

# Case Study

## Staying the course to help your clients



**Not all cases are simple, but Pure will stand by your customers throughout the duration and champion their case to completion.**

**Mrs Perry\***

**Requiring urgent loan of £ 43,575**

Mrs Perry had been facing money issues for a while, and as a result, she was facing repossession of her home.

Her case was a complex one due to offers expiring and changes of loan. Further delays occurred with documents requiring signatures and re-offers being required which in turn took up considerable amounts of time.

Mrs Perry was facing the very real prospect that she would lose her home, but our team were on hand with the support she needed. We received a new valuation which was assessed the same day and referred to the surveyors as urgent.

That very same day confirmation was received that the customer would be facing repossession of her property the following Monday.

Multiple phone calls were made by Pure and responses were received within an hour enabling us to make an offer.

The case was completed swiftly thanks to the co-operation of all involved and Mrs Perry was overjoyed at being 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.