone calls may be recorded.

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