

Case Study: Raising funds at short notice

Working to a strict deadline



The Story

Mr and Mrs Owley* require a loan of £67,795 and want to borrow funds to help one of their children purchase a house. The whole process from application to completion needs to take place within a very short deadline.

Pure Retirement were recommended as we have a reputation for swift completion times, and their financial adviser contacted us to ask for help in getting the case processed as quickly as possible. To provide the best customer service, we ensured case handlers were all aware of the situation to complete the case within the short timescale.

What We Did

Our Sales Team coordinated colleagues across multiple teams to ensure the case went through smoothly and without delay. Our Mortgage Application Support Team secured the earliest possible valuation date, kept a close eye on the case to ensure there were no unnecessary hold-ups and Pure's staff were in touch with the adviser throughout the process to keep them updated.

The Result

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*Client names have been changed to provide anonymity
We cannot give any assurances that applications outside our lending criteria will be approved.