

The logo for Virgin Money, featuring the word "MONEY" in a bold, red, sans-serif font. The letter "O" is replaced by a red circle containing the word "Virgin" in its signature script font.

HELPING YOU HELP YOUR VULNERABLE CUSTOMERS



We know you care about getting great outcomes for your customers, and we do too – especially those who need extra support.

That's why we've just launched a new service, exclusively for our brokers, which is designed to help your customers. If you feel a customer needs extra support once their mortgage has completed, you can pass their details to us, with just a few clicks.

How we can help

Once you've completed our simple online form, one of our customer care specialists will contact the customer to chat through their circumstances. This is to get a better understanding of how we can help them manage their mortgage. There's a range of support options available, tailored to their needs, that may be able to help.

This should give your customers some peace of mind, and you too, knowing they're in good hands.

How to refer

To use this service, you'll need your customer's consent first.

Once they've agreed, [use this form](#) to give us their details, and we'll take it from there.

If they would prefer not to receive help this way, you can always point them towards [our support hub](#).

We believe banking and financial services are for everyone, and that our new service will help us work together to deliver better outcomes for more of your vulnerable customers.

The team at Clydesdale Bank

Please refer to our website for full details. Details correct at time of distribution.

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