



Providing solutions for your future



# Customer Feedback

**As recent winners of the Moneyfacts ILP Award for Best Equity Release Provider, we are committed to providing exceptional levels of customer service, and are proud to share some of our feedback.**

First class service from start to completion and we are very happy for the financial freedom it gives us in retirement. All completed within 4 weeks – we thought it would take much longer.

Mr & Mrs Ames  
Glasgow

We are extremely grateful and satisfied with all you have done for us. You have lifted a great weight from our shoulders. Thanks again, we would recommend you to anyone.

Mr & Mrs Cotton  
Great Yarmouth

I would very, very highly sing Pure Retirement's praises to anyone I speak to that would be considering Equity Release. Always very pleasant and easy to talk to and discuss anything I didn't understand. Truly heartfelt sincere thanks for all your dedication towards me.

Excellent service, we were very happy with every element of the whole process.

Mr & Mrs Gardiner  
Leicester

Found staff willing to listen and very helpful and the speed of action incredibly fast. Full marks to you all, thank you.

Mr & Mrs Dunkeld  
Carlisle

First class from beginning to end. Very professional service. From survey to completion in 3 weeks is incredible efficiency.

Mr & Mrs Woodhall  
Exeter

Throughout the whole process I felt like I was dealing with family members – warm humans and helpful.

Mr Wild  
Oldham

Very helpful, everything was spot on. Very good company to deal with, no hesitation in recommending to any interested parties.

Miss Lyons  
Fife

I am very happy and pleased, everything was completed in the time stated. All the service you have given me has been first class, thank you.

Mrs MacDonald  
Cornwall

Found Pure to be very helpful. Nothing was too much trouble – very happy with the service.

Mrs Staniszewski  
Scunthorpe

Very patient and helpful, kind and understanding.

Mrs Coles  
Birmingham

Very swift completion, excellent service throughout.

Mr & Mrs Pittas  
London

All staff at Pure Retirement were very helpful throughout our transactions.  
Very friendly and easy to communicate with.

Thank you.

Mr Dinworth  
Preston

Very easy to contact and staff helpful.  
Above all when promised a call back we got it.

Mr & Mrs Large  
Leicester

Always talked to humans who knew exactly where we were at, friendly and helpful at all times.

Mr & Mrs Bamber  
Dollar

We were surprised and pleased how quickly and smoothly everything went.

Mr & Mrs Weighell  
Cardiff

I found the whole process to be very efficient. Much faster than I expected.

Mrs Markham  
Huddersfield

**Your feedback is important to us**

Please take a moment to

**Share your thoughts**

