



Moving to telephone advice

In the UK we are currently experiencing a serious public health situation with the spread of Coronavirus, also known as Covid-19. We know many of our customers are concerned about this pandemic. We also know that some of our customers feel particularly at risk because their age or existing medical conditions.



At Legal & General, the wellbeing of our customers remains our number one priority.

That's why, here at Legal & General Financial Advice, we're now offering you a fully telephone-based advice and application process for your lifetime mortgage, rather than one that includes a face-to-face meeting with an adviser in your home.

This means that the entire process of applying for a lifetime mortgage will be conducted over a series of phone calls, rather than having an introductory phone call followed by your adviser visiting you in your home.

We'll ensure you have all the relevant documentation in advance of each call, and we'll guide you through each step of the process until you feel confident and comfortable. As always, we'll go at your pace, and there will be no obligation to proceed with our advice.

Rest assured that our business preparations for dealing with any potential spread of the virus are robust. We've taken this step to ensure that here at Legal & General Financial Advice we can continue to offer great customer service to you and help you stay safe and well.

Yours faithfully



Sara McLeish

CEO

Legal & General Financial Advice

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