

Product information

Flexi Payment Term Lifetime Mortgage



Our approach to meeting the products & services outcome and price & value outcome – information for distributors of the product

This summary document is being provided to you to fulfil our responsibilities under:

- **PRIN 2A.4.15R**
- **PRIN 2A.3.12 R (2)**

It is designed to support you to comply with your responsibilities under:

- **PRIN 2A.3.16 R**
- **PRIN 2A.4.16 R**

Please note that you are ultimately responsible for meeting your obligations under 'The Consumer Duty'.

This information is intended for intermediary use only and should not be provided to customers.

1. Summary of our assessment

We have assessed that:

- Our Flexi Payment Term Lifetime Mortgage product range meets the needs, characteristics, and objectives of customers in the identified target market.
- The intended distribution strategy is appropriate for the target market.
- The product provides fair value to customers in the target market (i.e. the total benefits are proportionate to total costs).



2. Product characteristics & benefits



The product is designed to meet the needs of the target group, namely the borrowing requirements of UK (excluding Northern Ireland) homeowners aged between 55 and 62 (the maximum age at the end of the mandatory payment period is 66 for the oldest borrower) as outlined in Section 3 below. The product features and criteria are designed to support these needs.



Lump sum plans designed for customers who require a specified sum at outset but foresee no requirement for a cash facility to drawdown after their initial release.



The interest rate is fixed for the life of the loan offering a guarantee that once completed, the interest rate will not change regardless of whether interest rates rise or fall in the future.



Mandatory monthly payments are required until the end of the mandatory payment period (66 for the oldest borrower). Mandatory payments required to support the top-up LTV will be fully tested against credit and affordability.



In addition to the mandatory payments, the Flexi Payment Term Lifetime Mortgage allows voluntary overpayments of up to 10% of the initial loan amount in each 12-month period starting from the day the loan completes, without incurring any early repayment charges. Minimum £50 per payment and maximum 12 payments per year.



Early repayment charges are fixed and apply if the loan is repaid in full within the first 15 years of the loan completing, or if voluntary overpayments (in addition to mandatory monthly payments) greater than 10% of the initial loan are made each 12-month period starting from the day the loan completes.



Allows customers to move home and port the loan to their new property if their new home meets the lending criteria at the time. If their new home does not meet the lending criteria at the time, the loan can be repaid in full without incurring any early repayment charges if the move occurs after a minimum of 5 years from the start date of your loan. The loan post-porting must have no greater LTV as applicable pre-porting with part repayments required to achieve this if necessary as part of the process. Where the loan is within the mandatory payment period, the monthly payment amount will never increase with the terms of payments adjusted as required.



In joint cases, the remaining borrower can repay the loan in full without incurring any early repayment charges within a period of 3 years of the death or admission into long-term care of the first borrower.



It's important to note that a Flexi Payment Term Lifetime Mortgage is a loan secured against your client's home, and is subject to compound interest, meaning the amount owed can grow quickly. Our Flexi Payment Term Lifetime Mortgage meets Equity Release Council standards, meaning your client is protected with guarantee of tenure for the life of their plan, providing they meet all payments during the payment term.

Full eligibility criteria can be accessed on our intermediary website via www.more2life.co.uk and clicking the 'Product' tab to select the appropriate product page.

3. Target market assessment and distribution strategy



This target market assessment matrix segments the target customers for the product, recognising their different needs to enable you to tailor the services you provide when you distribute the product.

Customer Circumstances	Distribution Strategy	Customer needs and objectives
<p>Those wanting to use the equity in their home to meet financial objectives/aspirations</p>	<p>Our Flexi Payment Term Lifetime Mortgage range is available to:</p> <ul style="list-style-type: none"> • Select group of FCA authorised qualified equity release advisers registered with more2life • Advisers must conduct an affordability assessment to determine this product is suitable for the customer 	<p>This would include:</p> <ol style="list-style-type: none"> 1. Customers who are able to commit to pre-defined mandatory monthly payments 2. Customers who want to reduce their monthly outgoings by paying off an existing mortgage 3. Customers who want to extend existing mortgage debt into retirement 4. Customers who want their family to benefit from some of their estate now rather than passing it on after they die 5. Customers who want to upgrade and improve their home or garden to make old age more comfortable 6. Customers who want to fund additional help in older age 7. Customers who have explored alternative forms of borrowing and do not want to downsize
<p>Those needing to use the equity in their home to help solve financial challenges</p>	<p>Our Flexi Payment Term Lifetime Mortgage range is available to:</p> <ul style="list-style-type: none"> • Select group of FCA authorised qualified equity release advisers registered with more2life • Advisers must conduct an affordability assessment to determine this product is suitable for the customer 	<p>This would include:</p> <ol style="list-style-type: none"> 1. Customers who can no longer afford to maintain payments or make the final repayment of an existing debt or mortgage 2. Customers who don't earn enough in retirement and need equity release 3. Customers who have family who are struggling financially and need support 4. Customers who are struggling to manage in their home and need to make adaptations to the layout and/or facilities 5. Customers whose health is declining and need help with everyday care and acts of living 6. Customers who have explored alternative forms of borrowing and do not want to downsize

All customers must fully understand:

- The cost of the borrowing and the impact of compound interest over time
- A lifetime mortgage is not for short term borrowing needs
- The existence of early repayment charges
- The interest rate of the loan is fixed
- The risks and limitations associated with the product, including the risk of repossession if they do not keep up with mandatory payments during the mandatory payment term
- Potential alternative options – including downsizing

3. Target market assessment and distribution strategy *continued*

The product is not designed for customers who:

- Are aged under 55, or are over 62 years.
- Are unable to demonstrate affordability for the mandatory monthly payments.
- Do not own their own home.
- Are not a UK citizen or their home in the UK is not their main residence.
- Have a property worth less than £125,000 (£150,000 if the house/bungalow is ex-local authority).
- Want or need a cash facility (drawdown).
- Are unable or unwilling to repay any existing debt secured against their home.
- Can access and afford alternative borrowing solutions with a lower cost of borrowing.
- Want to use the funds for gambling, foreign property investment, short-term borrowing needs, investment purposes, business purposes, debt consolidation where the equity release cost of borrowing is not appropriate and, in certain circumstances, those at younger ages looking to use equity release for ad-hoc discretionary spending.
- Are looking to raise funds in another form from an initial lump sum or ad-hoc drawdown, such as a regular income stream or a line of credit.

4. Customers with characteristics of vulnerability



The product is designed for UK (excluding Northern Ireland) homeowners aged between 55 and 62, which is likely to include customers with characteristics of vulnerability or who will experience vulnerability over time.

more2life recognises that given the profile of its customer base and target market, many customers have the potential to become vulnerable over the lifetime of their product, through changes to both their personal or financial circumstances. The types of customer vulnerabilities within the target market include:

- Customers with illnesses or disabilities that may affect their decision making or mental stability.
- Customers who have been or may be the target of a financial scam or other type of fraud.
- Customers making decisions based on current existing income or debt issues.
- Where there are concerns that a customer's decision making is being influenced unduly by a partner, family member or beneficiary, or where there is inappropriate involvement from a third party.

more2life have an established vulnerable customer policy which outlines our approach to delivering good outcomes for customers who the firm understands, or reasonably suspects to be, particularly vulnerable and the measures that should be taken to ensure that the appropriate outcomes for these customers are achieved. The vulnerable customer policy includes:

- Having appropriate training, policies and supporting guidance in place to identify consumers in vulnerable circumstances and to provide flexible support.
- Adopting policies and processes that ensure that consumers in vulnerable circumstances are dealt with in a sensitive and flexible way, including through the provision of solutions tailored to individual customer circumstances.
- Appointing consumer vulnerability champions across the business to provide high levels of support to our customers.
- Considering potential customer vulnerability throughout the customer journey, including at the outset in product development, right through to servicing and redemption.

Lifetime mortgages are complex products and therefore Intermediaries must ensure they identify and support customers with vulnerability indicators, including to ensure all customers fully understand the product, its terms and limitations.

Please contact us if you need any further information about how we support the needs of all our customers in relation to the product.

5. Our assessment of value



We want to make sure our products meet the needs of our customers, deliver good outcomes and provide fair value.

To do this, we have developed a comprehensive and robust fair value assessment framework. This framework considers a range of criteria, including:

- The costs of developing, distributing, and maintaining the product and ongoing services
- The price paid by customers
- The terms and features of the product
- The service and benefits delivered to customers
- The needs of our target market, including those with characteristics of vulnerability; and
- Our distribution strategy

We use this framework to assess all of our products on a regular basis. This helps us to ensure that our products continue to provide fair value.

Our fair value assessment includes a wide range of factors and has concluded as follows:

<p>Benefits and features</p>	<ul style="list-style-type: none"> • The features of the product are aligned to the needs of the target market. • The products provide clear benefits and flexibility, and are competitive. • Customers are able to utilise the features of the products as expected.
<p>Operating costs, interest rates and fees</p>	<ul style="list-style-type: none"> • The interest rates offered are commensurate to the benefits, features and utility associated with the product and our profits are not excessive. • Our tariff of charges is based on the costs incurred in operating the services. • Our interest rates are regularly reviewed, benchmarked and competitive and customers are aware they can make overpayments to reduce the impact of compound interest should they choose to do so.
<p>Distribution arrangements</p>	<ul style="list-style-type: none"> • The product is being distributed in accordance with our distribution strategy, which is appropriate. • The average advice fees levied by distributors do not indicate an adverse impact on the fair value of the product, however distributors will be required to assess this point based on their own specific advice fees and charges.
<p>Non-monetary costs</p>	<ul style="list-style-type: none"> • No customer data is monetised and we do not generate revenue through marketing of additional products or services. • We regularly monitor our service levels, gather customer feedback, and objectively handle complaints, taking action to improve our processes where appropriate.

We are committed to making sure our products continue to meet the changing needs of the target market and deliver fair value.

As part of this commitment, we will conduct fair value assessments regularly, and review and make enhancements to our products, their associated costs, and supporting processes as appropriate.

Any changes to this assessment will be communicated accordingly.

For more information

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more2life
the later life lender

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