



# We're here for you

Supporting your move  
into long term care



## **Easier to read information**

Please call us on **03330 048 444** if you are visually impaired and would like this document in Braille, large print, audio tape or CD.

# Moving into long term care

At L&G, we understand that moving into care can be a challenging time for you and your family. Whether it's planned or following a sudden event, we're here to help by making things as simple for you as we can.

When you decide that you're moving into long term care, let us know. We'll explain how your mortgage is affected and tell you about the support and advice available.

## Next steps

### 1. Seek advice

If you're unsure where to start, all L&G customers have access to our free Care Concierge service. They can advise and support you through these steps. Details about this and other supporting organisations are listed on page 7.

You may also want to speak to a financial adviser about your situation.

### 2. Do you qualify for state sponsored care?

You may be eligible for financial help from the Government. Eligibility is determined by your income, the value of your assets and your care needs. You can find out more at [gov.uk](https://www.gov.uk) or Care Concierge can help. If your assets or income are valued higher than the Government's limits, you might want to investigate alternative care funding.

### 3. Choose your care provider

Whether it's home or residential care, it can be hard to choose the best option for you. The adult social care team of your local authority can help you identify local care providers and the type of care needed. Care Concierge can also help you understand your options.

### 4. Set up a Lasting Power of Attorney

If the person needing care has not yet set up a Lasting Power of Attorney (LPA) you may wish to explore this. You may wish to take legal advice to set this up, or find out more from Care Concierge.

### 5. Arrange your move

Before arranging your move consider:

- Who'll help you
- What you want to do with your belongings
- Removal services available
- Moving costs

This can make the process smoother.

Please remember that this information is just a guide, and not all the details will apply for every case.



## Things to think about

Here's some of the services you might need to contact when you change address.



### Home

- Household help
- Internet
- Telephone
- Milkman
- Post office
- Council
- Electricity and gas providers



### Financial

- Accountant
- Banks/building society
- HMRC
- Pension providers
- Credit card providers
- Financial adviser
- Insurance provider
- Shareholdings
- National Savings and Investments



### Health

- Pharmacy
- Dentist
- GP
- Home carers
- Optician



### Other

- Church
- Gym
- Hairdresser
- Library
- Magazine subscriptions
- Driving licence (DVLA)



# Moving into care when there is a mortgage with L&G

## How to notify us when an account holder moves into long term care



**Call our customer services team on 03330 048 444.**

They'll talk you through the process.



**Write to us:**

Customer Services, Legal & General Home Finance, PO Box 17225, Solihull B91 1US



**Email us:**

[customerservices@landghomefinance.com](mailto:customerservices@landghomefinance.com)

Long term care is a move into a residential care home or a move on medical grounds into an adapted home or to live with family. We consider this to be a move that lasts over 90 days in a row, or for more than 90 days in total within a 180 day period.



**When considering or deciding to move into long term care, let us know as early as possible.**

If you're a relative or friend of the person moving into long term care, you might not be aware they had a mortgage with L&G. The summary below will help you understand a little more:

- At L&G we offer different types of mortgages which are secured against the property and only available through a specialist mortgage adviser:
- When taking out a mortgage, all customers sign to confirm they've been advised to discuss this with their family.
- Unlike residential mortgages, the borrower can choose if they want to make monthly payments and the amount they want to pay. Any unpaid interest is added each month to the amount owed.
- The mortgage is usually repaid from the sale of the home when the last remaining borrower dies or moves into long term care.

## If a joint account holder is moving into long term care and there is a remaining borrower

### How does the change affect the mortgage?

If the mortgage is held in joint names and the remaining borrower still lives in the property, it will continue as normal. The borrower in care still needs to agree to any activity on the lifetime mortgage. If a borrower has lost mental capacity there needs to be a Power of Attorney in place.

### What if the mortgage is repaid after the move of the joint account holder?

If you think you'll repay the mortgage and want to avoid Early Repayment Charges, you'll need to complete a Long Term Care Certificate and have a medical practitioner such as your GP verify it. We can send you the Certificate when you notify us of the move into long term care or at any time by calling our customer services team.

If you decide to repay the mortgage within three years of the joint account holder moving into long term care and we've received the Long Term Care Certificate, no Early Repayment Charges will be applied.

### What happens to the mortgage if the last remaining borrower goes into long term care?

The mortgage is repayable if the last remaining borrower dies or moves out of the home into long term care. Please refer to the section overleaf for further information.



# If the last remaining borrower is moving into long term care

## How to notify us if the last remaining borrower has moved into long term care

Call our customer services team on **03330 048 444** or email [customerservices@landghomefinance.com](mailto:customerservices@landghomefinance.com). We'll then send you a Long Term Care Certificate which you'll need to complete, verify and return.

## Can someone act on my behalf?

If someone needs to act on the account holders behalf, there must to be a Lasting Power of Attorney in place which names them as the attorney. Or, they'll need consent to be a Third Party on the account. In addition to the Long Term Care Certificate, we'll need to see:

- Power of Attorney document or completion of our Third Party Consent Form.
- Proof of identity for each Attorney, for example a passport or driving licence.
- Proof of residency for each Attorney, for example a driving licence, bank statements or bills that haven't already been used to prove identity and are less than three months old.

Where there's no Lasting Power of Attorney or Third Party consent in place, a Court of Protection Order needs to be applied for.

Once we have all the correct information, we'll be able to proceed with the next steps.

## How do I find out the balance on the mortgage?

We can only confirm the balance to the Attorney or Third Party after we've received their documentation.

Remember: Third Parties with consent can only access information about the account. To make account changes they must be an Attorney.



## Are there any costs or fees I need to be aware of?

When you repay the mortgage, we'll charge a closing administration fee (detailed in your Tariff of Charges). If we have your Long Term Care Certificate there'll be no Early Repayment Charges.

Interest continues to be charged on the mortgage until it's fully repaid.



## How is the mortgage repaid and what are the options?

We understand this may be a difficult time for you. For this reason, we allow up to 12 months to enable the estate to repay the mortgage. The property must be secure and insured during this time.

The mortgage is usually repaid from the sale of the property. However, the property doesn't have to be sold if it can be repaid by other means. If you are selling the property, we need the selling agents details so we can keep in touch during the sale process.

Where Inheritance Protection has been taken out, you'll retain at least the protected percentage amount. Once the lifetime mortgage is repaid, our Legal Charge on the property is removed at the HM Land Registry.

## How will payments be impacted?

Depending on the type of mortgage you have, you may be making or receiving regular or monthly payments. We'll tell you how these are impacted when you notify us of the move into long term care.

## Can I still make payments?

Depending on the type of mortgage you have, you may be able to make Optional Partial Repayments. Please contact us if you'd like to do this.

## What happens after the 12 month repayment period?

Once 12 months have passed, we'll write to formally request repayment under the mortgage terms and conditions. If this isn't possible, but you can show that you're taking active steps to repayment, we may be able to extend the repayment period.

As a last resort, we may need to consider repossession of the property.

It's most important that you keep us informed of your progress throughout.

# Support and guidance

## L&G Care Concierge

Care Concierge is a confidential telephone advisory service that can help you understand and find later life care. Its trained advisers have expert knowledge of the care industry and give completely impartial advice. And it's free for our customers, their partners, parents and children to access.

**Freephone:** [0800 060 8721](tel:08000608721)

**Website:** [care.legalandgeneral.com/home-finance](https://care.legalandgeneral.com/home-finance)

## Government services

For information on what help you may be entitled to, contact your Local Authority. Or you can find out more at:

**Website:** [gov.uk](https://www.gov.uk)

## Age UK

Age UK aims to improve later life for everyone through their information and advice, services and products.

**Freephone:** [0800 678 1602](tel:08006781602)

**Website:** [www.ageuk.org.uk](https://www.ageuk.org.uk)

## Lasting Power of Attorney

You can choose to set up a Lasting Power of Attorney for yourself. Find out more from the Government website.

**Website:** [gov.uk/power-of-attorney](https://www.gov.uk/power-of-attorney)

You could also take advice from a solicitor who specialises in Lasting Power of Attorney. They'll charge you for the help and advice that they give. L&G have an agreement with Co-op Legal Services who will offer you a 10% discount on their standard fees for setting up a Lasting Power of Attorney.

**Co-op Legal Services can be contacted on:**  
[03330 041 7768](tel:03330417768)

## Elderly Accommodation Counsel

A nationwide register providing detailed information on all forms of accommodation for the elderly (sheltered housing and accommodation, residential care homes, nursing homes).

**Website:** [housingcare.org](https://www.housingcare.org)

## Society of Later Life Advisers

Society of Later Life Advisers assists consumers and their families in finding trusted accredited financial advisers who understand later life financial needs.

**Freephone:** [0333 2020 454](tel:03332020454)

# Keeping in touch

We're here to help. If you have any questions, there are a number of ways you can get in touch.

## Write to us at:

Customer Services, Legal & General Home Finance,  
PO Box 17225, Solihull, B91 9US

## Call our Customer Services team on:

**03330 048 444**

Open 8.30am to 5.30pm Monday to Friday.

Call charges will vary. Calls may be monitored and recorded.

## Email us at:

[customerservices@landghomefinance.com](mailto:customerservices@landghomefinance.com)

If you're contacting us by email please remember not to send any personal, financial or banking information because email is not a secure method of communication.