Consumer Duty Information Sheet

Regulated Bridging product

April 2026

Our approach to meeting the Products & Services Outcome and Price & Value Outcome – Information for distributors of the Product

This summary document is being provided to you to fulfil our responsibilities under PRIN 2A.4.15R and PRIN 2A.3.12 R (2).

It is designed to support you to comply with your responsibilities under PRIN 2A.3.16 R and PRIN 2A.4.16 R. Please note that you are ultimately responsible for meeting your obligations under 'The Consumer Duty'.

This information is intended, for intermediary use only and should not be provided to customers.

1. Summary of our assessment

We have assessed that:

- Our Regulated bridging product range will meet the needs, characteristics, and objectives of customers in the identified target market;
- The intended distribution strategy is appropriate for the target market; and
- The product provides fair value to customers in the target market (i.e. the total benefits are proportionate to total costs).

2. Product characteristics & benefits

The product is designed to meet the needs of the target group who have a need to secure finance against an asset that is used, or will be used as the primary residence of the borrower, in order to facilitate a purchase or undertake home improvements.

The product features and criteria are designed to support these needs.

Key product characteristics

- Interest roll up facility
- Fixed rate
- Mortgage term of 12 months (can be redeemed at any point without penalty)
- Minimum loan size £20k
- Non-standard properties accepted
- No exit fees
- AVM valuation (Subject to eligibility)

Full eligibility criteria can be requested from your Business Development Manager or accessed via our intermediary portal at https://www.centraltrust.co.uk/intermediary/

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3. **Target market assessment and distribution strategy**

This target market assessment matrix, segments the target customers for the product, recognising their different needs to enable you to tailor the services you provide when you distribute the product.

<table>
<tr><th>Customer Circumstances</th><th>Distribution Strategy</th><th>Customer Needs & Objectives</th></tr>
<tr><td>Applicants seeking access to funding to undertake (non-structural) home improvements</td><td rowspan="3">Available through Direct and Intermediary* channels.

*Intermediary distribution via:

▪ Directly Authorised Brokers/Intermediaries
▪ Networks
▪ Mortgage Clubs

All Intermediaries must be accredited with Central Trust Limited

All applications on a fully advised basis only.</td><td>To support customers looking to fix costs for a defined period of no more than 12 months.

To support customers looking to complete quickly.

To raise funds for home improvements with the intention to sell the property once the works are complete.</td></tr>
<tr><td>Applicants looking to purchase a property they wish to live in.</td><td>To support customers looking to move quickly

To purchase a property at Auction with the intention to live there

To support customers not wishing to commit to additional monthly payments before exiting the bridge.</td></tr>
<tr><td>Applicants looking to cross charge against multiple securities</td><td>To support customers looking to raise funds on their existing security and new purchase.

To support customers seeking to complete quickly

To support customers not wishing to commit to additional monthly payments before exiting the bridge.</td></tr>
</table>

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Applicants looking to raise funds by the way of a bridge on a property they intend to sell to help fund a new purchase		To support customers looking to chain break To raise funds on an existing property that is already on the market. The exit would be sale of the security. To raise funds on a property that is of non-standard construction To support customers not wishing to commit to additional monthly payments before exiting the bridge.

The product is not designed for customers who:

- Are non UK resident
- Require debt consolidation
- Are seeking longer term finance
- Are undertaking structural alternations of their existing or new home
- Do not have a clear exit strategy for repaying the loan in full on or before the end of the term.

4. **Customers with characteristics of vulnerability**

The product is designed for customers who have a need for finance which will be secured on their home, this may include customers with characteristics of vulnerability or those who may experience vulnerability at some point during the lifetime of their mortgage.

CTL is mindful of the FCA's four key drivers of vulnerability, being Health, Life Events, Resilience and Capability and CTL uses these to help identify customers who may show one or more of these characteristics. In particular, some customers may have credit issues, low financial resilience or lower capability, therefore support will be tailored to those needs.

Customer vulnerability can be permanent or temporary and cover a wide range of challenging personal circumstances. These customers are especially susceptible to harm, and may require additional help and support in managing their mortgage.

Customers may not have a comprehensive knowledge of what a bridging loan is and therefore may require additional support to understand the product features and risks. Through the advised sale, information will be provided to the customer to enable them to understand any implications to avoid the risk of harm.

We are continually developing our framework to achieve good outcomes for vulnerable customers, which includes:

- Education and training for our staff to ensure they have the appropriate skills and knowledge to recognise and respond to the needs of vulnerable customers.
- Tailoring information to the needs of customers.
- Dedicated collections specialists that work collaboratively with vulnerable customers.
- Suitable customer service provision and communications.
- Credit risk policies designed to assess existing financial circumstances at the point of application and ensure that lending is affordable for the applicant.
- Monitoring to ensure we continue to meet and respond to the needs of customers with characteristics of vulnerability.

Intermediaries should continue to comply with their obligations to ensure that they treat customers in vulnerable circumstances fairly.

Please contact us if you need any further information about how we support the needs of all our customers in relation to the product.

5. **Our assessment of value**

We have developed a comprehensive and robust assessment process, which evaluates several aspects of our business to determine the value of our mortgage product. This analysis is used to ascertain whether the product delivers fair value for customers.

The outcomes of the assessment process are presented to the Board, allowing for challenge and further investigation before we sign-off the outcomes and share the summary of our assessment with you.

Our fair value assessment has considered the following:

Benefits	**Price**	**Costs**	**Limitations**
The range of features that the mortgage product provides, the quality of the mortgage product, the level of customer service that is provided and any other features that the product may offer.	The interest rates, fees and charges customers pay for the product, comparable market rates, intermediary and non-financial costs associated with operating the product.	The cost of funding the product and any other reductions in costs to the customer made possible by economies of scale.	Any limitations on the scope and service we provide or the features of the product.

Results of our assessment

Our assessment concluded that the product delivers fair value for customers in the target market for the product.

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