

Important stuff just for mortgage brokers



Product transfers to Nationwide

We're making some exciting changes for Virgin Money residential customers. From 1 October 2026, eligible customers with products maturing from 1 February 2027 onwards will be able to complete their product transfer with Nationwide.

The current Virgin Money product transfer journey will still apply to clients with residential products maturing on 1 November 2026, 1 December 2026, 1 January 2027 or for those who are already on their reversionary rate.

Switching to Nationwide

A product transfer with Nationwide will be available for straightforward cases, such as a straight balance swap.

There will be no credit checks or valuations for customers switching to Nationwide. Plus, all existing customer information will be pre-populated in Nationwide's secure online service, making switching quick and easy.

If your client's case is more complex, for example they need additional borrowing or a contract variation, they should continue to use the usual Virgin Money product transfer journey.

How will my client be informed?

Your client will receive a letter around 120 days before their maturity date. This will confirm whether they can complete their product transfer with Nationwide or whether they should remain with Virgin Money for their product transfer.

Intermediaries can also use our [Product Transfer Checker](#) to check on behalf of your client.

[Product Transfer Checker](#)

Fair outcomes

Nationwide and Virgin Money offer the same product transfer deals, with the same rates and fees. There are small differences in product features, for example payment holidays aren't available with Nationwide mortgages. So it's important your client reads and understands the Mortgage Offer for their product transfer.

The standard Virgin Money procurement fee will be paid to intermediaries whether your client moves to Nationwide or stays with Virgin Money.

What to do next

Visit our [Product Switching Page](#) for more information, and to use our handy [Product Transfer Checker](#) tool. From there, you can link straight to either the Virgin Money or Nationwide online switching services, depending on which is applicable for your client.

For any questions about product transfers, you can also speak to your Virgin Money [Business Development Manager](#), who will be happy to help.

The team at Virgin Money