

Mortgage Application Customer Portal **Terms of Use**



PLEASE READ THESE TERMS OF USE CAREFULLY

These terms and conditions apply to the use of Mansfield Building Society's Mortgage Application Customer Portal. They should be read in conjunction with the General Mortgage Terms and Conditions which will apply to your mortgage account.

INTRODUCTION

- 1.1 These are the terms and conditions that apply to The Mansfield Building Society's Mortgage Application Customer Portal.
- 1.2 The portal can be used by existing customers progressing a product switch application or new customer(s) progressing a new mortgage application. The term 'application' refers to both new mortgage applications and product switch applications.
- 1.3 As a new customer or an existing customer, The Mansfield Building Society's Mortgage Application Customer Portal allows you to track your mortgage application(s), view and download documents. You will also be able to upload any documents which have been requested by the Mansfield Building Society to satisfy any Mortgage Offer conditions.
- 1.4 You can access The Mansfield Building Society's Mortgage Application Customer Portal for free if you have applied for a mortgage with us via a mortgage intermediary or directly (product switches only). The portal provides 'read only' functionality and you will not be able to make any amendments to your mortgage application(s). This is a web-based application that you will only be able to access via a web browser.
- 1.5 Please read these Terms carefully. You can access a copy of these Terms at any time in the 'Help' page under Frequently Asked Questions.

GENERAL

- 2.1 This agreement is between you (the customer) and us (The Mansfield Building Society). You cannot transfer your rights or responsibilities under it. We may transfer our rights and responsibilities at any time.

CUSTOMER PORTAL AVAILABILITY

- 3.1 We may make changes to our Customer Portal at anytime. We do not need to give you notice of this.
- 3.2 The customer portal is intended to be available 24 hours a day, 7 days a week. Mansfield Building Society will use its best endeavours to make the service available on a continuous basis. However, the Society cannot accept responsibility for any loss or inconvenience caused should the customer portal be unavailable, for instance for maintenance, updates or due to technical problems. Where possible we will provide you with notice of any planned period of unavailability.
- 3.3 Mansfield Building Society shall at all times own the copyright and any other rights to the material on this portal. You are not permitted to download, reproduce, store or transmit any information on this website other than for your own personal use without our permission.
- 3.4 Mansfield Building Society cannot guarantee that this site is free from technical defects or viruses and will not be responsible for any loss or inconvenience arising from such technical issues

CUSTOMER PORTAL

- 4.1 To be eligible to use this Portal, you must:
 - have received confirmation from The Mansfield Building Society that your Mortgage Offer (new application or product switch) has been issued and is available for you to download.
 - be over the age of 18
- 4.2 The Portal will display information in connection with any new mortgage or Product Transfer application(s) that may have been provided to us by your nominated mortgage intermediary. It is the responsibility of

the mortgage intermediary to ensure that such information is accurate and up to date. We are not responsible for ensuring that such information is accurate and/or up to date.

- 4.3 On completion of your mortgage application or if your application is cancelled, access to the portal will cease after 90 days.
- 4.4 Mansfield Building Society shall at all times own the copyright and any other rights to the material within this Portal. You are not permitted to download, reproduce, store or transmit any information on this Portal other than for your own personal use without our permission.
- 4.5 We may remove your access to the portal at any time if you do not comply with these Terms of Use, or any of the General Mortgage Terms and Conditions.
- 4.6 We are entitled to terminate or suspend our portal to you if we have reasonable grounds to believe that you have attempted to gain access to our programs, or to accounts of other customers, or have attempted to introduce viruses or other malicious programs into our services.

SECURITY

- 5.1 You must keep your personal log on details safe and secure at all times. You must not disclose your personal log on details to anyone (including any joint applicants).
- 5.2 You must take all reasonable care to ensure that no-one sees your log in details when you use them.
- 5.3 You should ensure that you have fully logged out of the Portal when you are not using it.
- 5.4 Every time you login you will receive a One Time Passcode (OTP) that will be provided by text message to your mobile phone. Login will not be possible without this.
- 5.5 Each mortgage applicant must register separately to access to the Portal.
- 5.6 You must notify us as soon as possible by calling us 01623 676340 or by emailing us at mortgages@mansfieldbs.co.uk. If you discover or suspect that someone that someone is trying to access the portal without your authority.
- 5.7 We cannot guarantee that information passing over the portal will remain confidential or will not be interfered with or disrupted and your use of the Mansfield mortgage application customer portal will indicate your acceptance of this.
- 5.8 The portal is intended for use in the UK only. We do not recommend and would actively discourage you from accessing your account from any public internet access point such as a library or other public Wi-Fi network

YOUR PERSONAL DATA

- 6.1 At Mansfield Building Society we take your privacy seriously. Personal information you provide to us and how we process this will depend on the products and services you apply for and (if your application is successful) obtain from us.
- 6.2 Full details of the types of personal information we collect from you, how we use, store and share this information, together with your individual rights, can be found in our [Privacy Notice](#).
- 6.3 Personal data given to us when applying for your mortgage will be used in line with the Mansfield Building Society's [Privacy Notice](#).
- 6.4 Where a mortgage application has been applied for in multiple names, you will be able to view personal data on any individuals named on the mortgage application.
- 6.5 By logging into the Portal, you confirm your jointly named mortgage applicant(s) are happy for you to view their personal information.

CHANGES TO THESE TERMS AND CONDITIONS

- 7.1 We can change this Agreement by notifying you personally via the portal, by email or by post not less than 30 days before the change comes into effect if this change is to your detriment. If you do not notify us that you object to a change before it comes into effect, you will be deemed to have accepted it. Other changes may be made without notice.

SEVERANCE

- 8.1 Each of the provisions of this Agreement is severable from the others and if at any time any one or more of such provisions becomes illegal, invalid or unenforceable, this will not impair or affect the legality, validity or enforceability of the remaining provisions.

LAW AND JURISDICTION

- 9.1 This Agreement and the relationship between you and us shall be governed and construed in accordance with the laws of England and Wales.