

At Chorley Building Society, we are committed to treating our members fairly and making our policies clear and easy to understand.

Mortgage application fees paid online via Worldpay are generally non-refundable once your application has been submitted and we have started processing it, unless our your mortgage illustration states otherwise or a refund is required by law.

Mortgage payments made via Worldpay will be credited to your mortgage account. If you believe you have made a payment in error or have overpaid your mortgage, please contact us as soon as possible. We will review your request promptly and, where a refund is appropriate, it will normally be returned to the original payment card used.

If you have any questions about a payment or believe something is incorrect, please get in touch with us. We will investigate your query fairly and keep you informed throughout the process.

This policy does not affect your statutory rights.