

# Case Study: Simplifying the process of re-opening cases

## Taking away the stress of the process



### The Story

Mrs Turner\* requires an urgent loan of £216,000. Mrs Turner's case was originally withdrawn due to a potential change in circumstances. A few months later, however, she wished to reopen the case as her home was in danger of repossession. Mrs Turner did not get an offer on her property, which was the original reason for stopping the loan.

### What We Did

The previous documents were now out of date and required up-to-date signatures on the application and customer ID. At Pure Retirement, we worked quickly to move this along, confirming with the surveyor that the 6-month-old valuation was still valid.

### The Result

Thanks to the commitment of our staff the completion took place just 4 working days later. Our underwriting team and our case handler kept Mrs Turner well informed about the progress of the situation, and she was able to keep her home.

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