

Introducing MyPure, The New Way To Manage Your Lifetime Mortgage Online



What Is MyPure?

MyPure is our online account management platform designed to enable you to self-manage your lifetime mortgage account via your smartphone, tablet or PC.

What Will I Be Able To Do Through MyPure?

The MyPure platform is designed to help you manage your lifetime mortgage account easily and conveniently. Register for MyPure and you'll be able to:

- View your account balance and recent transaction history
- Make one-off optional repayments, and find out more about setting up monthly optional repayments
- Apply for a cash release (subject to your account offering this facility), offering a more efficient application process
- Complete and submit your annual Certificate of Continued Occupancy online
- Download your annual statements
- Receive email notifications when new documents become available online
- Submit any queries you may have to us directly
- Access a bank of FAQs and a library of useful documents via the My Account Management section



How Do I Register?

We've designed our registration journey to be the perfect mix of simplicity and security. It offers both an easy opt-in journey and the peace of mind that appropriate measures have been taken to confirm and protect your identity. To register, you simply need to:

- Go to customer.pureretirement.co.uk
- Click the registration button that appears on the page
- Confirm your preferred email address and name
- A link will be sent to your nominated email address - simply click on the link. Alternatively, there'll be a one-time passcode that will be displayed in the email, and you can manually enter this into the MyPure registration page
- Confirm some additional information (including your account number, and mobile phone number if you have one)
- Enter the activation code that will be sent to your listed mobile number (in some cases, we may need to provide this code via letter - if this is the case, you'll be notified during the registration process)
- Once you've entered your activation code, your registration is complete and you can begin to make the most of MyPure and its account management features



Frequently Asked Questions

If I register with MyPure, will I still be able to contact you via phone or email?

Absolutely, we've designed MyPure to be an extension of our current customer service team, rather than a replacement. MyPure is designed to give you the ability to self-manage certain aspects of your account whenever is convenient for you, but our team will still be on hand to support you as needed during office hours.

Will there be any charge associated with registration for online account management?

No, MyPure is a benefit that we're offering to all of our lifetime mortgage holders to give them more options when it comes to their account management, and it's completely free to access.

Will I still receive letters and other physical postal communications?

Yes - while certain documents such as annual statements will be viewable online through MyPure, we'll continue to also send out physical documents. In due course the platform will eventually afford you the ability to switch to paperless on many of your documents if you so wish, but it will be on an opt-in basis.

Will the MyPure platform function on mobile devices and tablets?

In the same way we want you to be able to manage your account whenever you want, we also want you to be able to do so however you want. We appreciate that more of our customers than ever use mobile devices to do many of their day-to-day tasks, and as a result we've designed MyPure to be fully usable on both mobile phones and tablets.

If you make any updates or add any features, will you notify me?

Of course - we'll use the email address you provided during registration to ensure that you're kept informed of any additional functions to MyPure, and the ways you can make the most of them.

Please visit customer.pureretirement.co.uk to register for a MyPure account.