

# Case Study

## Overcoming unexpected issues



**Sometimes unforeseen circumstances can hinder completion for customers, but Pure will explore all avenues to make sure your clients are happy.**

**Mr and Mrs Kann\***  
**Requiring urgent loan of £7000**

Mr and Mrs Kann were hoping to secure a lump sum amount of £7000 to enjoy their retirement.

They had an unsecured loan with 4 years left to pay and wanted this payment plan to remain as it was because the repayments were affordable.

As they neared completion, it became apparent that the unsecured loan was actually a secured loan and would need to be paid off. Unfortunately for Mr and Mrs Kann this would mean that they would not have the £7000 they wanted.

The client was distressed to find this out so close to the case completing and was struggling to find a way to resolve the problem. When Pure was contacted, we were able to provide a deed of postponement (we are only one of two providers that are able to do this) which allowed the client to keep the repayment as a secured loan and still get the £7000 that they wanted.

Mr and Mrs Kann were extremely happy with the outcome and are now enjoying their retirement.

\*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.