

We currently have a Regulated Bridging product that is currently offered to retail customers. Below is an overview of the characteristics of our product and an assessment of the benefits they offer to retail customers:

Our fair value assessment has considered the following:

Customer Benefits	Price	Operational Costs	Limitations
<ul style="list-style-type: none"> • No monthly payments required. Interest calculated daily and payable at the end of the term. • Interest rate fixed for term. • No early repayment charges. No maximum age limit. • Purchase a new property pending the sale or marketing of an existing property. • Complete home improvement projects. 	<ul style="list-style-type: none"> • StreamBank have benchmarked the price of the Product by the external market, cost of funds and resources and deem it appropriate for the target market. 	<ul style="list-style-type: none"> • StreamBank has taken all the relevant costs into considerations such as Underwriting, Servicing, Tools and Infrastructure and deem them fair value. 	<ul style="list-style-type: none"> • All regulated bridging products contain the following limitations: <ul style="list-style-type: none"> ○ The Bridging loan must be repaid within 12 months ○ Serviced loan is not available.

Target Market

A customer is defined as anyone who owns or is purchasing a residential property that has a want or need to use it as security for raising short term funding (a bridging loan with a maximum term of 12 months). Typical bridging customers may require funds faster than a mainstream mortgage lender can provide them, their credit profile or use of funds may not fit a high-street lender's criteria, or the property they are seeking to raise finance on may not be mortgageable in its current condition.

The needs of typical bridging customers are shown below (not exhaustive):

- Chain break (including downsizing or moving to a retirement property)
- Purchasing a property and carry out works prior to refinance

- Purchasing a property (that they will occupy) and carry out works prior to sale for a profit
- Raising funds for a self-build or renovation project
- Securing a purchase where speed of completion is necessary (including auction purchases)
- Repaying an existing bridging loan
- Raising capital on their home for consolidating debts prior to sale (debt consolidation is not allowed for credit repair)
- Raising capital on their home for business purposes
- Raising capital on their home for a wide variety of permitted purposes (including speed of funds) prior to sale or
- refinance
- Purchasing a property that is not currently mortgageable
- Carrying out extensive works to a property that would fall outside the criteria of a mainstream mortgage

This product is not designed for customers who:

- Want a Bridging Mortgage for longer than 12 months.
- Want to repay the loan via monthly repayments
- Want to repay the loan within 1 month
- Have severe adverse credit history
- Want to use the Bridging Mortgage to credit repair
- Who do not have the means to repay the loan in full at the end of the term

Distribution of the Regulated Bridging Product

StreamBank distributes all its products via intermediaries. StreamBank does not hold permission to advise on regulated mortgage contracts therefore all regulated loan applications have to be submitted by a regulated broker or by a packager who has received the case from a regulated broker.

New introducing brokers are required to be assessed through StreamBank's compliance and accreditation process, which ensures they have the necessary FCA permissions to introduce/advise on regulated products. They will be required to sign a broker agreement before submitting business to StreamBank.

Our fair value assessment took into consideration the risks associated, the cost of funds and the service offered with bridging finance.

Customers with characteristics of vulnerability

The Product is designed for the Regulated Bridging sector which is likely to include some customers with characteristics of vulnerability or who will experience vulnerability over time.

- Potential vulnerabilities across the product range (not exhaustive):
- Elderly applicants downsizing who may not understand the implications of the loan
- Poor credit profile and management of finances
- Applicants who are not benefitting from the loan and may not understand the implications of being a joint borrower or guarantor or third party security provider
- Applicants carrying out a self-build / home improvements who may not have experience of property development
- Understanding the need to stick to exit strategy / timescales for self-build / improvements
- Applicants who do not have English as their main language
- Applicants who are visually or hearing impaired
- Applicants who need funds quickly due to time pressure

We recognise our duties and obligations to support customers with characteristics of vulnerability, we have in place a vulnerability policy and framework to ensure that they receive positive outcomes and consistently fair treatment.

This includes:

- All bridging customers, guarantors and third-party security providers receiving independent legal advice before entering into the loan
- Ensuring staff have appropriate skills, experience and training to recognise and respond to vulnerable customers
- Suitable customer service provision and communications
- Continuous monitoring and assessment of whether we are meeting, supporting and responding to the needs of vulnerable customers

Intermediaries should continue to comply with your obligations to ensure that you treat customers in vulnerable circumstances fairly. This includes informing the Bank, where consent has been obtained, of any customer vulnerabilities identified during the sales process.