

# Mortgages and Home Finance: Conduct of Business Sourcebook

## Schedule 1 Record keeping requirements

### Sch 1.1 G

The aim of the guidance in the following table is to give the reader a quick overall view of the relevant record keeping requirements.

### Sch 1.2 G

It is not a complete statement of those requirements and should not be relied on as if it were.

### Sch 1.3 G

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 1.2.9CR (1)	<i>A high net worth mortgage customer</i>	Evidence of satisfaction of definition of <i>high net worth mortgage customer</i>	When it is used or obtained	Three years from when obtained or, if later, used
MCOB 1.2.9CR (2)	<i>A high net worth mortgage customer</i>	Written statement confirming the <i>customer is a high net worth mortgage customer</i>	When it is used or obtained	Three years from when obtained or, if later, used
MCOB 1.2.9DR	A loan solely for a business purpose	Business plan	When it is used or obtained	Three years from when obtained or, if later, used

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 1.2.9E R	<i>A professional customer</i>	Evidence of satisfaction of definition of <i>professional customer</i>	When it is used or obtained	Three years from when obtained or, if later, used
MCOB 4.4A.23 G	Disclosures	Appropriate records of disclosures required by section MCOB 4.4A	When disclosure made	As required by SYSC 9
MCOB 4.6.11 R	Notice of cancellation	A record of the fact that notice has been given (including the original notice instructions and a copy of any receipt of notice issued)	When the <i>firm</i> first becomes aware that notice has been served	Three years

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 4.7A.25R (1)(a)	Suitability of <i>regulated mortgage contracts</i>	<i>Customer</i> information obtained for the purposes of assessing suitability of a <i>regulated mortgage contract</i>	When advice given	Three years
MCOB 4.7A.25R (1)(b)	Suitability of <i>regulated mortgage contracts</i>	An explanation of why the <i>firm</i> has concluded its advice is suitable	When advice given	Three years
MCOB 4.7A.25R (1)(c)	Rolling-up of fees or charges into loan	The <i>customer's</i> positive choice to add fees or charges to the sum advanced	When choice made	Three years
MCOB 4.7A.25R(1)(d)	Suitability of <i>regulated mortgage contracts</i>	An explanation of why the <i>firm</i> has not recommended a cheaper <i>regulated mortgage contract</i>	When explanation given	Three years
MCOB 4.8A.18R (1)(a)	<i>Execution-only sales of regulated mortgage contracts</i>	Information provided by the <i>customer</i> about the <i>regulated mortgage contract</i> he wishes to purchase.	The date a <i>regulated mortgage contract</i> was entered into or <i>arranged</i>	Three years
MCOB 4.8A.18R (1)(b)	<i>Execution-only sales of regulated mortgage contracts</i>	The warning to the <i>customer</i> regarding their lack of protection of the rules on assessing suitability	The date a <i>regulated mortgage contract</i> was entered into or <i>arranged</i>	Three years
MCOB 4.8A.18R (1)(c)	<i>Execution-only sales of regulated mortgage contracts</i>	The <i>customer's</i> confirmation of his positive election to proceed with an <i>execution-only sale</i>	The date a <i>regulated mortgage contract</i> was entered into or <i>arranged</i>	Three years

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 4.8A.18R (1)(d)	<i>Execution-only sales of regulated mortgage contracts</i>	Details of advice rejected.	The date a <i>regulated mortgage contract</i> was entered into or <i>arranged</i>	Three years
MCOB 4.10.9B R	<i>Execution-only sales of home purchase plans</i>	Information provided by the <i>customer</i> about the <i>home purchase plan</i> he wishes to purchase; the warning to the <i>customer</i> in a <i>durable medium</i> regarding his lack of protection of the rules on assessing suitability; the <i>customer's</i> confirmation of his positive election to proceed with an <i>execution-only sale</i> .	The date a <i>home purchase plan</i> was entered into or <i>arranged</i>	Three years
		The <i>firm's</i> policy for managing <i>execution-only sales</i>	When the policy is made	One year from when the policy is changed
MCOB 4.10.13R (1)(a)	<i>Suitability of home purchase plans</i>	<i>Customer</i> information obtained for the purposes of assessing suitability of a <i>home purchase plan</i>	When advice given	Three years
MCOB 4.10.13R (1)(b)	<i>Suitability of home purchase plans</i>	An explanation of why the <i>firm</i> has concluded its advice is suitable	When advice given	Three years
MCOB 4.10.13R (1)(c)	<i>Advice on home purchase plans</i>	Any advice rejected, including the reasons rejected and details of any <i>home purchase plan</i> the <i>customer</i> has proceeded with as an <i>execution-only sale</i>	When advice given	Three years

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 4.11.8 R	Customer information on which an assessment of the affordability and appropriateness for a <i>regulated sale and rent back agreement</i> was based	Customer information on his income, expenditure, resources, needs, objectives and individual circumstances	The date on which the <i>firm</i> assessed suitability	Five years, or one year after the end of the fixed term of the tenancy agreement, if later
MCOB 5.4.19R	Each <i>illustration</i> a <i>firm</i> issues to a <i>customer</i> where the <i>customer</i> applies for that particular <i>regulated mortgage contract</i>	The Key facts illustrations (KFI) issued	The date the <i>customer</i> applies for the particular <i>regulated mortgage contract</i>	One year
MCOB 5.4.21R	Each KFI retained	Detail of: the date the KFI was issued; the date on which the <i>customer</i> applied for the <i>regulated mortgage contract</i> ; and the medium through which the KFI was issued	The date the <i>customer</i> applies for the particular <i>regulated mortgage contract</i>	One year
MCOB 5.9.2R	Each pre-sale disclosure	A record of the main terms of the <i>regulated sale and rent back agreement</i>	The date on which the disclosure is made	The longer of a period of one year from the end of the fixed term of the tenancy or five years from the date of the disclosure

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
<i>MCOB 5.9.8R</i>	Provider information	A record of the contact details of the provider, making it clear whether it is a <i>SRB agreement provider</i> or an <i>unauthorised SRB agreement provider</i>	The date on which the <i>regulated sale and rent back mediation activity</i> is carried on	The longer of one year, or one year from the end of the fixed term of the tenancy under the <i>regulated sale and rent back agreement</i>
<i>MCOB 6.4.3R(1)</i>	Offer document	Each <i>offer document</i> issued to the <i>customer</i>	The date on which the <i>firm</i> issues the <i>offer document</i> to the <i>customer</i>	One year
<i>MCOB 6.4.3R(2)</i>	Tariff of charges	A copy of the tariff of charges issued with, or as part of the <i>offer document</i>	The date on which the <i>firm</i> issues the tariff of charges to the <i>customer</i>	One year
<i>MCOB 6.4.3R(3)</i>	Supplemental information relating to <i>mortgage credit cards</i>	Information explaining that rights associated with a traditional credit card do not apply,	The date on which the <i>firm</i> issues the information to the <i>customer</i>	One year

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 6.9.11R	Each written pre-offer document (Stage One) required under MCOB 6.9.3R	A record of the main terms of the proposed <i>regulated sale and rent back agreement</i>	The date on which the document is produced	The longer of a period of one year from the end of the fixed term of the tenancy under the <i>regulated sale and rent back agreement</i> or five years from the date of the written pre-offer document
MCOB 6.9.11R	Each written offer document for signing (Stage Two) required under MCOB 6.9.10R (1)	A record of the contents of the documents and the cooling-off period	The date on which the document is produced	The longer of a period of one year from the end of the fixed term of the tenancy under the <i>regulated sale and rent back agreement</i> or five years from the date of the written offer document
MCOB 7.4.2R	Start of contract disclosure	The amount of the first and subsequent payments; the date	The date on which	One year

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
		and method of collection of the first and subsequent payments; details of insurance products and any repayment vehicle purchased through the <i>firm</i> , of the first premium payable and whether this is to be collected with the mortgage payment; detail of the repayment method, and if interest only a reminder to the <i>customer</i> to maintain a suitable repayment vehicle; what to do if the account falls into <i>arrears</i> ; information about linked borrowing or savings available and whether or not overpayments or underpayments are permitted.	the <i>firm</i> issues the information to the <i>customer</i>	
MCOB 8.3.1R(1)	Notice of cancellation	A record of the fact that notice has been given (including the original notice instructions and a copy of any receipt of notice issued)	When the <i>firm</i> first becomes aware that notice has been served	Three years
MCOB 8.5A.19R (1)(a)	Suitability of <i>equity release transactions</i>	<i>Customer</i> information obtained for the purposes of assessing suitability of an <i>equity release transaction</i>	When advice given	Three years
MCOB 8.5A.19R (1)(b)	Suitability of <i>equity release transactions</i>	An explanation of why the <i>firm</i> has concluded its advice is suitable	When advice given	Three years
MCOB 8.5A.19R (1)(c)	Advice on <i>equity release transactions</i>	Any advice rejected, including the reasons rejected and details of any <i>regulated mortgage contract</i> the <i>customer</i> has proceeded with	When advice given	Three years



Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
		as an <i>execution-only sale</i>		
MCOB 8.5A.19R (1)(d)	Rolling-up of fees or charges into loan	The <i>customer's</i> positive choice to add fees or charges to the sum advanced	When choice made	Three years
MCOB 8.6A.9 R	<i>Execution-only sales of equity release transactions</i>	Information provided by the <i>customer</i> about the <i>equity release transaction</i> he wishes to purchase; the warning to the <i>customer</i> in a <i>durable medium</i> regarding his lack of protection of the rules on assessing suitability; the <i>customer's</i> confirmation of his positive election to proceed with an <i>execution-only sale</i> ; any advice from the <i>firm</i> which the <i>customer</i> rejected, including the reasons why it was rejected.	The date a <i>home purchase plan</i> was entered into or <i>arranged</i>	Three years
MCOB 9.3.1R	Each <i>illustration</i> a <i>firm</i> issues to a <i>customer</i> where the <i>customer</i> applies for that particular <i>equity release transaction</i>	The keyfacts illustrations (KFI) issued	The date the <i>customer</i> applies for the particular <i>equity release transaction</i>	One year
MCOB 9.3.1R	Each KFI retained	Detail of: the date the KFI was issued; the date on which the <i>customer</i> applied for the <i>equity release transaction</i> ; and the medium through which the KFI was issued	The date the <i>customer</i> applies for the particular <i>equity release transaction</i>	One year
MCOB 9.5.2R	<i>Offer document</i>	Each <i>offer document</i> issued to the <i>customer</i>	The date on which the <i>firm</i> issues the <i>of-</i>	One year

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
			<i>fer document to the customer</i>	
MCOB 9.5.2R	Tariff of charges	A copy of the tariff of charges issued with, or as part of the offer document	The date on which the <i>firm</i> issues the tariff of charges to the <i>customer</i>	One year
MCOB 9.5.2R	Supplemental information relating to <i>mortgage credit card</i>	Information explaining that rights associated with a traditional credit card do not apply	The date on which the <i>firm</i> issues the information to the <i>customer</i>	One year
MCOB 9.7.10R	Start of contract disclosure where interest payments are required	The amount of the first and subsequent payments; the date, frequency and method of collection of the first and subsequent payments; the net amount the <i>customer</i> will receive where interest is deducted from income and the method by which this will be paid; details of insurance products purchased through the <i>firm</i> , of the first premium payable and whether this is to be collected with the mortgage payment; confirmation that the <i>lifetime mortgage</i> is on an interest-only basis and details of how the <i>firm</i> expects the capital to be repaid; what to do if the account falls into <i>arrears</i> ; information	The date on which the <i>firm</i> issues the information to the <i>customer</i>	One year

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
		about linked borrowing or savings available and whether or not overpayments or underpayments are permitted.		
MCOB 9.6.1R	<i>Illustrations</i> required on event-driven changes to the contract	A copy of the illustrations issued for further advances requiring authorisation; rate switches and the removal or addition of a party to the contract	When the illustrations is issued	One year
MCOB 9.7.10R	Start of contract disclosure for a draw-down mortgage with fixed payments to the <i>customer</i>	The amount of the first and subsequent payments; the date of issue and method of the payment of the first and subsequent payments; details of insurance products purchased through the <i>firm</i> , and of the first and subsequent premiums and the method and date of collection; details of how the firm expects the capital and interest to be paid; information about linked borrowing or savings available and whether or not repayments are permitted	The date on which the firm issues the information to the customer	One year
MCOB 9.7.10R	Start of contract disclosure for a draw-down mortgage without fixed payments to the <i>customer</i>	Where the <i>customer</i> can choose the frequency of the payment, details of the limitations on frequency and amount of payments; where payments can vary for any other reasons, details of the amount of the first payment and how subsequent payments can vary; the method by which payments will be made; details of	The date on which the <i>firm</i> issues the information to the <i>customer</i>	One year

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
		insurance products purchased through the <i>firm</i> , and of the first and subsequent premiums and the method and date of collection; details of how the firm expects the capital and interest to be paid; information about linked borrowing or savings available and whether or not repayments are permitted		
MCOB 9.7.10R	Start of contract disclosure where a lump sum payment to the <i>customer</i> is made and interest is rolled up	Confirmation if appropriate that no payments are required and details of how the <i>firm</i> expect capital and interest to be paid; if payments are to be made, the amount, frequency and method of collection of the first and subsequent payments; what to do in the case of <i>ar-rears</i> ; details of insurance products purchased through the <i>firm</i> , and of the first and subsequent premiums and the method and date of collection; details of how the firm expects the capital and interest to be paid; information about linked borrowing or savings available and whether or not repayments are permitted	The date on which the firm issues the information to the customer	One year
MCOB 11.6.60R (1) to MCOB 11.6.60R (4)	Responsible lending and financing	Steps taken to comply with rules including: information taken into account in each affordability assessment; in relation to <i>interest-only mortgages</i> , the	When <i>regulated mortgage contract</i> or <i>home pur-</i>	The term of the contract or plan

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
		reasons for the offer decision, evidence relating to the <i>customer's</i> repayment strategy, details of the <i>firm's</i> attempts to contact the <i>customer</i> and the outcome of each mid-term review; information relating to the extension of the term of <i>bridging loans</i> which are neither with a <i>high net worth mortgage customer</i> nor or a secured overdraft solely for a business purpose	<i>chase plan</i> (or variation) is entered into, or the mid-term review takes place	
MCOB 11.6.60R (6)(a)	Transitional arrangements	The outstanding balance on the existing contract	When new contract or variation is entered into	For the term of the <i>regulated mortgage contract</i> or <i>home purchase plan</i>
MCOB 11.6.60R (6)(b)	Transitional arrangements	The cost of repairs or maintenance work to the property	When new contract or variation is entered into	For the term of the <i>regulated mortgage contract</i> or <i>home purchase plan</i>
MCOB 11.6.60R (6)(c)	Transitional arrangements	Any product fee or arrangement fee financed by any additional borrowing or increase in finance	When new contract or variation is entered into	For the term of the <i>regulated mortgage contract</i> or <i>home purchase plan</i>

Handbook reference	Subject of record	Contents of record	When record must be made	Retention period
MCOB 11.6.60R (6)(d)	Transitional arrangements	The rationale for each decision to enter into or vary a contract under MCOB 11.7	When new contract or variation is entered into	For the term of the <i>regulated mortgage contract</i> or <i>home purchase plan</i>
MCOB 11.6.60R (7)	Responsible lending and financing policy	The <i>firm's</i> policy, setting out the factors it will take into account in assessing a <i>customer's</i> ability to pay the sums due	When the policy is made	For so long as any <i>regulated mortgage contract</i> or <i>home purchase plan</i> to which it was applicable remains outstanding
MCOB 13.3.9 R	Dealings with <i>customers</i> with a <i>payment shortfall</i> , or with a <i>sale shortfall</i>	Details of all dealings with the <i>customer</i> (including a recording of all telephone conversations which discuss any <i>arrears</i> or any amount subject to <i>payment shortfall</i> charges); information relating to any repayment plan; date of issue of any legal proceedings; arrangements made for sale of a <i>repossessed</i> property; and the basis of any tailored information where the loan is for a business purpose.	The date of the dealing	Three years from the date on which the record is made