

Your June Update



Good morning,

Welcome to our June update, a one-stop summary of some of our key business announcements and resources.

This month, we bring you news of additional ways to get in touch with our sales team for support, and information about events, resources, and market commentary to help ensure that you can make the most of the market and deliver best outcomes for your clients.

Jane Mullan, National Field Sales Manager

[We're on LinkedIn - don't forget to follow us!](#)

In Focus



Embracing Technology To Offer You Greater Support

We're pleased to be able to offer you live chat support via our website, as we seek to ensure that you have all the assistance you need to deliver best outcomes for your clients. Monitored Monday-Friday, 9AM-5PM, the live chat function sits alongside traditional email, telephone, and F2F sales support, and can be used to field basic and initial queries you might have about client eligibility and criteria.

[Use it via our website](#)



Our Service Commitment To You and Your Clients

We're committed to delivering exceptional service to you and your clients, illustrated through our key stats for May:

- ☒ 95.4% of applications processed within two hours
- ☒ 100% of applications processed on the day of receipt
- ☒ 100% of brokers' emails to underwriters actioned in four hours
- ☒ 100% of valuations assessed on day of receipt

[Learn about our service](#)

Business Update



Quarterly Report

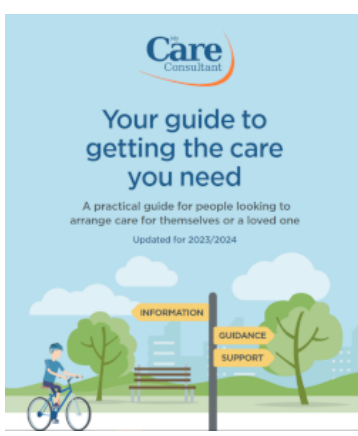
The latest edition of our Quarterly Report launched this month, examining the key headlines from the start of the year surrounding market movements, demographic shifts, and consumers' financial habits.

[Read it here](#)



Read Our Views On The Market

Several of our senior team have been offering their views on the market, with CEO Paul Carter [offering his thoughts for Iress](#), while Head of Distribution, Scott Burman, has been [reflecting on his first 100 days in the market for Financial Reporter](#), and contributing to a [sector focus for Mortgage Introducer](#).



Helping Educate Consumers About Their Care Options

We are proud to support My Care Consultant's consumer guide to "Getting the care you need," created to equip your clients with the information they need to start their own, or their family member's, care journey. Updated for 2023/24, the guide includes new information on the latest care reforms across the UK. [View the sample version](#), or alternatively buy it from [MCC's online store](#).

Events




Are You Ready For Consumer Duty?

Be sure to join our webinar session on July 12th, where you can have your questions answered by a range of industry experts, including senior members of the Equity Release Council. [Learn more and register here](#), and [submit any questions you want answering ahead of the event here](#).

Celebrating Effective Communication With Over-50s:

We're proud to have supported and sponsored the inaugural Silver Marketing Association Awards, designed to highlight those organisations that have shown a real commitment to effectively communicating with those in later life, and helping to drive great consumer outcomes. Our own research papers, centred on interacting with over-50s, [can be accessed via our portal](#).

In the News

-  [31% of savers don't know where to go for retirement advice](#)
-  [51% of people expect to drop out of work before state pension age](#)
-  [Majority of released funds being used for debt management](#)

Customer Feedback

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"I have found you extremely efficient and information easy to understand"

Mrs John, Pontyclun

”

"Excellent service all round. I find on all occasions all members of staff are extremely knowledgeable and helpful"

Mr Fairweather, Perth

Here to support you as always



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