PHOENIX MONEY

Tariff of Charges

This document outlines the fees that may apply before your loan is drawn down and throughout the term of your loan. We are committed to being transparent about our fees, when they may be charged, and the reasons for them. All fees stated are accurate at the time of publication and may be amended from time to time in accordance with our terms and conditions. We will notify you of any material changes where required.

1. Before your loan completes

These are the fees that may apply during the setup and completion of your loan.

Fee	What it covers	Amount
Valuation Fee	We may use an Automated Valuation Model (AVM) or instruct a qualified surveyor to assess the value of your property. This helps us understand how much we may be able to lend. The valuation fee covers the cost of arranging and receiving this assessment.	Variable (charged at cost)
Title Insurance	In some cases where full title due diligence is limited, we will arrange title insurance to protect our security interest. This fee covers the cost of the insurance premium.	0.16% of loan amount subject to a minimum charge of £250

2. During your Loan Term

These fees may arise if you make a request or if we need to carry out additional work in connection with your loan or security property.

Fee	What it covers	Amount
Redemption Statement Fee	We provide your first redemption statement free of charge. This fee applies to the second and any subsequent requests for a settlement figure.	£30.00
Capital Repayment Fee	If you wish to make a lump sum payment during the term to reduce your outstanding balance, this fee covers the administration involved in processing and restructuring your account.	£250.00
Consent to Further Charge	If you wish to arrange additional borrowing secured against the same property with another lender, we will consider that request. This fee covers our review and the issuing of consent if approved. You must pay this fee regardless of the outcome.	£100.00
Consent to Lease / AST	If you wish to let your security property and it is not already on a buy-to-let basis, we will consider a consent-to-let agreement. This fee covers our review. Solicitor costs will also apply.	£100.00
Letter of non-crystallisation	Issued to confirm that a floating charge has not crystallised, typically required by another lender or solicitor.	£50.00
Letter of Priority	Issued to agree the order of priority of charges on a property in favour of another lender.	£100.00
Deed of Postponement / Priority	Where we agree to allow another lender's charge to rank ahead of or alongside ours, we will issue the relevant legal deed. This fee covers the administration and any associated correspondence.	£75.00
Mortgage Reference Fee	If another lender requests a reference from us regarding how you have managed your account, this fee covers the preparation and issue of that reference. We will only provide a reference with your permission.	£35.00

Data Protection / DSAR Fee	If you submit a Data Subject Access Request, this fee covers the administration involved in locating, compiling and providing the information we hold about you.	£50.00
HM Land Registry Search Fee	Charged when we carry out a Land Registry search in connection with a request to extend, amend or vary your mortgage.	£6.00
Facility Increase / Amendment Fee	If you request additional lending beyond your original facility, this fee covers our review and assessment of that request.	£350.00
Extension Review Fee	If you wish to extend your loan beyond the original agreed term, we will carry out a full review of your case. This fee covers that assessment.	£350.00
Retention Admin Fee	If your loan includes a retention (funds held back pending completion of works), this fee is charged each time a tranche of the retention is released.	£200.00
Monitoring Fee	Where your loan includes development or refurbishment works, we will periodically visit the security property to assess progress. This fee covers each inspection visit.	£350.00 per visit
Approval of Easement or Right of Way	If we are asked to consent to or review an easement or right of way affecting the security property, this fee covers that review. Additional deed-handling costs may apply.	£100.00
Unpaid Fee	Charged when a scheduled monthly payment is not received on time or is returned unpaid.	£25.00
Breach Management Fee	If you breach any term of your loan agreement, this fee covers the cost of corresponding with you or relevant third parties to manage and resolve the breach.	£150.00

3. Asset Management

These fees may be charged where we need to visit or actively manage the security property during the loan term.

Fee	What it covers	Amount
Asset Management Fee	Where we need to visit the security property to conduct an inspection or interview during the loan term, this fee is charged per visit.	£250.00

4. If you fall into Arrears

If you are unable to keep up with your loan payments, we will always aim to work with you. The following fees apply at different stages of the arrears process. If you are concerned about making a payment, please contact us as early as possible.

Fee	What it covers	Amount
Account Management Fee	Charged each month your account is one payment in arrears, and no payment arrangement is in place. This charge does not apply if the Monthly Arrears Management charge is being applied, or if the property is in possession or receivership.	£50.00 per month
Monthly Arrears Management Fee	Applied once your account has defaulted after two consecutive missed payments and charged each month your account remains at least two months in arrears. This charge replaces the Account Management Fee. It is not applied if you are maintaining a previously agreed payment arrangement.	£75.00 per month

Management of Administrators / Liquidators	If we are required to liaise with and manage appointed administrators or liquidators in connection with your account, this monthly fee covers that ongoing work.	£125.00 per month

5. Legal Action and Repossession

These fees apply if we are required to take formal legal action to recover arrears or to repossess the security property. We will always aim to resolve matters before reaching this stage. In addition to the fees below, we may appoint external solicitors or agents, whose costs will also be added to your account.

Fee	What it covers	Amount
Instruction of Collection Agents / Receivers / Administrators	Where formal recovery action is required, we will instruct specialist agents to manage the process on our behalf. This fee covers our initial instruction and ongoing correspondence.	£500.00 plus agent fees
Issue of Possession Proceedings	Covers the preparation and issuing of legal documents to commence possession proceedings.	£75.00
Application to Suspend Legal Action	Where you apply to suspend legal proceedings, this fee covers our consideration of and response to that application.	£25.00
Possession Asset Management	Where we have taken possession of the security property, this monthly fee covers the management of that property including liaison with managing agents. The Monthly Arrears Management Fee ceases to apply.	£125.00 per month
Issuing Demand for Appointment of Receiver	Covers preparation and issue of the formal demand required prior to appointing a receiver.	£50.00
Appointing a Receiver	Covers the consideration, instruction and enforcement of a receiver appointment including obtaining appropriate advice and liaising with third parties.	Variable
Receiver Asset Management	Monthly fee for liaising with an appointed receiver, managing the property and where applicable collecting rental income. Additional receiver charges may apply. The Monthly Arrears Management Fee ceases to apply.	£150.00 per month

Important Notes

Interest on unpaid fees

Interest is charged on any fees and charges added to your account at the interest rate applicable to your loan.

Third-party costs

Where we instruct third parties such as solicitors, surveyors, managing agents or receivers, their costs are separate from those listed in this tariff and will be added to your account. The amount will vary depending on the nature and complexity of the work involved.

Changes to this tariff

Fees are correct at the time of publication. We may update this tariff to reflect changes in the nature or cost of carrying out the relevant work. We will give you reasonable notice of any changes.

Fees charged regardless of outcome

Unless otherwise stated, fees for reviewing requests (such as consent to further charge, consent to lease or extension review) are charged for considering the request. You must pay this fee regardless of whether the request is approved.

Phoenix Money reserves the right to update, amend, or modify this document at any time.

Last Updated 7th September 2026