

Your February Update: New Resources, and Upcoming Events To Support You



Good morning,

Welcome to your monthly Pure update, a collection of business news and resources spanning the last month. As we continue to support you in helping your customers achieve the retirement they deserve with our lifetime mortgage solutions, we wanted to give you a chance to catch up on anything you may have missed.

Scroll down to catch up!

Hattie Fancourt
National Account Manager
[We're on LinkedIn - don't forget to follow us!](#)

Our New Quarterly Report

Our latest quarterly report is now live, bringing you the key headlines over Q4 in terms of customer demographics, consumer habits and market updates.

The latter half of the year contributed heavily to a record year for the sector, so why not have a look at some of the key factors that contributed to it, and what it could mean for the later life lending market in 2022.



[Click here to learn more](#)

Illuminating The Journey Into Later Life

As lifetime mortgage specialists, we're dedicated to ensuring that neither you, nor your clients, are left in the dark.

Click here to learn more about what we stand for and how we can support you - whether that's through innovative products, our resources to help you make the most of the market opportunities, or by supporting your customers throughout the mortgage term with our first-class follow-on care.



[Click here to learn more](#)

Business Update

Important Information About Our Phone Lines

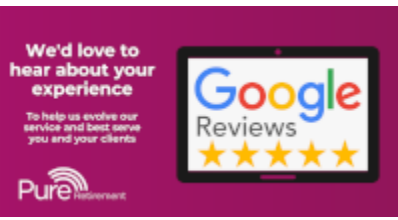
By now you've hopefully received an email regarding our phone line opening times today (Monday, February 28th), but if not please note that they will be closing at 4PM - we apologise for any inconvenience.



We'd Love Your Feedback

We're constantly seeking to evolve and develop our service to both you and your clients, and as part of that we'd love to hear about your experiences of working with us on your recent lifetime mortgage cases.

While our Intermediary Sales Team remain on hand for more in-depth queries and discussions, we're also keen to afford you the opportunity to help shape our future service, and as a result we'd love it if you took the time to leave us a Google review by [clicking here](#).



Meet Ashley Sampson

In case you missed it, we've added Ashley Sampson to our Intermediary Sales team as BDM for the South East.

Ashley has filmed a short video so that you can get to know him better, detailing the support he can offer, the areas he covers, and how his role fits into the wider team structure. [Click here](#) to learn more about him, and for further information on how to contact him.



Our Focus Groups

We really enjoyed speaking to some of you this month as part of our London focus group session. It's always fantastic to hear your views, helping to shape our service and support offering for you and your clients - we're hugely appreciative to everyone who took the time to offer their feedback, and we look forward to taking your views on board in our future plans.



Head to our [events page](#) for details of future opportunities to interact with our team.

In the News

78% of retirees have not sought advice on their retirement plans

House prices increased by 10.8% on an annual basis

Age Partnership reports an 18-month high in enquiry volumes

Latest Customer Feedback

"Very satisfied with Pure's service - helpful, professional, efficient"
Mr & Mrs McGarrity from Berwick

"I am absolutely impressed with your efficiency, clarity, and helpfulness - in fact everything. I would recommend you to anyone"
Mrs Joy, Caerphilly

Here to support you as always



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