The Co-operative Bank Customer Redemption Statement Request Form

Once fully completed, please return the form by e-mail to ([redemptionstatement@co-operativebank.co.uk](mailto:redemptionstatement@co-operativebank.co.uk))**.**

It’s important that the information recorded is complete and accurate to ensure we can process your request.

Please only use this form to request a Redemption statement and no other reason, as we are unable to action other requests with this form. For other requests, please visit [www.co-operativebank.co.uk/products/mortgages](http://www.co-operativebank.co.uk/products/mortgages) or call our contact centre on 08000 288 288. Our lines are open 9am to 5pm Monday-Friday.

If you want to raise a complaint, please send this to us via email to [complaints@co-operativebank.co.uk](mailto:complaints@co-operativebank.co.uk)

**The account & contact details section must be fully completed for all requests to ensure that we can identify the account and have accurate contact details should we need to speak with you.**

|  |  |
| --- | --- |
| Account & Contact Details **(must be completed)** |  |
| Mortgage Account Number (this can be found on any letter we’ve sent to you) |  |
| Full Name |  |
| House Number / House Name |  |
| Post Code |  |
| Contact Telephone Number |  |
| Email address |  |

Customer Redemption Statement

The first redemption statement in a calendar year is free. Any additional redemption statements requested by you or your solicitor will incur a charge. The fee is debited to your mortgage account and will incur additional interest over the remaining term of the mortgage. Alternatively, if you wish to pay the fee upfront, please call us to complete the request. Please refer to our Tariff of Charges for details of the fee (<https://www.co-operativebank.co.uk/products/mortgages/existing-mortgage-customers/useful-documents/>).

Would you like to receive this document via email?  If you do not tick this box then we will issue via post.

|  |  |
| --- | --- |
| Redemption Date Required |  |
| Source of Funds (please state the source of the funds to be used to repay the mortgage, e.g. savings, sale of property) |  |

Please note: We use Transport Layer Security (TLS) to encrypt and protect email traffic. If your mail server does not support TLS, you should be aware that any emails you send to us, or emails you request from us, may not be protected in transit.