

## October Update - Here to Support You, as Always



### Product Solutions in Focus

We've listened to your feedback and have been working hard to overhaul how we present key product information to you, as part of a comprehensive project aimed to help you find the best retirement solutions for your clients and to make life as straightforward as possible as the world becomes more digitally-focused.



We've made some important changes to our product website, including:

- ✓ Making our product information more accessible
- ✓ Ensuring all our product documents are quickly downloadable as PDFs
- ✓ Introducing a new lending criteria search with key search drop-down tool
- ✓ Creating new high-level client scenarios to help advisers find the right product for their client
- ✓ Unveiling new explainer videos highlighting key product USPs

[Click here to view now](#)

### Video Focus

We're proud to offer market-leading service levels to your customers, including post-completion and beyond. In this month's video our Head of Mortgage Servicing, Suzanne Latimer, talks through the culture that helps us to deliver first-class follow-on care, recent team growth, and how the pandemic has changed people's relationship with their lifetime mortgage.



Click the image to watch the video, and [click here](#) to see our full range of new Customer Account Servicing resources.

### Business Update

#### Learn More About Our Customer Account Servicing

We've recently launched new dedicated resources focused on the service we offer post-completion. Click through to our dedicated **adviser** and **customer** web pages for case studies, details of our new literature, and what providing great service means to our team.



#### Read The Views Of Our CEO

Our CEO, Paul Carter, penned a column for Mortgage Solutions detailing how he remains positive about the market's prospects despite the expectedly flat market figures that came out in Q2. [Read his full thoughts here.](#)



#### Learn More About Pure Servicing Solutions Funder Partnerships

We're pleased to offer our equity release expertise out to strategic partners through our new Pure Servicing Solutions sub-brand, which offers solutions for origination and servicing combined, or servicing only. Find out more through the [new web page](#).



#### Upcoming Events To Boost Your Knowledge

The year might be in the home stretch, but our commitment to providing and interacting with engaging adviser-facing events remains as strong as ever. We'll be holding another of our **Unplaceables** webinars on November 11th which you can sign up to [here](#) and a Pure Update session on November 25th - stay tuned to [socials](#) for more information. We'll also be contributing to the upcoming **FSE Live Digital Events**.



#### Mortgage Solutions Equity Release Awards

A big thanks to those who voted for us in the Mortgage Solutions Equity Release Awards. We're thrilled to have been shortlisted in the Best Provider for Product Innovation and Best Provider For Development & Support categories, and we're already looking forward to the festivities next year.



### In the News

**State pensions set to be boosted by 2.5% under triple lock**

**Retirement dreams dashed as Covid interferes with plans**

**How housing wealth could close the retirement funding gap**

### Latest Customer Feedback

"All your literature was very clear and understandable... You more than met our expectations!"

Mr & Mrs Jackson from Northampton

"All staff members were contactable quickly & able to answer any questions we had. The whole process progressed quickly"

Mr & Mrs Gwynne from Swindon



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