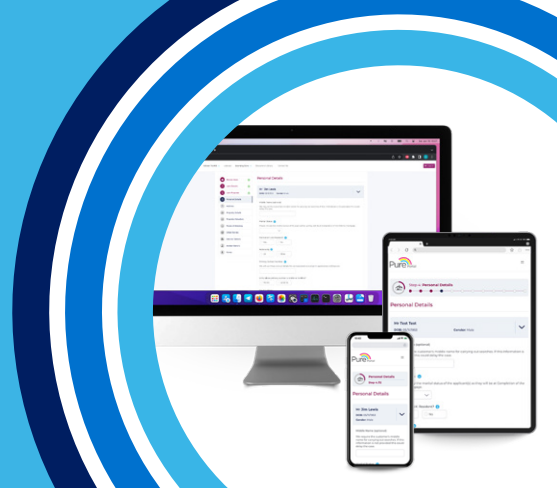


Your Online Application Journey, Made Simple



How have we improved your online application journey?

We have listened to your feedback and made changes to speed up your online application process. The online application form has been refreshed, with a focus on accessibility and ease of use, including:

- ✓ A streamlined application process capturing the relevant information upfront, leading to a reduction in referrals and speeding up time to offer.
- ✓ An improved functionality that makes moving between sections and resuming an application quicker and easier.
- ✓ An address entry enhanced with postcode lookups that prefill the address for you.
- ✓ The ability to now review, edit, and remove fund usage information.
- ✓ Clearer on-screen guidance on how to fill out the questions.

How do I navigate the new online application journey?

When you first log on to the Pure online application, you will be taken through a tutorial to show you the application journey. We have also included tooltips for sections requiring more detail, accessible by hovering over the icon for the section, to ensure you have support touchpoints throughout the form.



Will this impact my existing cases?

You will be able to see all your existing cases in the portal as usual, but please note that the new online application form is only available for brand new applications. If you have already started an application on the existing version of the form then it will need to be submitted on this version, and for the time being you can do this by logging in via the portal button on our website.

How is the online application journey more accessible?

- ✓ You can easily change the font size plus the form has been designed with the correct contrast of colours in mind.
- ✓ For those that are unable to use a mouse, we have improved the keyboard tab through access. The application form will work at any screen size and larger clickable areas have been added for those using tablets.
- ✓ The application is downloadable and has been formatted to print without gaps, only showing the answers selected rather than all the possible options.

Should you require further support please contact your regional Business Development Manager, Telephone BDM or visit the contact us pages online at [pureretirement.co.uk/professionals](https://www.pureretirement.co.uk/professionals)

Email: info@pureretirement.co.uk

Tel: 0113 366 0599

