Questions to Ask Your Mortgage Lender Before Overpaying

Take this list into a secure message, branch appointment or phone call. Record the answer and the evidence source so you can act on your actual mortgage terms.

Question	Lender answer	Evidence / reference
What is my penalty-free overpayment allowance for the current allowance year?		
What balance is the allowance based on: original balance, current balance or balance at a set date?		
When does the allowance year reset?		
How much of my allowance have I already used?		
Will a payment reduce the term, reduce future monthly payments, or be held as credit?		
Do I need to request a term reduction after making the payment?		
Is there a minimum or maximum amount for online or telephone overpayments?		
Will interest be recalculated immediately after the payment is received?		
Does an ERC apply to any part of my planned payment?		
What payment reference and bank details should I use?		
How will I receive confirmation that the principal balance has reduced?		

Question	Lender answer	Evidence / reference
Would changing my regular payment affect any direct debit or product condition?		