



# Lifetime Mortgages Latest Processes

June 2020

This is not a consumer advertisement. It is intended for professional advisers only.

## Customer Signatures

We continue to operate a process where there is not a requirement for customer signatures for applications to proceed. After receiving the application, we will call customers to obtain consent to proceed within 48 hours.

Once you have taken your customer through the declaration and gained the identification needed, please sign the forms yourself and upload them to our online portal. Please do not use previous versions of the application form as they may not contain the required information.

## Solicitor Appointments

OneFamily continues to accept the Equity Release Council's proposals for non face-to-face solicitor appointments for giving legal advice where it is not possible for this to be face-to-face. Details of the process and supporting documents can be found on the Equity Release Council's website.

## Valuations

### Super LTV

OneFamily are offering onsite valuations on our Super LTV Lifetime Mortgage product from Monday 22 June, for properties in England only.

Important aspects to note:

- All references to onsite valuations below assume your customer(s) can fully comply with the risk assessment as set out by our surveying partner, Connells.
- The Connells guidance document can be found in the Important Documents section on the Coronavirus page of our adviser website.
- For cases that utilise an onsite valuation, the funds will be released as one lump sum upon completion.
- If your customer(s) cannot comply with the risk assessment, or are self-isolating, or vulnerable, or are applying for a mortgage on a property in Wales, the case can proceed with a desktop valuation subject to their property being suitable.
- Where desktop valuations are used, a retention of up to 10% of lending may be applied until an onsite valuation is carried out (a reduction from the original 15%). This applies to new business and further advances.

### Standard & Lite LTV Lifetime Mortgages

Please note that desktop valuations will continue to be used for our Standard and Lite LTV Lifetime Mortgage products, where possible, until further notice.

## Desktop Valuations

Desktop valuations continue to be conducted by Connells, our independent surveying partner.

A proportion of the desktop valuation will be used for calculating the maximum initial funds OneFamily is able to release immediately and further funds may be released later, up to the maximum lending stated in the offer. However, this will be subject to a subsequent onsite valuation confirming the value of the property which will take place when this is possible.

Please note that all cases receiving a desktop valuation will require a follow-up onsite valuation when this becomes possible again, with the exception of further advances for Lite and Standard as per the below.

It's important, particularly in an uncertain market, you explain to your customers that if this onsite valuation does not confirm the value of the desk based valuation, we may not release the retained amount or we may reduce it.

The retention and subsequent valuation applies for all lending except Lite and Standard further advances cases, which remain free of these requirements.

LTV Scale	% of max lending initially available (portion of current eligible LTV)
Lite	90%
Standard	85%
Super	90%

### Illustration of maximum lending available for a 70 year old with a £100k property:

LTV Scale	Property Val for illustration	% of max lending initially available	Max lending for a single 70 year old	Initial max funds released	Max Funds released after onsite val	Max LTV for a single 70 year old
Lite	£100k	90%	£31,000	£27,900	£3,100	31%
Standard	£100k	85%	£36,000	£30,600	£5,400	36%
Super	£100k	90%	£45,000	£40,500	£4,500	45%

## Property Restrictions

Desktop valuations are not appropriate for all properties. The following are some examples of criteria that are often acceptable by OneFamily but are not suitable for desktop valuations:

- No online visibility of the property or property attributes
- New build property (built within last 24 months)
- Age restricted properties
- Properties above or adjacent to commercial premises
- Properties valued at over £1m outside the M25 and over £1.5m inside the M25

For further information about the desktop criteria please contact our Underwriting team on 0800 802 1645\*.

\*Open 9am - 5.30pm, Monday to Friday. All calls may be recorded for security and training purposes. Calls are free from UK landlines only.

## Valuation Costs

ONSITE VALUATIONS: With onsite valuations recommencing on Super LTV, please note that onsite valuations will be charged in line with the fees set out in the Tariff of Charges for new business and further advances.

DESKTOP VALUATIONS: Where desktop valuations are offered, OneFamily will not charge for new business and further advances, until further notice.

FOLLOW-UP ONSITE VALUATIONS: Where a desktop valuation has taken place there will be requirement for an onsite valuation for which there will be no charge to the customer.

## Lite and Standard Cases Outside Desktop Criteria

If you submit a case on a Lite or Standard product that does not meet the criteria for a desktop valuation but meets our criteria when onsite valuations are used on a Lite or Standard product, we will inform you, decline and log the case and re-contact you when onsite valuations are re-introduced.

## Automated Emails

Our systems send automated emails at various points in the application process. Following the submission of an application, an automated email is sent, stating that we will be instructing a valuation on the property. This does not apply to desktop valuations.

At this stage our Underwriting team will be making an initial assessment and will inform you whether the case meets our criteria for a desktop valuation to be instructed.