

Facilitating a comfortable separation



The Story

Mrs Hitchings* requires a loan of £30,000 as part of a divorce settlement. She plans to use her savings to cover the settlement and then use equity release to replenish these funds.

Upon receiving the valuation report from our surveyors, the property came in lower than expected, meaning the requested funds were less than what Mrs Hitchings asked for.

Pure Retirement needed confirmation that the client was happy that this sum of money could still meet her needs and Mrs Hitchings confirmed that she could save the funds to manage the shortfall in the equity release and her previous savings balance. A further problem arose as Mrs Hitchings didn't have a photo ID. This meant that extra ID was required in the form of a marriage certificate and birth certificate to verify the completion and enable our team to make an offer.

What We Did

By utilising options on hand, like sending a courier to pick up the missing documents, Pure Retirement was able to resolve the issue in a timely manner and send an offer in less than two weeks' time.

The Result

As we managed to resolve this issue quickly and efficiently, the customer is now happy that she has peace of mind that the divorce settlement can be finalised.

*Client names have been changed to provide anonymity
We cannot give any assurances that applications outside our lending criteria will be approved.