

Your October Update



Good morning,

Welcome to our latest monthly update, a one-stop summary of some of our key business announcements and resources for October.

Learn more about our recently launched new online application form for an improved adviser journey, as well as news of our upcoming events, awards news, industry opinions and our excellent service levels.

Jane Mullan, National Field Sales Manager

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

In Focus



Our New Online Application Form In Focus

Featuring a new dynamic question set, the new form is able to adapt to the individual circumstances of the case, enabling you to provide more of the necessary information up front and reducing the app to offer timescales.

With a greater usability and accessibility focus, including

improved navigation and the ability to complete the form using only the keyboard.

Discover it for yourself

Read our FAQ guide

Watch our video

Read our blog



Upcoming Events

The Unplaceables

November 1st at 10am

Do you have a hard-to-place case? Discuss your case with our experts at our Unplaceables webinar and learn from other scenario discussions. We will be joined by Managing Director of Barton Law, Peter Barton, Advise Wise's National Account Manager, Daniel Edmondson, and Pure Retirement's Business Development Manager, Karen Banks. [Register here.](#)

Pure Update: Technology built for you and your customers

November 8th at 10am

Join BDM for the North, Gary Dalton, as he demos our new technological advancement to our online application journey. Find out how you can enhance your application journey, and support customers throughout their lifetime mortgage. [Register here.](#)

Business Update



Vote For Ash At The ERAs!

Voting is now open for the prestigious Equity Release Awards 2024, and we're proud to be supporting our BDM, Ashley Sampson, who is up for **Best Business Development Manager**! If you've had any experience working with Ash and agree that he deserves to be recognised for his hard work, then [please nominate him for Best Business Development Manager here.](#)



Sharing Our Industry Expertise

Our Head of Operations (Originations), Andrew Clare, spoke to The Intermediary, examining the steps he's taken to help ensure that we've remained a service-led business. He also examines the role technology and process improvements have in providing great outcomes for advisers and customers alike. [Read his thoughts here.](#)






Continuing To Deliver Great Service

We're proud to continue offering market-leading service in 2023. Did you know that in October we saw:

- ✓ 96.1% of applications processed within two hours
- ✓ 100% of applications processed on day of receipt
- ✓ 100% of broker emails actioned within four hours
- ✓ 100% of valuations assessed on day of receipt

In the News

-  [Older workers want to wind down, but the financial implications are huge](#)
-  [Nearly half of retirees admit to needing more money than expected in retirement](#)
-  [More than a quarter of savers only check their pension once a year](#)

Customer Feedback

”

“All staff we had contact with everyone was helpful and make us feel at ease. Lovely people to deal with”

Mr & Mrs Geaney, Coventry

”

“All staff have been exceptional. They are also extremely caring”

Mr & Mrs Buxton, Crewe

Here to support you as always

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