

# About Kensington

Kensington is a mortgage lender for customers who are overlooked by the high street. We understand that everyone is different and some people may not fit the mould when it comes to standard mortgage applications, so we offer products to meet a range of different circumstances.

We recognise that buying a home or remortgaging can be challenging at the best of times and even more so in the post credit crunch environment, so we only deal with regulated mortgage advisers who are able to guide customers through the mortgage maze to find the most suitable product for them.

This means that you cannot access Kensington products directly, but you can do so through a mortgage adviser. We are unable to recommend an adviser, but if you need help in finding one in your area you could consider using [www.unbiased.co.uk](http://www.unbiased.co.uk),\* which offers free and confidential search services to find a local independent financial adviser (IFA) or mortgage adviser.

If you are an existing customer of Kensington and have any questions about your mortgage with us, you can call us on our general enquiries line on 0845 199 2222 Monday to Friday from 9am to 5pm.

If you would like to contact our Credit Management Team you can call us on 0845 199 2222 Monday to Thursday, 8.30am to 8.30pm and on Fridays from 8.30am to 5.30pm.

Additionally, to contact our Special Servicing Team please call 0800 130 0989, our lines are open from Monday to Thursday, 9am to 5.30pm and on Fridays from 9am to 5pm.

\* Kensington is not responsible for the content of external websites.



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YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE