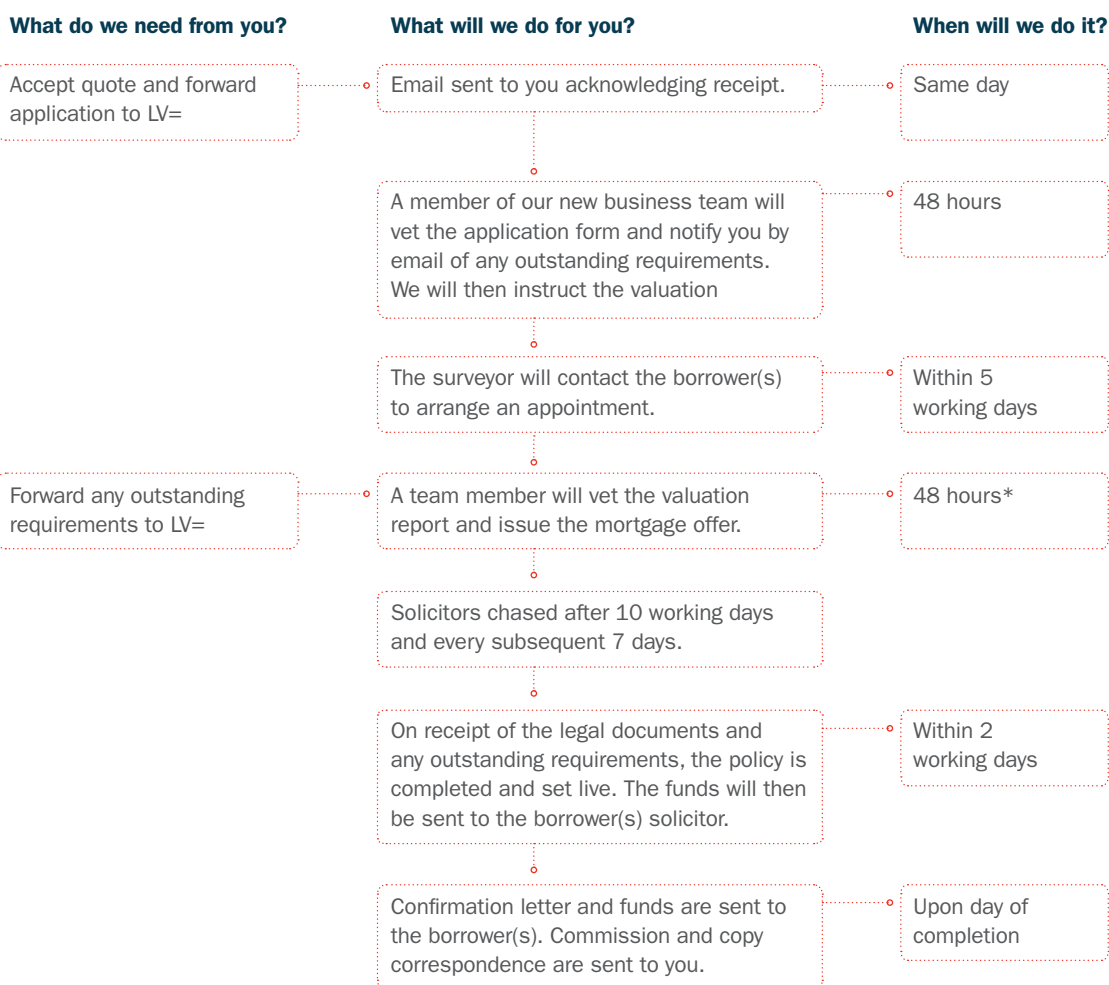


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with customers.

EQUITY RELEASE APPLICATION, WHAT HAPPENS NEXT?

We are committed to completing your Equity Release case as quickly as possible. For your convenience we have documented our processes and service levels for you to refer to if required.

The new business process



This document is available in Braille, large print or audio tape. Please call 0800 783 7533 for further details. For Textphone first dial 18001.

*This is subject to the property meeting our lending criteria with no works required.

Documentation required

What we require from you to ensure a smooth transaction:

- Fully completed Equity Release application form
- Evidence of age

Certified copy of the borrower(s) passport or photocard driving licence

or

FA verification form for borrower(s)
FA verification form for dependant (if applicable)

or

Original birth certificate for borrower(s)
Original marriage/civil partnership certificate (if applicable)

To help speed up the processing of your client's lifetime mortgage application it would greatly assist us if all the above information was sent in together.

Equity Release Administration Team

0800 028 8974

Opening Hours 8.30am – 5.30pm Monday to Friday

For Textphone first dial 18001.

Calls may be recorded for training and monitoring purposes.



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