A simple guide to later life mortgage advice with L&G

Easier-to-read information

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

Contents

A guide to later life mortgages

A later life mortgage lets you use some of the money tied up in your home.

It can help you enjoy life and worry less in retirement, without needing to move.

This guide is for Santander customers, including those who want to pay off an existing mortgage. This may include any early repayment charges.

Why do Santander work with L&G?

Santander do not offer later life mortgages. So, they work with L&G to support you.

We are a trusted provider. Established in 1836, we are a leading financial services group and major global investor, safeguarding people's financial futures around the world. We help people plan ahead and feel more secure about their future.

Retirement looks different for everyone

Everyone's situation is unique.

Plans can change over time. Your needs may change too.

A later life mortgage could help you use the value in your home to:

- Live more comfortably
- Feel more in control
- Enjoy retirement in a way that suits you

This guide will help you understand your options, so you can decide what's right for you.

Using your home to help meet your needs

Your home may be worth much more now than when you bought it. A later life mortgage is a loan secured against your home that can help you unlock some of this money.

People choose a later life mortgage for many reasons.
These usually fall into a few clear groups:

1. Improving or adapting your home

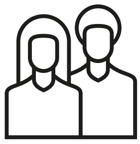
- Updating kitchens, bathrooms or living spaces
- Adapting the home to make it safer or easier to stay in for longer
- Creating more room for visiting family

2. Managing or repaying debt

- Paying off an existing mortgage
- Clearing or consolidating old loans
- Reducing monthly outgoings

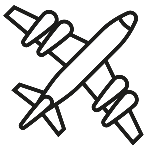
3. Creating a financial safety net

- Setting up an emergency or "rainy-day" fund
- Having money in place for life's unexpected costs



4. Supporting family

- Gifting money to children or grandchildren
- Helping loved ones with major expenses (Your adviser will explain any rules and how this may affect inheritance tax.)



5. Enjoying life more

- Topping up income
- Paying for holidays, hobbies or treats
- Making day-to-day life easier

6. Moving or buying property

- Buying a new home
- Purchasing a second property or holiday home

What we can do for you

Our mortgage service is provided by two parts of Legal & General. Legal & General Home Finance (LGHF), which provides the products, and Legal & General Financial Advice (LGFA), which advises which of these, if any, may be suitable for you.

- ✓ **We listen to what matters to you**
  We take time to understand your life, your plans, and what you need money for. There's no rush and no pressure. We're here to help you feel comfortable and confident.
- ✓ **We explain your options in simple, clear language**
  We talk you through later life mortgages from Legal & General Home Finance. We'll explain how they work, what they mean for you, and answer any questions you have.
- ✓ **We guide you through every step**
  If you decide to go ahead, we help with the forms and keep things moving. We stay in touch so you always know what's happening.
- ✓ **We're here for you in the future too**
  Our support doesn't stop once your mortgage is in place. You can come back to us anytime if your needs change or you want more help.

"Our adviser fully explained the terms and options and took time to ensure we're fully aware of the process and commitment"

Helping you understand the facts

Our qualified, friendly advisers will answer your questions. No question is too small.

We'll explain everything clearly and simply.

If a later life mortgage isn't right for you, we'll say so.

Later life mortgage myths vs facts

✕ Myth	✓ Fact
✕ **I could be forced out of my home**	✓ No – you stay in your home. You keep living there as long as it's your main home and you follow the terms.
✕ **I will no longer own my home**	✓ You stay the owner. The lender just has a loan secured against the property.
✕ **My family will be left with a big debt**	✓ There's protection. With a lifetime mortgage, your family won't owe more than the home is sold for.
✕ **I can't pay anything back**	✓ Products vary in how much interest you repay - from full monthly payments to none, with flexible options in between.
✕ **I must borrow a lot of money**	✓ You only borrow what you need, with a minimum of £10,000, your adviser helps you work out the right amount.
✕ **I won't be able to move**	✓ You have the right to move to a new property as long as it is acceptable to us.

Things you need to consider

- You're welcome to have family or friends join your meetings, so you feel supported and confident in your choices.
- Gifting money could give rise to an Inheritance Tax liability, against your estate, in the future.
- Think carefully before securing other debts against your home as there may be cheaper ways to pay off any debts you have.
- There may be cheaper ways to borrow money.
- If you take out a later life mortgage it could affect any means-tested benefits or pension credit you receive.
- You can move home, and transfer the loan as long as the new property meets our lending requirements. If the new property is worth less than your current home, you may have to pay back part of your mortgage.
- (For Lifetime mortgages) Interest is charged on the loan, plus any interest already added. So, if you don't pay some or all of the monthly interest, the amount you owe will increase quickly over time.
- Certain mortgage types, require regular payments to be made. As a last resort, your home may be repossessed if you do not keep up with payments (your adviser will explain if this is the case, based upon the product you choose).

Helping customers like you

How Sally and Martin helped their son

Sally and Martin, wanted to do something important for their son. He had recently moved home and was struggling with how much renovations were costing. They didn't want to wait until "one day in the future" to help him – they wanted to support him now, while they could see the difference it made and when he needed it most.

Our adviser:

- encouraged them to invite their son into the conversations
- listened to what they wanted for their son and for themselves
- helped them work out how much they could gift safely, without affecting their own long-term plans
- explained how a lifetime mortgage could release the money they needed
- explained how the interest worked and that paying monthly could keep the balance down
- kept everything clear and simple, so they felt confident in every step.

Sally and Martin are now happy they could help their son at the right time – and still keep their own future secure.

How Dev and Priya paid off their debt

Dev and Priya were 75 and 77. They had an interest-only mortgage that needed paying back, and their lender was threatening legal action. They also had other debts that were piling up. They felt stressed and didn't know where to turn and feared they could lose their house.

Our adviser:

- listened to what they needed and what worried them the most
- looked at all their debts, including the interest-only mortgage that had become urgent
- made sure everything was accessible for Dev, who had visual issues, by providing audio files so he could follow every step
- worked out how a lifetime mortgage could help them repay their lender, clear their other debts, and create some rainy-day money for peace of mind
- guided them through the full process, keeping things simple and supporting them at every stage.

Dev and Priya now feel safe and far less stressed. They've paid off their debts, stayed in their home, and have a small pot set aside to meet future objectives.

> "The gentleman I dealt with was brilliant. He never rushed me and was extremely understanding."

How Rob and Lynne updated their home

Rob and Lynne were both 71. Their home was run down and felt crowded when family came to visit. They weren't sure what to do next. They wondered if they should move house, but their hearts were at home – a place filled with memories they didn't want to leave behind.

Our adviser:

- listened to what mattered most to them
- worked out the cost of the home improvements they wanted, from making rooms more open to creating more space for visiting family
- made sure they only borrowed what they needed, so they didn't take out a bigger lifetime mortgage than was right for them
- explained everything clearly, showing how staying at home could still give them the comfort and space they dreamed of.

Rob and Lynne now feel settled and happy. They can stay in the home they love – with the changes that help it work better for their future.

How much could you borrow?

We know it's important to understand what you might be able to borrow, and we want to make this as simple and reassuring as possible.

You can use our online calculators to get a quick idea:

- Lifetime Mortgage – Visit: legalandgeneral.com/santander/lifetime-mortgages
- Retirement Interest-Only Mortgage – Visit: legalandgeneral.com/santander/retirement-interest-only-mortgage

The amount you can borrow depends on a range of factors, including – **your home's value, your circumstances, and the age of the youngest borrower.** (That's important, because younger ages usually mean a lower borrowing amount.)

For a bit of context, according to data.gov.uk, the average UK property value in **November 2025 was £271,000**.

Below are some examples to help you understand how borrowing often works.
In general, the older you are, the more you may be able to borrow.

<table>
<tr><th>Age of youngest borrower</th><th>Typical Loan-to-Value for a lifetime mortgage</th><th>What this means</th><th>Approximate Maximum Loan (Based on £271,000 home)</th></tr>
<tr><td>55</td><td>Around 20%</td><td>You can borrow a smaller amount at younger ages</td><td>£54,200</td></tr>
<tr><td>65</td><td>Around 30%</td><td rowspan="2">You may borrow more as you get older</td><td>£81,300</td></tr>
<tr><td>75</td><td>Around 40%</td><td>£108,400</td></tr>
<tr><td>85</td><td>Around 50%</td><td>Normally this is the maximum you can borrow</td><td>£135,500</td></tr>
</table>

These figures are examples only. Your actual amount may be higher or lower.

You don’t have to take it all at once

Many customers like the flexibility of choosing **how** and **when** they take their money:

- You take a **lump sum now**, and
- With some products you may be eligible to keep money in a **drawdown facility.** This means you can take smaller amounts later when you need them, helping you stay in control.

Your adviser will explain these options in a clear, friendly way and help you choose the approach that suits you best.

You’re never pressured to borrow the full amount. We’re here to help you make a calm, confident decision.

Your journey

3 steps for advice

Step 1

Start with a quick chat to understand your needs

We'll talk through what you're looking for and whether you're eligible for an L&G Later Life Mortgage.

This takes about 15 minutes, and you're welcome to have a family member or friend join.

If we can help, we'll set up a free, no-pressure call with a qualified adviser.

Step 2

Share your situation so we can get to know you

Your adviser will get to know what you want to use your later life mortgage for, so they can give you the best advice and recommend the best product to suit your needs. There's no obligation to proceed at this point.

Step 3

Review your plan and choose your next steps

Your adviser will come back with a personalised recommendations based on your requirements and answer any questions to help you to decide whether to proceed with the application or not.

If you decide to proceed, we will complete and submit your application for you.

When you're ready to take your first step, call your friendly team on 0800 048 7195

From application to completion

Step 4

Value your property

An independent surveyor will come to your home and value your property. If your property needs any repairs, you might have to make them as a condition of the loan.

Step 5

Receive your offer

After LGHF review your application, if successful, they'll send you an offer, confirming the amount you can borrow.

Step 6

Check the legal details

You'll need to appoint a solicitor who understands equity release, to make sure you're happy with the offer. You can use your own or we can put you in touch with one via a trusted partner.

Your adviser will explain this to you.

Step 7

Enjoy your money

The whole process typically takes 8–12 weeks, but in some cases longer. We're with you every step of the way, making sure you know everything you need to.

Any money released to you will be sent by your solicitor by bank transfer, so you can start putting your plans into action.

Why choose us?

Don’t just take our word for it, here’s what some of our customers had to say about us

Everything was comprehensively explained so we understood matters from every angle and we never felt misled. There was full transparency with everything.

The adviser was very patient and understanding with my mum who is elderly and finds it difficult to fully understand.

A thorough look into my situation before discussing options.

Courteous, friendly, business like; took trouble to establish context as well as detail. For me a good experience.

Very professional and helpful.

Positive, informative and clear.

Very friendly and efficient service – easy to talk to.

A big financial step for us, and the adviser took a lot of time over several conversations to answer all our questions.

Fantastic and very friendly service from everyone concerned.

Professional, considerate and extremely helpful.

The whole process was very professional. Everything discussed and all the information provided was good and communication was thorough. I'm delighted I ended up coming to you. I felt like I was in safe hands.

The service we have received has been excellent. Everything has been explained very clearly.

We're here to help you

Since 2015, we've lent over £6.84 billion to over 119,000 customers.

For lifetime mortgages

We're a proud member of the Equity Release Council.

Proud to be a Member of the Equity Release Council

Award-winning for our lifetime mortgages

Moneyfacts awarded us Best Equity Release Provider in 2024.

WINNER Investment Life & Pensions Moneyfacts Awards 2024

Best Equity Release Provider

Get in touch

You can call us on

0808 048 7195

Our team of specialist advisers can talk you through all your options from the comfort of your own home.

Monday to Friday 9am–5.30pm.

We may record and monitor calls.

You can find out more information and try our easy-to-use calculators at:
legalandgeneral.com/santander

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