

Tailored Resources to Support You and Your Customers



Retro Games Campaign in Focus

Over the year, we've been using retro games to highlight some of the ways our products cater to a variety of customer needs, including:

- ✓ Flat roofs
- ✓ Optional repayments
- ✓ Paying off an interest-only mortgage
- ✓ Recent bankruptcy



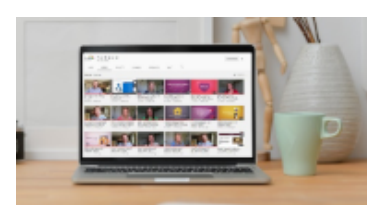
We used old favourites to demonstrate how we can help your clients, as well as communicate that securing the financial future isn't a game.

To find out more about how our products can support your clients, click the button below, or you can use our [new criteria search tool](#) to find the right product for a specific need.

[Click here to learn about matching the right product to your client](#)

Video Focus

Our YouTube channel is one of the many resources we use to equip you with the knowledge and expertise to ease your adviser journey. With new videos landing fortnightly, giving you access to case studies, product insight and more. Earlier this year, we launched our FAQ series, hosted by our BDMs, who talk through common equity release questions. If it sounds like something you could benefit from, don't forget to subscribe so that you don't miss our next upload.



[Click here to subscribe to our YouTube channel](#)

Business Update

Get Involved with the #PureGiving Initiative

Earlier this year, we selected 14 causes that mean the most to us so that over the next 14 months we can continue our #PureGiving initiative and support a different charity each month, be that by donating on their website, raising awareness on social media or getting involved with their initiatives. This month, we have chosen to support Leeds South and East Foodbank by encouraging our colleagues to donate what they can during a usually indulgent month.



You can get involved by making a financial donation to Leeds South and East Foodbank using the button below, or, contacting your local foodbank and arranging a food donation.

[Click here to donate to Leeds South and East Foodbank](#)

Read the Views of Our Senior Leadership Team

Our Senior Leadership Team have continued to offer their insight into their specialist areas of the industry, this time via 'Viewpoint' features on Money Age.



Our Head of Intermediary Sales, Chris Flowers, discussed how the market has supported its adviser network through a particularly challenging year, while our Head of Operations, Andrew Clare penned his thoughts on the adaptability of the industry.

Our Head of Mortgage Servicing, Suzanne Latimer, then offered expertise on supporting your clients throughout the challenges and consequent developments from the year. This follows on from our Chief Operating Officer, Simon Hayton's earlier feature, which addressed how technology has helped the sector "weather the pandemic".

[Click here to read all features](#)

We've Enhanced Our Product Documents

We've recently refreshed our product documents to better present our product information. From 'At a Glance' documents to 'Application Forms', everything you need can now be downloaded in one user-friendly place, including brand new customer-facing product guides for our Classic, Sovereign and Heritage ranges.



[Click here to access the documents via our dedicated product pages](#)

Christmas Opening Hours

[Click here to view our opening hours, and also those of associated third parties](#)

Finally, we would like to wish you all a very **Merry Christmas and a Happy New Year. We look forward to continuing our work with you in 2021.**

In the News

Deposit most popular reason for equity release gifting

Is my pension ruined if a retail empire crumbles?

More than a million older workers delay retirement due to pandemic

Latest Customer Feedback

"From start to finish [our] application went very smoothly. All our expectations were met to completion. All aspects were made and dealt with [which] made the whole process very easy."

Mr & Mrs Lee from Gosport

"The website was so helpful. Could not have been more easy and satisfying. All staff most friendly whilst professional. Thank you."

Mr & Mrs Middleton from Manchester



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