

Case Study

Simplifying the process



When cases are re-opened it can be stressful for your clients having to through the process again. At Pure we do our best to take away some of the pain.

Mrs Turner*

Requiring urgent loan of £216,000

Mrs Turner's case was originally withdrawn due to insufficient funds being available. A few months later however, she wished to reopen the case as her home was in danger of repossession.

The previous documents were now out of date and required up-to-date signatures on the application and customer ID. At Pure we worked quickly to move this along, confirming with the surveyor that the 6 month old valuation was still valid.

Thanks to the commitment of our staff the completion took place just 4 working days later. Our underwriting team and our case handler kept Mrs Turner well informed about the progress of the situation, and she was able to keep her home.

*Client names have been changed to provide anonymity

This document is for intermediary use only. No advice is being given or implied. It is crucial that customers seek regulated and independent financial advice in choosing the option which best suits their needs.