



LV= Equity Release

Customer guide

Lifetime Mortgage Lump Sum+

Lifetime Mortgage Drawdown+

Lifetime Mortgage Lump Sum Lifestyle

Lifetime Mortgage Drawdown Lifestyle



Contents

Why LV=?	3
What is a lifetime mortgage?	4
Some things to consider	4
Involving your family	6
Alternatives to a lifetime mortgage	6
Our lifetime mortgage products	7
Who can apply?	8
The application process	9
Your questions answered	10
Additional information	11



Why LV=?

We're one of the leading life and pensions mutual insurers, serving over 1 million members and customers across the UK.

As an investment, protection and retirement specialist, we offer a range of products, services and advice to help members and customers protect their income while they're working and maximise it when they stop.

Industry recognised products

We've been consistently recognised within the industry and our lifetime mortgage products are always highly rated for their quality and features.

- Lifetime Mortgage Drawdown+ 5 Star Defaqto rating
- Lifetime Mortgage Drawdown+ 5 Star Moneyfacts rating
- Lifetime Mortgage Lump Sum+ 5 Star Defaqto rating
- Lifetime Mortgage Lump Sum+ 4 Star Moneyfacts rating
- Lifetime Mortgage Drawdown Lifestyle 5 Star Defaqto rating
- Lifetime Mortgage Drawdown Lifestyle 5 Star Moneyfacts rating
- Lifetime Mortgage Lump Sum Lifestyle 4 Star Defaqto rating
- Lifetime Mortgage Lump Sum Lifestyle 4 Star Moneyfacts rating



Introduction

The aim of this guide is to introduce you to the available LV= Equity Release Lifetime Mortgage options, their features and benefits. You'll also find important information about how the products work but for more specific questions concerning your finances, you should consult with your independent equity release adviser.

Getting more out of your retirement

A lifetime mortgage from LV Equity Release Limited (LV=) can help you make the most of retirement in many different ways.

Unlock the value in your home

With property prices rising over the years, you may have lots of equity tied up in your home. At the same time, you may have much less in savings. What's more, state pensions have fallen behind earnings for years, so your income may be less than you would like. Taking one of our lifetime mortgages allows you to free up a part of the capital tied up in your home, without having to move.

Enjoy life with a little extra cash

People are generally healthier and more active in retirement than ever before. You may want extra money to pay for the holidays and pastimes you enjoy, or to provide the lifestyle you had hoped to lead in retirement, while still living in your own home.

Invest in your family's future

Getting started in life is becoming more and more of a financial headache. You may want to help support members of your family through further education, a career change or help them get onto the property ladder.

Extra cash when you need it

Of course you'll have your own reasons for considering generating extra cash. You could be looking to realise your dreams for retirement, such as a new car, or you may need to pay for home improvements or modifications to suit a change in lifestyle.

This is a lifetime mortgage. To understand the features and risks, ask your financial adviser for a personalised illustration.



What is a lifetime mortgage?

A lifetime mortgage isn't that different from the standard mortgage you probably took out when you originally bought your home. It's a loan secured against the value of your property on which interest is charged.

However, unlike a standard mortgage, there are no monthly instalments to pay (although some providers may require you to pay the interest on the loan but we don't).

With a lifetime mortgage, the interest is added to the loan to be repaid on your death or if you enter permanent residential care. The loan is usually repaid from the proceeds of the sale of the property.

Releasing equity from your home will reduce your estate on death.

A lifetime mortgage is a loan secured against the value of your property on which interest is charged.

Lifetime mortgages – some things to consider

When making any important financial decisions it is vital to consider all the implications carefully.

This is why we insist all applicants for our lifetime mortgages take advice from a financial adviser who is qualified in giving advice on equity release products.

Your financial adviser will provide you with a personalised key facts illustration to help you decide whether one of our lifetime mortgages is right for you. We also recommend that you discuss this with your family and any other beneficiaries if possible.

The interest we charge

The annual interest rate charged for your loan is fixed when we send the money to you at the time of taking out the mortgage.

The interest rate can't be changed, even if rates rise or fall in the future. This way you will know exactly how the loan will mount up, so there's no surprises. This also means you wouldn't benefit if interest rates were falling.

As there are no monthly repayments, the interest keeps being added to the loan until it's repaid, usually when you die or if you enter permanent residential care. As interest is then charged on the rolled up interest, the amount owed can build up very quickly.

For example

If you borrowed £30,000 and the interest rate was 6% you would owe almost twice as much after 12 years. This is why ideally you wouldn't borrow more than you actually want to spend at any point in time.

Please also be aware that you may be charged different rates of interest for individual withdrawals under either of our drawdown products.

Lifetime Mortgage Drawdown+

The rate will depend on the level of borrowing you have agreed up front.

E.g. if you choose the Drawdown+ Standard 4 level, the future withdrawals will be on the Drawdown+ Standard 4 new business rate.

Lifetime Mortgage Drawdown Lifestyle

The rate will be based on the new business rate which is in place at the time of the withdrawal.

Repaying the mortgage

The loan and all the interest that has built up since you took out the lifetime mortgage will need to be repaid:

- on your death, or
- if you move into permanent residential care, or
- if you are joint borrowers on the lifetime mortgage and the last borrower dies or goes into permanent residential care, or
- you sell the property and decide not to transfer the lifetime mortgage to the property you move to.

On death, the repayment of your mortgage is generally sorted out by your executors, who sell the property and pay the amount due to us.

You can pay the mortgage back earlier if you wish, but there may be an early repayment charge to pay.

The charges that apply to our products are outlined below for the Plus range, and on page 5 for the Lifestyle range.

You may also have to repay the lifetime mortgage if you breach the terms and conditions. So, it's important that you understand the terms and conditions of the lifetime mortgage before you take one out.

Lifetime Mortgage Lump Sum+ and Drawdown+

If you choose to pay your mortgage back in the first ten years there may be an early repayment charge to pay. If you're on a joint mortgage and one of you were to pass away or move into long term care, early repayment charges would not apply within three years of the date of death or move into long term care. Early repayment charges are detailed in the table below:

Year of early repayment	% of the loan amount repaid
1-5	5%
6-10	3%
After 10 years	0%

Partial repayments

As soon as your loan completes, you can make repayments without paying an early repayment charge. There are some rules though:

- You can only pay up to 10% of your total advances, not including any interest or additional borrowing, each loan anniversary year.
- You can make an unlimited number of repayments of at least £50 each loan anniversary year, up to the 10% limit.
- Any further repayments over 10% will incur an early repayment charge.
- If you don't use your 10% allowance, it won't carry over to the next year.

Lifetime Mortgage Lump Sum Lifestyle and Drawdown Lifestyle

If you choose to pay your mortgage back in the first eight years there may be an early repayment charge to pay. If you're on a joint mortgage and one of you were to pass away or move into long term care, early repayment charges would not apply within four years of the date of death or move into long term care. Early repayment charges are detailed in the table below:

Year of early repayment	% of the loan amount repaid
1	7%
2	6%
3	5%
4	4%
5-8	3%
After 8 years	0%

Partial repayments

As soon as your loan completes, you can make repayments without paying an early repayment charge. There are some rules though;

- You can only pay up to 11% of your total advances, not including any interest or additional borrowing, each loan anniversary year.
- You can make an unlimited number of repayments of at least £50 each loan anniversary year, up to the 11% limit.
- Any further repayments over 11% will incur an early repayment charge.
- If you don't use your 11% allowance, it won't carry over to the next year.

Remaining in your own home

You can continue to live in your own home for as long as you wish. This is your legal right, provided you meet the terms and conditions of the mortgage.

Before you take out any lifetime mortgage, it's vitally important to understand how these terms and conditions will affect you. You'll need to make sure:

- you keep adequate buildings insurance;
- you keep up the maintenance of your property so it remains in the condition it was when you took out the lifetime mortgage; and
- you obtain permission from us before you allow any other person to occupy any part of your home.

Please note there are other terms and conditions you must adhere to. To help make sure you are comfortable with what you need to do, your solicitor will go through the full terms and conditions with you before you finally go ahead. This is important because if you don't keep to the terms and conditions we'll have the right to insist you pay back the mortgage.

We also insist that your solicitor is a different one from the one we are using, as we want to know that you are receiving completely independent legal advice.

What if other people live in the property?

If you're living with your partner, civil partner or spouse, you'll both need to be named on the property deeds and on your lifetime mortgage application.

If there are friends or relatives living in the property or children aged 17 or over, they'll need to sign an occupancy waiver releasing their rights to the property.

Permanent live-in carers may need to sign a waiver if there is no suitable contract in place. Those who are incapable of signing a waiver through disability for example may have an occupancy waiver signed by a suitable power of attorney. The attorney must not be an applicant for the loan. There must be no conflict of interest present between the attorney and the occupant in the transaction.

Individuals under 17 do not need to sign a waiver of occupancy.

Moving house

Once your lifetime mortgage is in place you can still move house, as long as your new home meets our lending requirements at the time. If you are thinking of moving home, it is important to contact us as soon as you have found a new home and before you intend to move. Our lending criteria may be different from those applied at the time of your original lifetime mortgage offer.

If you are moving, we may ask you to pay back part of the outstanding mortgage. If this happens you won't be charged any early repayment charge on the amount we ask you to pay back.

However, if you choose to pay back more than the amount we ask you to, or you decide to repay your lifetime mortgage in full, then you may need to pay an early repayment charge.

The ability to transfer your lifetime mortgage is not guaranteed and will depend on your new home being accepted by us.

Pension and state benefits

Your lifetime mortgage will not affect your state pension, or any income you receive from an occupational pension scheme or personal pension.

However, some state benefits are means tested and releasing cash from your home may reduce your rights to state benefits both now and in the future.

It's important that you discuss with your financial adviser the impact of any lifetime mortgage on your entitlement to any means tested state benefits, or grants that may be available.

Tax

Under current tax rules, if you borrow money on your house you don't pay tax on it and there is no stamp duty to pay.

Although please remember tax rules do change and this may not always be the case.

'No negative equity' guarantee

All of our products come with a 'no negative equity guarantee'. This guarantee means that even if the value of your home ends up to be less than the amount you owe, you, or your estate, won't owe more than the property is sold for.

When the house comes to be sold it's important to let us know at the earliest opportunity so we can help make sure everything goes smoothly. One of the things we'll do is agree a reasonable sale price for the property.

This is important as the no negative equity guarantee depends on the property being sold for a reasonable price as agreed by one of our professional valuers. There may be circumstances when the no negative equity guarantee does not apply in full, where you have breached your terms and conditions. Ask your financial adviser how this might affect you when you are applying for a lifetime mortgage.

Involving your family

Before applying for one of our lifetime mortgages, we strongly recommend you discuss your circumstances with your family. It is your decision whether to proceed with a lifetime mortgage, but it can affect your beneficiaries. This is because releasing equity from your home will reduce your estate on death.

The lifetime mortgage is normally repaid from the sale proceeds of your home, therefore your beneficiaries will receive any leftover funds, once the loan and interest has been repaid. Depending on how long the mortgage has been in place and the amount of interest accrued, the leftover funds may be less than you anticipated.

A lifetime mortgage may also not be suitable if you would prefer your home to pass in full to your beneficiaries so that they can live in it. The executors of your estate would need to find sufficient alternative funds to repay the lifetime mortgage.

It's important that you discuss your wishes regarding your estate with your financial adviser. They can then take this into account when providing you with their advice and the best options available in your circumstances. It may change their advice if you want to protect an inheritance for your beneficiaries.

Your independent solicitor will also be able to explain any implications to your beneficiaries of taking out a lifetime mortgage.

Withdrawals from a cash facility

If you have a lifetime mortgage which allows withdrawals from a pre-agreed cash facility, there may be other considerations you want to make in relation to your family and/or beneficiaries.

Every time you make a withdrawal, you will be further reducing the potential leftover funds which would be available to your beneficiaries. You can request a withdrawal without involving your financial adviser, but you may want to consider discussing your needs with your family.

Death of one borrower

If you are joint borrowers, following the death of one borrower, the surviving borrower may continue to take withdrawals from any pre-agreed cash facility. We would not be required to notify any beneficiaries of the deceased borrower.

Therefore it may be important for you to consider the impact of any withdrawals on the deceased's beneficiaries and think about discussing your needs with them.

The ability to take withdrawals will depend how you hold your property and the Will of the deceased borrower. We therefore recommend that you speak with your solicitor in this situation, so that you fully understand any consequences of taking further withdrawals.

Your financial situation may also have changed significantly, so you may want to discuss with your financial adviser whether releasing more funds from the lifetime mortgage is still appropriate for you.

The loss of a partner is obviously a very stressful and emotional time and you may not be ready to reach out to your solicitor or financial adviser straight away. However, we recommend that you do as soon as you feel able to.

Additional borrowing

If you require further funds after the completion of your lifetime mortgage, or you have exhausted the pre-agreed cash facility, you may be able to apply for additional borrowing in accordance with your terms and conditions.

If you're moving house, please be aware that we're unable to facilitate additional borrowing and porting of your lifetime mortgage simultaneously.

We recommend that you discuss your situation with your family and beneficiaries and let your financial adviser know of your wishes.

Alternatives to a lifetime mortgage

Whatever your particular reason for wanting extra cash, remember lifetime mortgages are not right for everyone. So, before you go ahead it's important to consider the alternatives.

Options could include:

- Selling your home and buying a less expensive property. This could mean your new property is mortgage free. Although you may need to pay moving costs, move to a different area, or to a smaller property.
- Using savings or other investments.
- Speaking to your local authority, particularly if you need extra cash to pay for essential repairs or home improvements. They may be able to provide you with some financial assistance, or a grant.
- Checking that you are claiming all the state benefits that you're entitled to. Your financial adviser will help you consider these and other alternatives.
- Considering a home reversion plan where you sell all or part of your property in exchange for a lease for life and additional income for life, or capital, or both.

Our lifetime mortgage products

We have a range of products to suit your needs and circumstances. Your financial adviser will assess all of your requirements and recommend the best option for you.

Lump sum

Our lump sum products have been designed for those who need to release equity for a specific expense, such as home improvements or a holiday. We have two lump sum products available for new customers.

Lifetime Mortgage Lump Sum+

The minimum amount we will lend is £10,000. The maximum amount ranges from 20% of your property value if you're 55, up to 49% if you're aged 84.

Lifetime Mortgage Lump Sum Lifestyle

The minimum amount we will lend is £30,000. The maximum amount ranges from 15% of your property value if you're 55, up to 41.1% if you're aged 90.

Drawdown

Our drawdown products have been designed for those who wish to release some equity from their home now, and expect to want to borrow more in the future. We have two drawdown products for new customers.

You can choose to borrow an initial amount and at the same time set up a cash facility to draw from in the future. This way you will only be paying interest on the amount you actually need to spend.

A drawdown lifetime mortgage is for those who wish to release some equity from their home now and expect to want to borrow more in the future.

For both drawdown products:

- The minimum we will lend to start with is £10,000.
- The pre-agreed cash facility will be based on the age of the youngest applicant and the maximum percentage of the property value, depending on the borrowing level chosen.
- You can take withdrawals when you need them up to the amount of your cash facility, once per calendar month.
- There are no additional charges for taking withdrawals; all the costs have been covered up front.

Please note, the pre-agreed cash facility is not guaranteed, as there are circumstances when it may be reduced or removed, which will be clearly defined in the terms and conditions of your lifetime mortgage.

Remember, making withdrawals will increase the amount of borrowing secured on your home.

Lifetime Mortgage Drawdown+

The minimum withdrawal amount is £1,500 for this product.

The interest rate for each withdrawal will be the rate we're offering at the time you make the withdrawal, based on the borrowing level you have chosen. Each withdrawal may therefore have a different interest rate.

Lifetime Mortgage Drawdown Lifestyle

The minimum withdrawal amount is £500 for this product.

The interest rate will be based on the new business rate which is in place at the time of the withdrawal. Each withdrawal may therefore have a different interest rate.

Increasing your lifetime mortgage

You may be able to apply for additional borrowing in the future.

There will be an application fee to pay and we will require a property valuation to be carried out. You don't have to instruct your own independent solicitor, however you must seek independent financial advice when you apply for a further advance.

This option is not guaranteed and access to any additional borrowing will be subject to our terms and conditions at the time.

Product Features

Downsize Protection

As standard, all of our lifetime mortgages include a feature called Downsize Protection which would apply in the below circumstances if you want to move home after the loan is sent to you -

Sheltered Accommodation

If you wish to fully repay your lifetime mortgage following a move to sheltered accommodation and your mortgage has been running for 5 years or more, no early repayment charges will apply.

Porting

If after five years from the date of your original loan, you try to port your lifetime mortgage to a property that does not meet our lending criteria, no early repayment charges will apply if you subsequently move to that property and fully repay your lifetime mortgage.

If you're moving house, please be aware that we're unable to facilitate porting of your lifetime mortgage and additional borrowing simultaneously.

Our Lifetime Mortgages are provided by LV Equity Release Limited, a subsidiary of Liverpool Victoria Financial Services Limited.

Inheritance Protection

Our Lump Sum Lifestyle and Drawdown Lifestyle products come with the option of adding Inheritance Protection. This feature allows you to protect a percentage of your property, enabling you to leave some property wealth for your loved ones when you die.

You can choose to protect up to 99% of the equity of the property. However, this will reduce the loan amount which is available to you. The Inheritance Protection can be reduced or increased in the future if needed, but it cannot be added after your lifetime mortgage completes.

Inheritance Protection won't apply if the loan is repaid early.

Added value benefits for you, your family and your life

Our benefits are designed for the moments in life when you might need a little bit of extra support, that's why we offer LV= Doctor Services and Care Navigator when you choose one of our lifetime mortgage products.

LV= Doctor Services

As the UK healthcare system continues to change and lives get even busier, the need for quality, convenient medical services has never been greater.

LV= Doctor Services gives you and your spouse/partner* access to six medical services via an app or by phone.

Find out more at [LV.com/members/doctor-services](https://lv.com/members/doctor-services)

Care Navigator, from MorganAsh

Care Navigator offers expert support and guidance from experienced nurses, helping you to navigate the UK's complex elderly care system. You can get a free consultation and a free care home guide. And if you'd like even more support you'll receive an exclusive 10% discount.

Find out more at [LV.com/members/care-navigator](https://lv.com/members/care-navigator)

*Spouse, civil partner or person with whom the policyholder lives with as a partner and at the same address.

LV= Doctor Services is a confidential service powered by Square Health and medical data will not be shared with LV=.

LV= Doctor Services, and the services available through Care Navigator are provided by third party companies. These services are not regulated by the Financial Conduct Authority or the Prudential Regulation Authority.

LV= Doctor Services and Care Navigator are non-contractual benefits and can be changed or removed at any time.

Who can apply?

At LV= we want your lifetime mortgage application to progress as smoothly as possible. To assist you, we've outlined key steps in the process and what you and your adviser can do to help speed up this process.

You can apply for our **Lifetime Mortgage Lump Sum+ or Drawdown+** products if you meet all of the following conditions:

- You are aged between 55 and 84
- Your property is worth between £100,000 and £3,000,000
- You will have to be a resident in the UK and should be able to provide a UK address history covering the last 36 months. You must have a permanent right to reside in the UK
- Your property is either a freehold or long leasehold house or bungalow, or a flat with a long lease. Any leasehold property must have a minimum remaining lease term of 175 years minus the age of the youngest applicant. For example, if the youngest customer is 60, then the remaining lease term must be 115 years or more. If your property is a new build, an extended term may be required
- Your property is in good condition, well maintained and built of conventional 'bricks and mortar'. We do sometimes consider other types of property. Your financial adviser will be able to discuss your property with us if necessary
- You repay any outstanding mortgage or other loan secured on your property, as part of the process of taking out your lifetime mortgage
- Your property is situated in mainland England (including Isle of Wight), Scotland or Wales (including Anglesey).

You can apply for our **Lifetime Mortgage Lump Sum Lifestyle or Drawdown Lifestyle** products if you meet all of the following conditions:

- You are aged between 55 and 90
- Your property is worth between £100,000 and £6,000,000. Please note, age restricted/sheltered accommodation properties must have a minimum value of £200,000. Ex-local authority properties must have a minimum value of £150,000
- You will have to be a resident in the UK and should be able to provide a UK address history covering the last 36 months. You must have a permanent right to reside in the UK
- Your property is either a freehold or long leasehold house or bungalow, or a flat with a long lease. Any leasehold property must have a minimum remaining lease term of 175 years minus the age of the youngest applicant. For example, if the youngest customer is 60, then the remaining lease term must be 115 years or more
- Your property is in good condition, well maintained and built of conventional 'bricks and mortar'. We do sometimes consider other types of property. Your financial adviser will be able to discuss your property with us if necessary
- You repay any outstanding mortgage or other loan secured on your property, as part of the process of taking out your lifetime mortgage
- Your property is situated in mainland England (including Isle of Wight), Scotland or Wales (including Anglesey).

The application process

What we'll do for you

Important information

1

Application

As soon as we have your application, we will send you a starter pack. If there is any outstanding information once your application has been checked, we'll request this from your financial adviser.

You may need to pay a valuation fee at the same time as applying.

If you know you will not be available straight away, make sure your financial adviser is aware before they submit the application.

2

Valuation

One of our valuation partners will phone you to arrange a convenient time to come and value your property.

3

Title search

Our solicitors Enact Conveyancing Limited, or Your Conveyancer (Scotland only), will check with HM Land Registry or Registers of Scotland that all the property details match those on your application.

If something doesn't match we will notify your solicitor, as sometimes the information held is out of date.

3a

If your property is registered – Most properties are already on the land register. Once our solicitors have checked all the details for us, they will send us a report confirming that we can proceed.

If you know something might be different, for example, your postcode has changed or your house has a number and a name, tell your adviser so they can speed up the process for you.

3b

If your property is unregistered – If you have lived in your property for a long time it might not be registered. If this is the case, our solicitors will contact your solicitor for the title deeds. **Please note that completion time scales may increase if your property is unregistered.** For Scottish properties contained within the General Register of Sasines, time scales may exceed 10 working days.

You can help us by telling your financial adviser where the deeds are, so that this information can be included on your application form.

3c

If your property has a mortgage – If you already have a mortgage or a loan on your property, our solicitors will check how much is outstanding. They will also ask the lender for a redemption statement (this tells you how much you need to pay off the mortgage or loan).

Please don't ask your solicitor to request a redemption statement from your current lender. Our solicitors do this for you, saving you time and money.

4

Mortgage offer

When we have everything we need, we will send your mortgage offer to you and your financial adviser. A copy will also be sent to your solicitor from our solicitors.

Please make an appointment to meet with your solicitor once you have received the mortgage offer. During the appointment you will be able to sign the mortgage deed. Your solicitor will also ensure that you fully understand the terms and conditions applied to your lifetime mortgage.

5

Completion

Our solicitors will carry out some final checks. They'll then send the money to your solicitor (minus our application fee and any outstanding loans, if your property has a mortgage).

Your solicitor will arrange for payment to be made directly to your bank account.

Offer and completion

Please note that you will have 30 days from submitting a full application to progress to offer in order to qualify for the illustrated product rate. The offer will be withdrawn by us if not completed within 90 days of the offer date.

In the event either timescale is exceeded, we will refer you back to your financial adviser. Your chosen product may no longer be available meaning a new product may need to be selected from the range available at that time.

Your questions answered

What if I change my mind before my mortgage completes?

You can change your mind at any point before we've sent the money to your solicitor, we'll write to you and let you know if you owe us any money. If the valuer has already completed the inspection, we won't be able to refund the valuation fees. If we've started the legal mortgage process, we may charge you for the work already done, but we consider each case on an individual basis. You'll also need to pay your solicitor for any work they have done up to the point you decide not to go ahead.

What happens if I don't agree with the valuation that is placed on my home?

The professional valuer may not place the same value on your home as you do.

If the valuation is lower than the estimate, we may not be able to lend you the amount you applied for. If this happens, it's your choice if you wish to go ahead with the lesser amount.

We only use experienced professional valuers and we do rely on their judgement. So, whilst we are happy to discuss the matter, we won't usually enter into a debate over a valuation.

Can I still have a lifetime mortgage if my home needs repairs?

You can still apply if your property needs essential repairs. We consider properties on a case by case basis.

Can I sell my home?

Yes, you can sell at any time with our prior approval.

You will need to apply to us as soon as you have found a new home. If the new property meets our lending criteria which applies at the time, you can transfer your existing lifetime mortgage to a new home. Please note that the transfer is not guaranteed.

If you are not buying another property, you can simply repay the outstanding mortgage plus the interest that has rolled up from the proceeds of the sale.

You may need to pay an early repayment charge.

What happens if I get married or enter a civil partnership?

If you get married or enter a civil partnership, we may ask for you both to be named on the deeds and the lifetime mortgage, provided that they satisfy our minimum age requirement and lending criteria. If you want your spouse or partner to move into your home, you must obtain permission from us before they move in. If someone else is added who is younger than one of the existing borrowers, we may ask you to repay some of the outstanding loan if you have borrowed more than the maximum we allow for someone of the new borrower's age.

Can I move to sheltered accommodation in the future?

If you have chosen a Drawdown+ or Lump Sum+ Lifetime Mortgage and you move to sheltered accommodation, you would need to repay your loan, as this type of property is not accepted in our lending criteria. However, this move would be covered by our Downsize Protection, see page 7.

If you have chosen one of our Lifestyle products, we will accept a move to sheltered accommodation. The above question 'Can I sell my home?' will apply in this situation.

What happens if I die or move into residential care?

If the lifetime mortgage is taken out by just you, then it must be paid back if you die or move permanently into residential care. In the case of couples, the loan must be paid back on the death of the last surviving borrower, or if they move into permanent residential care.

On death, the repayment of the lifetime mortgage is arranged by your executors, who sell the property and pay the amount due to us from the proceeds of the sale. The lifetime mortgage must be repaid within 12 months of the death of the last surviving borrower, or their permanent move into residential care. If it is not repaid within that time, we reserve the right to take possession of the property and sell it. The proceeds of the sale goes to your estate after selling costs and the repayment of the lifetime mortgage has been deducted.

I have a Power of Attorney (POA) – what do I need to do?

Please send us the original or certified copy of POA documents (certified on every page by solicitor and stamped by Office of the Public Guardian).

If you're applying for a lifetime mortgage, the POA cannot be benefiting from the loan or living with you.

If you are married or in a civil partnership, and the policy is in both yours and your spouse or partners names, you cannot act on behalf of each other. In addition, the POA in place for you and your spouse or partner cannot be the same person.

Can I have more money if I need it in the future?

If you have chosen a Drawdown+ or Drawdown Lifestyle Lifetime Mortgage you may have access to a cash facility which you can draw down from. Requests for additional funds can be made 30 days after the initial loan has been paid to you.

We also offer additional borrowing, however; which you can apply for through your financial adviser. During the application process, we will carry out a full valuation of your property, and the property must meet our lending criteria at the time, for your application to be accepted.

What fees are involved when applying for a lifetime mortgage?

There are a number of costs to bear in mind when choosing a lifetime mortgage.

If you already have a lifetime mortgage with us and want to make some changes to your policy, such as applying for additional borrowing, there are some further costs you'll need to be aware of. For more information, please refer to our [Tariff of Charges](#)

Additional information

The Equity Release Council's Standards, Rules and Guidance

Our lifetime mortgages are covered by the Equity Release Council's Standards, Rules and Guidance, which is welcomed by Age UK and supported by the lending providers of equity release plans.

All members of the Equity Release Council agree to make sure that the benefits and the limitations of their products are clearly set out in their product literature including all the costs, which you have to pay.

Your legal work will always be performed by the solicitor of your choice. In all cases, prior to the completion of the plan the solicitor will be provided with full details of the benefits the client will receive. The solicitor will be required to sign a certificate to say that the scheme has been explained to you. Also, all plans offered by the Equity Release Council members carry a no negative equity guarantee.



Tax

Tax reliefs and privileges we rely on now can change in the future. How much tax you pay depends on your personal circumstances. Any references to tax and state benefits are based on our understanding of current legislation and HM Revenue & Customs practice, which can change.

Queries and complaints

If you have a complaint about any part of the service you receive from us, it's important that we know about it, so we can help put things right.

Your complaint will be dealt with promptly and fairly and in line with the Financial Conduct Authority's requirements, and if you want more information on how we handle complaints, please contact us. We hope that we will be able to resolve any complaint that you have. If you're unhappy with the resolution of your complaint, the Financial Ombudsman Service may be able to help you free of charge, but you'll need to contact them within six months of receiving our final response letter. Their website is [financial-ombudsman.org.uk](https://www.financial-ombudsman.org.uk) which includes more information about the service, including details of the various ways they can be contacted. If you make a complaint it won't affect your right to take legal action.

Important

This brochure provides an introduction into equity release lifetime mortgages and an overview of our products. To understand the features and risks, ask your financial adviser for a personalised illustration. Check that this mortgage will meet your needs if you want your family or others to live in your home after your death. If you're in doubt, seek independent legal advice and discuss with your financial adviser. If you receive financial advice and want to proceed with a lifetime mortgage, the full terms and conditions will be contained in the mortgage offer. The mortgage terms and conditions create a legally binding contract between you and your lender.

To get in touch contact us on



0800 028 8974 (option 1)

Lines are open 8:30am – 5:30pm Monday to Friday.

Calls will be monitored and/or recorded calls for training and audit purposes.



Or you can write to us at

Savings and Retirement Team, PO Box 11075, 51 Saffron Road, Wigston,

If you'd like us to send you this document or any future correspondence in another format, such as Braille or large print, please just let us know.

LV Equity Release Limited, Pease House, Tilehouse Street, Hitchin, Herts SG5 2DX.

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