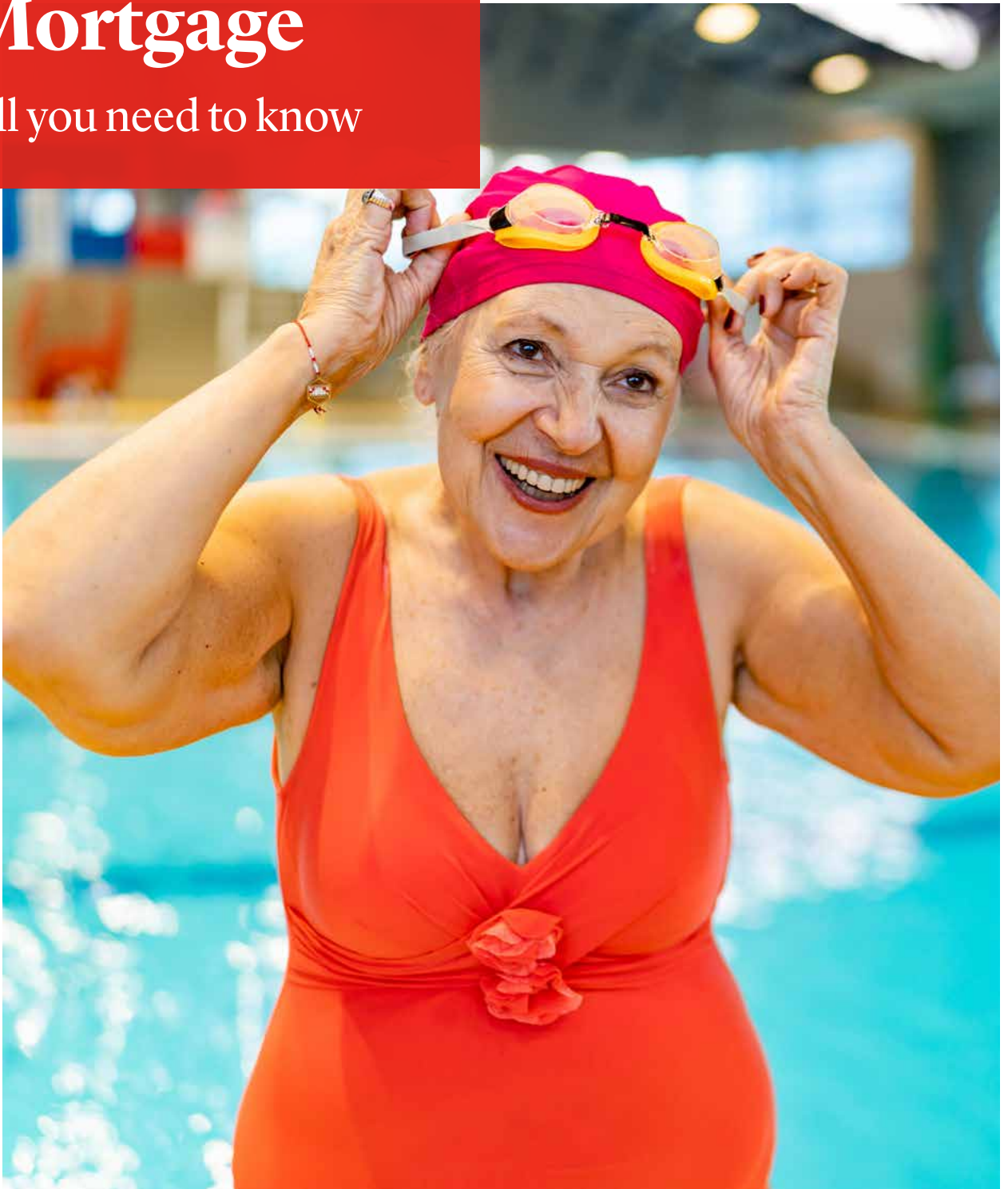


Retirement Interest Only Mortgage

All you need to know



Introduction

This document is a guide to the Legal & General Retirement Interest Only Mortgage. It'll help you understand what a Retirement Interest Only Mortgage is, the benefits and risks, and what you should consider before making a decision.

It'll then take you through the process of applying for a Retirement Interest Only Mortgage and what to expect once the Retirement Interest Only Mortgage is in place. If your circumstances change, it includes details of how to apply for more money or make overpayments. It also outlines what you can expect from us and how to keep in contact.

This document doesn't provide advice on whether a Retirement Interest Only Mortgage is right for you. This must be discussed with a Financial Adviser of your choice who's qualified to give mortgage advice. They'll take you through the decision making and application process and provide you with a European Standardised Information Sheet (ESIS). This gives you personalised information about the Retirement Interest Only Mortgage.

After successfully applying for a Retirement Interest Only Mortgage you'll be provided with a Mortgage Offer, Terms and Conditions and Tariff of Charges. These are referred to and should be read with this All You Need to Know document. If you need any further information at any stage, please ask your adviser.

Throughout this guide, we'll refer to our Retirement Interest Only Mortgage as a RIO mortgage.

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Section 1

All about our Retirement Interest Only Mortgage (RIO)

The concept of retirement has changed rapidly in recent years. There's no set retirement date and the choices that you make will be personal and unique to you. For most people a pension is their main source of income in retirement, however, more people are now looking to their home as a way to release additional money.

This could be due to:

- Average house prices nearly doubling in the last 20 years*. This means you may have more equity (the value of your home minus any remaining mortgage) in your home than you thought.
- People are living longer so their pension pot and savings may not meet their expectations and retirement plans.
- A large number of people are approaching retirement with an outstanding mortgage balance, in particular those that have an existing residential interest-only mortgage.

Whether you're coming to the end of your interest-only mortgage term or you're looking to make home improvements, help family members or simply top up your retirement income, there are a number of different options available to you.

* Source: Nationwide House Price Index as at Q3 2022

What is a Retirement Interest Only Mortgage?



A RIO mortgage is an interest-only mortgage designed for customers aged 55 and over. It enables you to borrow against your property or purchase a new one.

Every month you'll pay the interest on the balance of the mortgage. This amount is fixed for the duration of your mortgage. The amount that you can borrow is based on the value of your home and an affordability assessment to ensure you can keep up with the payments. If you're applying jointly this will be based upon the current and future income of the lowest earner.

A RIO mortgage only has to be repaid from the sale of your home when you, or the remaining applicant (if the mortgage is in joint names) dies or moves out of your home into long term care. However, if you're able to repay your mortgage you can do so at any time but may need to pay an Early Repayment Charge.

How does a Retirement Interest Only Mortgage compare to other mortgages?

You may have or be familiar with a residential mortgage. This table is designed to help you understand the key differences between a residential mortgage and our RIO mortgage.

	Retirement Interest Only Mortgage	Residential mortgage
Loan type	A loan secured against your home and an interest-only mortgage. A RIO mortgage is a type of residential mortgage.	A loan secured against your home. May be either repayment (capital and interest) or interest-only.
Interest	Interest is charged on the mortgage monthly and you make monthly payments.	Interest is charged on the mortgage monthly and you make monthly payments.
Interest rates	The interest rate is fixed for the duration of the mortgage.	There are a variety of interest rates you can choose from. The most common are variable or fixed rate.
Monthly payments	You're required to make a monthly payment.	You're required to make a monthly payment.
Duration	There's no fixed term. The mortgage lasts until the last borrower dies or moves out of their home into long term care.	The term is fixed for a set period of time. For example, 25 years.
Affordability	Your income and expenditure is assessed to ensure you can afford the mortgage.	Your income and expenditure is assessed to ensure you can afford the mortgage.
Repayment	Repaid from the sale of your home when the last remaining borrower dies or moves out of their home into long term care.	Repaid through the monthly payments over the term. With an interest-only mortgage you only make monthly interest payments, so you'll make a lump sum payment at the end of the mortgage.

Are you aware of the following features?



Fixed interest rate

Your interest rate is fixed for the duration of the mortgage giving you certainty on the monthly payments that you need to make.



You can make overpayments

With the overpayments feature, you can pay part of the mortgage off early with no Early Repayment Charge, subject to our Terms and Conditions.

Making overpayments can reduce your mortgage balance and the amount of interest that is charged on it. This will reduce your monthly payments.



Fixed Early Repayment Charges

The Early Repayment Charges on a RIO mortgage are fixed so you'll always know how much the charge will be if you choose to make a payment beyond your overpayment allowance, or if you decide to fully repay your mortgage.



Additional Borrowing

You may be able to apply for additional borrowing six months after your RIO mortgage completes, subject to an affordability assessment and our lending policy.



You can move home

If you decide to move home, your RIO mortgage can move with you, subject to our Terms and Conditions. You must discuss moving home with your adviser before committing to a purchase.



Downsizing Protection

If after five years you choose to move to a property that doesn't meet our lending criteria at the time, you can repay your RIO mortgage in full without making an Early Repayment Charge.



Assisted Legal Fees

If you're taking a RIO mortgage as a remortgage then we'll pay any standard legal fees that apply. If you choose not to take this option you'll receive a cashback to contribute towards the costs.



Compassionate Repayment Feature

With our Compassionate Repayment Feature, if one borrower dies or moves into long term care, there will be no Early Repayment Charge for the remaining borrower if the loan is repaid within three years.

Is a Retirement Interest Only Mortgage right for you?

These are some of the things you may consider when deciding if a RIO mortgage is right for you.

- ✓ I am aged 55 or over.
- ✓ I am living in, or buying my own home which is located in England, Wales or mainland Scotland.
- ✓ I can afford to make monthly payments now and when I'm no longer working.
- ✓ I want to borrow a minimum of £10,000.
- ✓ My home is worth at least £70,000 or £100,000 (depending on your property type).
- ✗ I would like to sell my property and not have an outstanding mortgage.
- ✗ I have savings or investments that I can consider using instead.
- ✗ I can claim benefits that will supplement my income and these may be affected by a RIO mortgage.
- ✗ I can qualify for a personal loan.

You'll need to discuss your personal circumstances with an adviser before making a decision. Your adviser must be authorised by the Financial Conduct Authority and hold a suitable qualification to advise on residential mortgages.



What impact will a Retirement Interest Only Mortgage have on the equity in your home?

Our RIO mortgage has a fixed interest rate for life, which means it won't change for the duration of your mortgage. Your personalised illustration (ESIS) will show a breakdown of the interest charged over time.

When your RIO mortgage is repaid, the amount of equity available to you or your beneficiaries will depend on several factors including:

- The value of your home and how much it decreases or increases over time.
- The amount you originally borrowed and if you've borrowed any additional money.
- Whether monthly interest payments were made regularly and on time. This will affect the equity that will remain as any missed interest payments will be added onto the mortgage.

- Whether you make overpayments to reduce the loan amount. It's important to remember that the amount of interest charged can be reduced by making overpayments on your mortgage.

Our overpayment feature allows you to reduce the amount you owe by paying up to 10% of the mortgage balance per year without incurring an Early Repayment Charge.

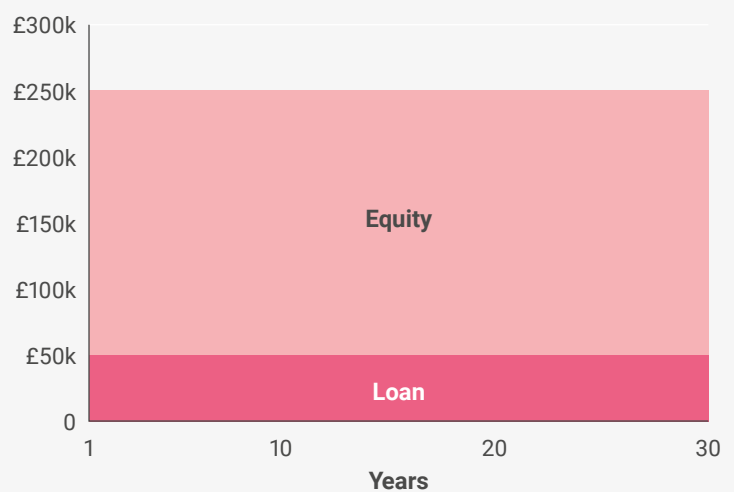


Example

The graph below shows that the money you borrow doesn't increase with a RIO mortgage over time if the monthly interest payments are made on time.

- ✓ Property value: £250,000
- ✓ Amount borrowed: £50,000
- ✓ No additional money borrowed after initial borrowing
- ✓ Monthly interest payments are being made each month
- ✓ No overpayments have been made
- ✓ Remaining equity: £200,000

In this example it can be seen that the property value has stayed the same, the monthly interest payments are being made, and no additional money has been borrowed, so the equity in the house hasn't reduced over time.



What are the benefits and risks of a Retirement Interest Only Mortgage?

Before deciding whether to go ahead, your adviser will talk you through the benefits and risks of a RIO mortgage as well as the other options available to you.

Below is a list of things you need to think about. This isn't a full list of benefits and risks. Your adviser will look at your personal circumstances, advise you on risks affecting you and whether a RIO mortgage is suitable.

Benefits	Risks
<p>You don't need to have a repayment vehicle in place</p> <p>The mortgage doesn't have to be repaid until you die or move into long term care.</p>	<p>Your home could be repossessed</p> <p>Failing to maintain the property may mean that we have to put it right on your behalf. It could even result in the forced sale of your property.</p>
<p>It's possible to move home</p> <p>You can move home and your mortgage can move with you, providing your new property is acceptable to us and meets our lending requirements.</p>	<p>You may need to repay part of your mortgage if you move</p> <p>For example, if your new property is worth less than the original property. Where we ask you to repay a part of your mortgage, the amount that we ask for wouldn't be subject to an Early Repayment Charge.</p>
<p>Ability to make overpayments</p> <p>You can pay part of your mortgage off early with no Early Repayment Charge, provided it's within the limits and terms that apply. This will reduce the amount of interest that you're charged over the term of your mortgage and your monthly interest payments.</p>	<p>You may have to pay an Early Repayment Charge</p> <p>If you decide to repay more than your 10% overpayment allowance or decide to repay all of your mortgage off early.</p>
<p>You can stay in your home</p> <p>Unlike other residential mortgages, a RIO mortgage has no fixed end date, which allows you to stay in your home without having to repay the mortgage.</p>	<p>Think carefully before securing other debts against your home</p> <p>There may be cheaper ways for you to borrow money, so ensure you speak to your financial adviser before deciding if a RIO mortgage is right for you.</p>
<p>The total amount you owe doesn't increase over time</p> <p>By making monthly payments you're paying off the interest on your mortgage.</p>	<p>Your taxation or benefits may be affected</p> <p>Taking out a RIO mortgage could affect any means-tested benefits or pension credit you receive.</p>
<p>Your monthly payments won't increase</p> <p>As the interest rate is fixed for life, your monthly payments won't increase which means you'll always know what you're paying.</p>	

As a last resort, your home may be repossessed if you don't keep up payments.



What could you use a Retirement Interest Only Mortgage for?



Pay off your existing interest-only mortgage

If you've come to the end of your current interest-only mortgage and are unable to repay the balance but can still afford to make monthly payments.



Help your family

Help your children or loved ones get onto the property ladder, or contribute to their education. The recipient may have to pay Inheritance Tax in the future.



Move to a new home

Taking out a new mortgage could give you the opportunity to move to a new home.



Home improvements

Make vital improvements to your home as you grow older and carry out adaptations that make it possible for you to stay there for the longer term.



Lifestyle improvements

Have some extra money to help you enjoy your retirement and get the most out of it. This could be a new car, or funding a new hobby. You may also be considering providing care in the home.

Examples

Chris and Pauline

Chris and Pauline have recently retired and have savings. Their major financial concern is the outstanding interest-only mortgage on their home. In six months they'll need to repay the outstanding capital and have no way to do so.

A RIO mortgage with a fixed interest rate for life enables them to continue to live in the home that they love. They'll make monthly interest payments based on the income of the lowest earner and won't have to repay until they die or move out of their home into long term care.



Barry and Fiona

Barry and Fiona have paid off their mortgage but would like to build an extension and carry out some repair work. They have an income that enables them to make payments towards any borrowing.

A RIO mortgage gives them the money they need to maintain and improve their home for the future with regular monthly interest payments. It also provides the opportunity to make overpayments.



These examples are for illustrative purposes only and not real customers.

How do you decide if a Retirement Interest Only Mortgage is right for you?

A RIO mortgage is a long-term financial commitment and it's important to understand all the benefits and risks.

1

Check the details

Alongside your adviser, check that you:

- Have identified your needs.
- Know how much you can borrow.
- Have looked at other options.
- Are aware of the benefits and risks.
- Meet the criteria for a RIO mortgage.

2

Understand the facts

When you're considering a RIO mortgage, your adviser can submit your details to us for a Decision in Principle on what we'd be able to offer you based on the information provided and subject to a full mortgage application. The information discussed with your adviser will be provided in a personalised ESIS outlining:

- A description of the RIO mortgage.
- The amount of money that you are looking to borrow.
- The costs and implications of a RIO mortgage.
- The details you've given relating to the estimated value of the property and whether you're applying as an individual or in joint names.

3

Make a decision

You'll then be in a position to decide if a RIO mortgage is right for you, and your adviser will help you to apply.



Section 2

Applying for a Retirement Interest Only Mortgage

You can progress to the next steps and apply for a RIO mortgage once you have:

- ✓ Met with your adviser and discussed the risks and benefits as well as your other options.
- ✓ Spoken to your family about your plans if you choose to.
- ✓ Received your Decision in Principle and personalised ESIS from your adviser.

What costs are involved in setting up a RIO mortgage?

There are some costs that you'll need to cover when applying for your RIO mortgage. Refer to your ESIS to see what fees apply to you, typically these include:

Arrangement Fee: covers our costs for setting up the RIO mortgage and is payable on completion of your mortgage.

You can also choose to add this fee to your mortgage, but it will increase the amount you owe and interest will be charged on it.

Valuation Fee: covers the costs of carrying out a valuation on your home. Payable on application and the amount of the fee will depend on the value of your home.

Funds Transfer Fee: charged to cover our costs transferring your money to the solicitor and is payable on completion. You can also add this fee to your mortgage, but it will increase the amount you owe and interest will be charged on it.

There are fees that you may have to pay to others:

Legal fees: If you need to appoint a solicitor to act on your behalf and ours, you should agree a fee with them and you'll be responsible for paying it.

If your solicitor is unable to carry out work on our behalf you'll need to cover the legal fees from our solicitor and the legal fees for the firm you've chosen.

Advice Fee: you may be required to pay a fee to your adviser for providing advice on the mortgage. You should agree a fee with them and you'll be responsible for paying your adviser.

Please refer to your RIO mortgage Tariff of Charges for full information on fees and charges. If you haven't seen this document, please ask your adviser for one.



Your application will follow this process



If you and your adviser have decided that a RIO mortgage is right for you, your adviser can start your application.

You must appoint a solicitor to act on your behalf. Your adviser will be able to help you find a solicitor if you don't already have one.

Once you've applied for your mortgage, and we've carried out an affordability assessment, your home will be valued by an independent valuer. They'll be in touch shortly after your application to book an appointment at a time suitable for you.

When your valuation is complete, and the application is approved, we'll send you a Mortgage Offer, Tariff of Charges, our Terms and Conditions and a copy of this All You Need to Know document.

If you haven't already done so, you must insure your property for at least the amount set out in your Mortgage Offer. This should be sufficient to cover the cost of rebuilding the property.

When all the necessary paperwork has been received and accepted, we'll be able to release your money. This will repay any existing mortgage and the remainder will be available to you.

We'll write to inform you that your RIO mortgage has completed.

Don't forget to let us know if your circumstances change or you require any further information. You'll receive an Annual Mortgage Statement and other information from time to time.

You can always call our Customer Services team on **03330 048444** if you have any questions.

Section 3

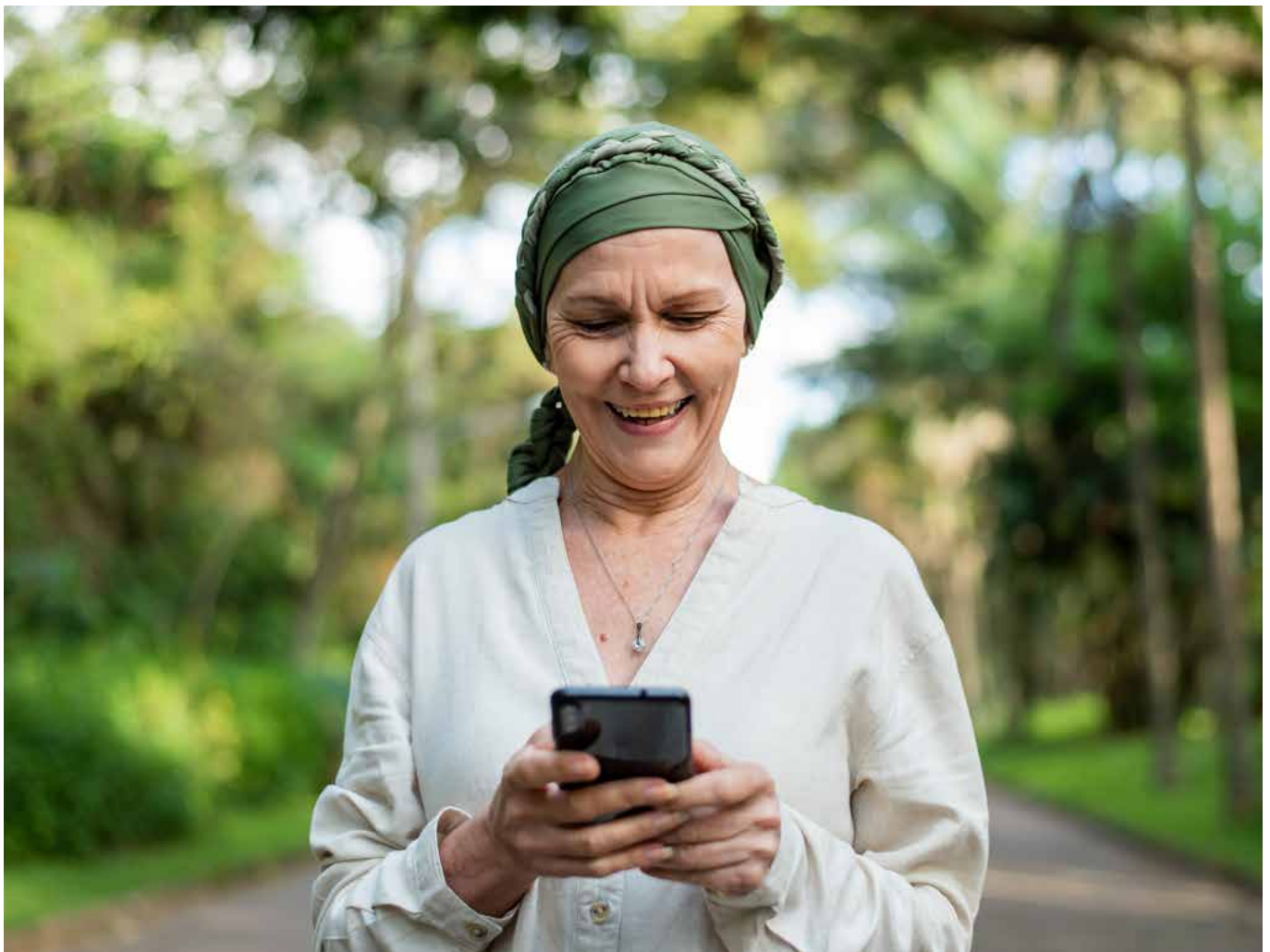
What happens if your circumstances change?

Although a RIO mortgage is designed to be a lifelong commitment, we understand your circumstances could change and you may need our help in the future. Anything from concerns about making monthly payments, borrowing more money, or moving home; this section helps to explain your options.

What if you're having problems making Monthly Interest Payments?

If you think you're unable to make your monthly mortgage payment, it's important that you let us know as we'll always try to help you. Whether it's a short-term concern or a long-term change in your circumstances you should let us know as early as possible.

Please contact us on **03330 048444** if you have any concerns and we'll be able to discuss your options and how this will affect your RIO mortgage.



What if you need more money?

If you need more money you can apply for additional borrowing on top of the initial amount you borrowed. Applications for additional borrowing can be considered 6 months after completion of your mortgage. It's important to be aware that any further borrowing will be on the same product terms as your existing mortgage, but the interest rate may be different depending on interest rates at the time of your application.

You'll have to pay fees as you did when you first took out your mortgage. Our current fees are outlined in the Tariff of Charges. If you haven't got a copy, please ask your adviser for one.

What if you have money available and want to repay part of your Retirement Interest Only Mortgage?

Making an overpayment reduces the amount you owe and the total amount of interest charged over the duration of the mortgage.

Our overpayment feature allows you to reduce the amount you owe by making overpayments of up to 10% of the mortgage balance per year without paying an Early Repayment Charge.



How to apply for additional borrowing

- 1 You'll need to seek advice from a Mortgage Adviser who'll provide you with a personalised ESIS and help you progress with the application.
- 2 A new property valuation may also be required. When your valuation is complete, and the application has been approved we'll send you a Mortgage Offer.
- 3 When all the necessary paperwork has been received and accepted, we'll be able to release your money.

How to make an overpayment

- 1 It's important you call our Customer Services Team on **03330 048444** before making overpayments. You'll need to confirm how much you want to pay and the date of the payment.
- 2 We'll then send you an illustration of the payment and the effect it will have on your mortgage balance to ensure you still want to go ahead.
- 3 When making a payment this must be from your personal bank account. If you wish to proceed, we'll tell you how to transfer the payment.
- 4 Once we receive your payment we'll apply this to your account and send you a letter to confirm we've received it and the effect on your monthly payments and mortgage balance.

Overpayments can be made at any time, however, you may have to pay an Early Repayment Charge:

There's no obligation on you to make such payments, but should you wish, the following will apply:

- In any 12 month period starting on the completion of your RIO mortgage and thereafter on each anniversary of the completion, you can repay up to 10% of the mortgage balance without paying an Early Repayment Charge.
- Any overpayments being made are subject to a minimum amount of £50.
- You should contact us before you make any overpayment, so that we can confirm the amount you can repay and when. If we receive a payment without having discussed it with you first, we may have to return this to you.

- When you make an overpayment, it will be applied to your mortgage on the day we received the cleared funds and the amount on which we charge interest will reduce accordingly.
- Where you've taken additional borrowing, any overpayment up to the 10% limit will be allocated to the account with the highest interest rate first. The remaining amount is then applied to the next highest interest rate. Any overpayment you make will be shown on your Annual Mortgage Statement.

What if you want to repay your Retirement Interest Only Mortgage early?

We understand your circumstances may change and you may wish to repay your RIO mortgage early. In which case, an Early Repayment Charge may be payable.

Early Repayment Charges

You should think carefully before making any repayments as there could be a substantial Early Repayment Charge. It's important to understand when an Early Repayment Charge may apply and how much it will be.

An Early Repayment Charge is not payable if any of the following apply:

- Overpayments have been made within the permitted limits.
- If you move home and transfer your RIO mortgage to a new property that's acceptable to us and as a result of which you repay a part of the mortgage as required by us (for further information on moving home see page 16).
- If you've had the mortgage for over 5 years and are moving to a property that doesn't meet our lending criteria at that time.

- If you repay after you (or if joint borrowers, the last surviving of you) dies or goes into long term care.
- If the last surviving borrower of joint borrowers repays in the first three years after the first borrower dies or moves into long term care.

i You'll never have to pay an Early Repayment Charge of more than the amount shown in your Offer of Loan for each amount we lend to you, plus the Closing Administration Fee. This is payable whenever the RIO mortgage is repaid in full. This is detailed in your RIO Tariff of Charges.



How do we calculate an Early Repayment Charge?

The Early Repayment Charge on a RIO mortgage is a fixed, stepped percentage which reduces depending on how long you've had the mortgage.

The percentages that apply if you repay your RIO mortgage in full or make overpayments above the 10% annual limit are as follows:

Number of years you've had a RIO mortgage	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Percentage of outstanding balance to pay as an ERC	9%	9%	9%	9%	9%	8%	7%	6%	5%	4%	3%	2%	1%	1%	1%	0%

Example 1

Shows how an ERC is calculated using the table above when no overpayments have been made.

Joe has a mortgage balance of **£71,700** and in year 6 wants to repay his mortgage in full.

With the Overpayment feature Joe can repay 10% of his mortgage balance without incurring an ERC. This is **£7,170**. The remaining **£64,530** is subject to an ERC. The Early Repayment Charge is **8%** of the outstanding balance.



$$£64,530 \times 8\% = £5,162$$

The Early Repayment Charge is **£5,162**.

$$£5,162 + £71,700 = £76,862$$

The full repayment would be **£76,862** plus the Closing Administration Fee shown in your Tariff of Charges.

Example 2.1

Shows how an ERC is calculated when overpayments have been made above the 10% limit.

Bethany took out a RIO mortgage for **£100,000** and makes an overpayment of **£15,000** in year 5.

With the Overpayment feature Bethany can repay 10% of her mortgage balance without incurring an ERC. This is **£10,000**. The remaining **£5,000** is above the 10% and subject to an ERC. The Early Repayment Charge is **9%** of this overpayment.



$$£5,000 \times 9\% = £450$$

The Early Repayment Charge is **£450**.

$$£450 + £15,000 = £15,450$$

The total for repayment would be **£15,450**

Example 2.2

3 years later, Bethany wants to fully repay her RIO mortgage. She is now in year 8 of her loan.

Bethany's previous overpayment of £15,000 has been applied to her mortgage and her outstanding balance is now **£85,000**.

Because the Overpayment Feature resets on each anniversary of the completion of the mortgage, Bethany can repay 10% of her mortgage balance without incurring an ERC. This is **£8,500**. The remaining **£76,500** is above the 10% limit and subject to an ERC. The Early Repayment Charge in year 8 is **6%** of the outstanding balance.



$$£76,500 \times 6\% = £4,590$$

The Early Repayment Charge is **£4,590**.

$$£4,590 + £85,000 = £89,590$$

The full repayment would be **£89,590** plus the Closing Administration Fee shown in your Tariff of Charges.

What if you want to move home?

If you move home, you can transfer your RIO mortgage to a new property if that property is acceptable to us and meets our lending requirements at the time. The process of transferring your mortgage to a new property is known as 'Porting'.

You'll need to ensure there's sufficient value left after the sale of your home to purchase your new property. You should consider all the costs and taxes payable for the move.

How to apply to move home

- 1 As soon as you decide you want to move, please call us on **03330 048444**. We'll explain how it could affect your mortgage, the steps you need to take and answer any questions you may have.
- 2 Your new property will need to be valued by an independent valuer. You'll pay the Valuation Fee, Property Transfer Fee, all legal fees and any moving expenses.
- 3 Once all necessary paperwork has been received and accepted, we may also ask you to repay part of your mortgage. The amount we lend you will be based on the value of your new property and your ability to afford the mortgage.

In this case you wouldn't have to pay an Early Repayment Charge on any amounts we require you to pay.

What if you want to add or remove someone from your Retirement Interest Only mortgage?

Adding or removing a new borrower

You may be able to add someone to the mortgage as a joint borrower, for example due to a marriage or registered civil partnership, subject to our lending requirements at the time. You may also be able to remove someone from the mortgage if you took the mortgage out jointly.

As soon as you decide you want to add or remove a borrower, call us on **03330 048444**. We'll explain how it affects your mortgage, the steps you need to take and answer any questions you may have.

You'll have to pay the fees outlined in the Tariff of Charges. If you haven't got a copy, please ask your adviser for one.

If you hold the RIO mortgage in joint names and one of you dies or moves out of your home into long term care you must contact us on **03330 048444**.



Section 4

When do you have to repay your Retirement Interest Only Mortgage?

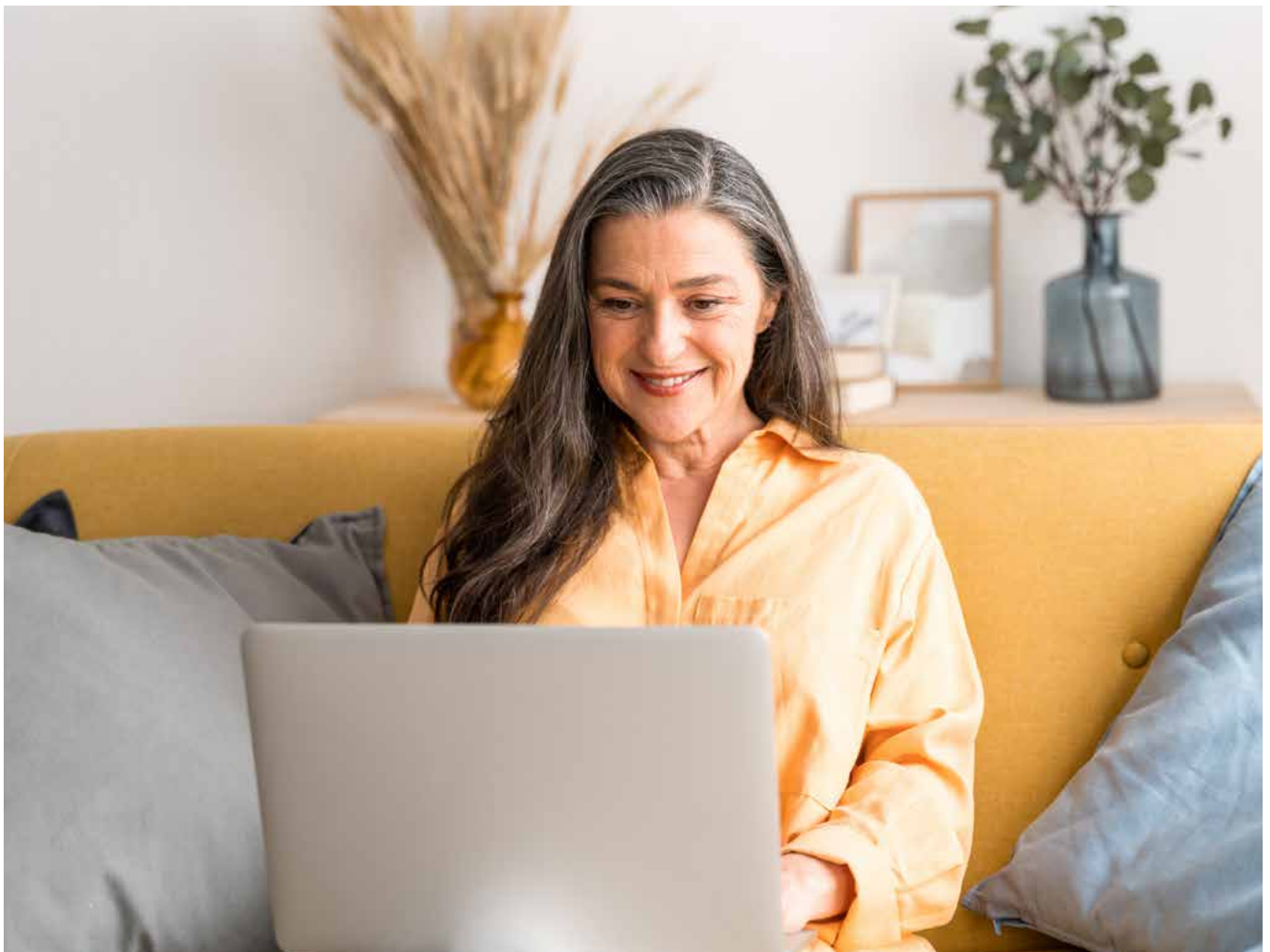
A RIO mortgage is repayable when you (or, if borrowing jointly, both of you) die or move out of your home into long term care.

We realise that this may be a difficult time and for this reason, we allow a 12-month period to enable you or your estate to repay the mortgage. With our Compassionate Repayment Feature, if the loan is repaid by the remaining borrower within 3 years of the first borrower dying or moving into long term care, there will be no Early Repayment Charge to pay.

The mortgage will be repaid with the proceeds from the sale of your home.

Our Terms and Conditions outline the other circumstances when the mortgage has to be repaid in full. Remember, this full amount will include the initial amount borrowed, all additional borrowing and any unpaid interest or charges.

Remember, you can repay your mortgage at any time but you may have to pay an Early Repayment Charge.



Section 5

Other important information

When will you hear from us?

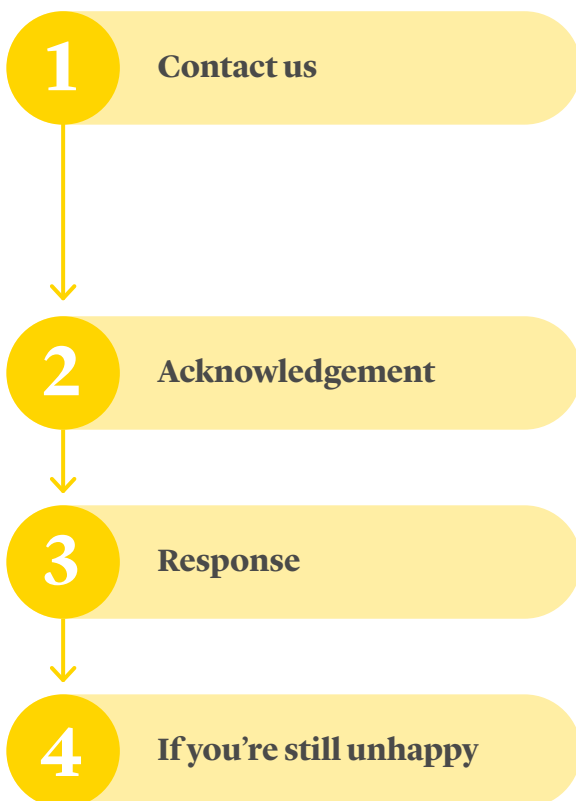
You'll receive a statement each year to help you keep track of how much you owe. This shows the details of the transactions that have taken place on your RIO mortgage account during the year and includes an illustration of the total amount to be repaid.

You don't have to wait until you receive your annual statement before you make enquiries about your RIO mortgage. You can call us on **03330 048444**.

How to make a complaint

We hope you'll always be satisfied with the service you receive from us. If this isn't the case, we want you to tell us about it so we can work with you to understand what's happened and put it right as quickly as we can.

If you have a complaint about any aspect of our service you can contact our complaints team by:



Write to us at: Legal & General Home Finance, PO Box 17225, Solihull B91 9US

Call us on: 03330 048444

Email us: complaints@landghomefinance.com

We'll try our very best to resolve your complaint within three working days.

If the issue can't be resolved within three working days, we'll send you a written acknowledgment of your complaint. We'll undertake a full investigation of your complaint and let you know the outcome in writing.

We'll send you a final response within eight weeks which will explain the outcome of your complaint.

After our investigation, if you're still unhappy with our response, you can refer your complaint to the Financial Ombudsman Service. They provide a free, independent service to help resolve complaints. Their contact details are:

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0800 023 4567 or 0300 123 9123, or when calling from abroad +44 20 7964 0500

Address: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

About Legal & General

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Registered office: One Coleman Street, London, EC2R 5AA.

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We'll only accept applications for RIO mortgages from advisers that are authorised and regulated by the Financial Conduct Authority.

MoneyHelper provides useful information on lifetime mortgages and other ways of releasing equity from your home. You can get this by calling **0800 138 7777** (English), **0800 138 0555** (Welsh), **18001 0800 915 4622** (Typetalk), or on the MoneyHelper website at [moneyhelper.org.uk](https://www.moneyhelper.org.uk)

Legal & General Home Finance Limited is a member of UK Finance.



Keeping in touch

We're here to help. If you have a query about your RIO mortgage, or you'd like to give us some feedback, 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 048444**

Lines are open 8.30am–5.30pm, Monday to Friday. Call charges will vary. Calls may be monitored and recorded.

Email us at:

customerservices@landghomefinance.com

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



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.

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