



# Floor rates **FAQs**

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# Floor rate FAQs

## What do the changes to the base rate floor mean?

- For some customers, their monthly payment is linked to the Bank of England Base Rate (BBR). This is typically calculated as BBR plus a product margin.
- Introducing a 0% base rate floor means the base rate element of the calculation will never fall below 0%.
- If BBR were to fall below 0%, the customer's rate would still be calculated as 0% plus the applicable margin.
- This change applies to new customers.

## I have an application that is currently pre offer, can I switch to one of the new products?

- Yes, you can switch to one of the new products.
- No additional fees will be payable.

## What else is changing?

- **For new customers:**  
Going forward, reversion rates will move directly in line with BBR, regardless of the customer's start rate, subject to the new 0% base rate floor.

## I have an active offered application — can I switch to one of the new products?

- To do this, the existing application will need to be cancelled and resubmitted on the new product.
- The applicable fees will be payable.

## I'm currently in a fixed-rate period and want to switch to one of the new products

- Not at this time, however you'll still be able to follow the current process for product transfers. See our **product transfer guide** for more information.

## I'm coming to the end of my fixed-term — can I transfer to one of these new products?

- Not at this time, however you'll still be able to follow the current process for product transfers. See our **product transfer guide** for more information.

## I want to take a further advance, can I do this on one of the new products?

- Not at this time, however you'll still be able to follow the current process for product transfers. See our **product transfer guide** for more information.

# Contact us

At **InterBay**, we pride ourselves on offering a personal service to all our intermediaries. If you'd like more information about our products and services, or to discuss a complex case you're working on, please speak to your **specialist finance account manager** - their expertise in our broader criteria could help you find the best way to handle complex cases.

Alternatively, call us on **0345 878 7000** to speak to our team of experts.

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