

Your November Update



Good afternoon,

This month, we bring you details of our new customer portal, MyPure, plus new lending criteria resources. Finally, don't miss out on our Christmas giveaway, so scroll down to learn more!

Jane Mullan, National Field Sales Manager

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

In Focus



MyPure, Our New Customer Portal

In an equity release industry first, we've launched MyPure, an online lifetime mortgage account management platform for our customers.

Developed as part of our ongoing commitment to improving innovation, accessibility and service, the platform allows customers to access key plan features at the touch of a screen, including:

- Applying for a cash release
- Making one-off repayments
- Accessing annual statements
- Completing and submitting a COCO

[Click here to learn more](#)

Market Focus

New Lending Criteria Resources



We've added to our range of resources created to help you better serve your clients, including a new Property Conditions Guide relating to roof and wall construction, plus more general upkeep factors.

[Click here to visit the Adviser Toolkit](#)

Business Update



Get in the Festive Spirit with our Christmas prize draw!

With December almost upon us it's time to introduce you to our 12 Days of Christmas give away!

From Thursday 1st December, every adviser who completes a lifetime mortgage case and fills in our survey will be entered into a draw to win one of 12 £50 Amazon gift cards! There's one prize available each working day until Friday 16th December, so there's multiple chances to win!

[Click to access the survey](#)



New Resources from Brave Starts and Keylu

We're pleased to announce two new partnerships to help you provide a greater service to your clients, including new research from Brave Starts, a not-for-profit organisation which champions over-50s in the development of their careers.

We've also teamed up with Keylu, a digital storage space that ensures items are secure but accessible to those who need them, from wills and insurance documents to treasured photos.

[Find out more](#)



Read Our CEO's Views On The Market


Our CEO, Paul Carter, recently penned a column for Iress, sharing his thoughts on the current standing of the equity release market.

[Click here to read Paul's thoughts](#)

In the News

 [UK economy much more volatile after series of sharp shocks](#)

 [No, Britain's Economy Isn't On The Rocks](#)

 [UK to be second weakest performer of world's big economies next year - OECD](#)



Upcoming Events



Webinar

30/11/2022

Jane Finnerty, will discuss the SOLLA Later Life Lending Standard (LLAS) in the Why Bother with SOLLA webinar.
[Register on our Events page](#)

Customer Feedback



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

Mr Fairweather, Perth



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

Mrs John, Pontyclun



We are now rated "excellent" on Trustpilot!

[Here to support you as always](#)



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