



Moving into long-term care

It's never easy for anyone to go into long-term or residential care. It's life-changing and stressful for everyone involved, even before financial affairs are taken into account.

What do you mean by 'long-term care'?

Long-term care is defined by the expectation that you will remain in, usually residential care, indefinitely, won't be expected to return to your home, and require 24 hour care. Therefore it doesn't apply if you go to live in sheltered or warden supervised accommodation.

How can more2life be notified?

We will need an official letter from the care home where you will reside, stating when you entered their facility and that you are expected to be in their care indefinitely. This can be sent to our PO Box address, included at the end of this leaflet, making sure to include the account reference number and the name of the person going into long-term care. We can also be sent an email to **servicing@more2life.co.uk** with the account reference number and name of the person going into long-term care, but the official letter from the

care home will still need to be sent to the PO Box address included at the end of this leaflet.

Who can notify more2life?

Anyone who has the authority to speak to us regarding your account can notify us on your behalf if you are unable, including someone with a Letter of Authority or Lasting Power of Attorney. We will need to be sent either the original or a verified copy of their Letter of Authority/Lasting Power of Attorney, and their identification to the PO Box address at the end of this leaflet.

Once all evidence has been confirmed, we can then arrange the closing of your account and the redemption of your lifetime mortgage.

What happens in joint cases?

If you took out your lifetime mortgage on a joint basis, we will still need to be notified if one of you

goes into long-term or residential care while the other one of you is still living at home, so if the remaining of you passes away or goes into long-term care, we have it on record.

This can be done in the same way as stated above, though if the person who isn't going into long-term care is notifying us, they don't need to send us a Letter of Authority or Lasting Power of Attorney, as we can confirm their identity over the phone.

We won't look to redeem your lifetime mortgage if there is still one of you living at home, however if the one of you remaining at home wishes to repay the loan in full, you can do so, however this may be subject to an early repayment charge (ERC).



To check if this is the case, please refer to your offer documentation, and to see if any other fees might apply, refer to your tariff of charges.

What if I'm moving in with family so that they can provide my care needs?

Going into care is difficult to deal with, and sometimes you might not have to go into a care home, but move in with family instead. If you, or the last remaining of you in joint cases, are going to live in the long-term care of family, and not in a care home, then we may still consider redeeming your lifetime mortgage early repayment charge free, this is assessed on a on a case-by-case basis.

In the place of an official letter from a care home, we'll need to be provided with a report from your GP, stating that you are moving in with family, the date you are moving in with them, and that you

require indefinite 24 hour care. This can also be sent to our PO Box address, included at the end of this leaflet.

We can also be notified that this is happening by emailing **servicing@more2life.co.uk**, or including a written letter along with the evidence, the account reference number and the name of the person going into the indefinite care of family.

In joint cases, if just one of you is going to live in the care of family while the other is remaining at home, we still need to be notified as above, but we won't look to redeem your lifetime mortgage. The remaining of you might be able to repay the lifetime mortgage early without incurring any early repayment charges, subject to criteria.



To check if this is the case, please refer to your offer documentation, and to see if any other fees might apply, refer to your tariff of charges.

If you (or both of you in joint cases) can't notify us, or one of you can't notify us, but someone else can and they have a Letter of Authority/Lasting Power of Attorney, we will need to be sent either the original or a verified copy of their Letter of Authority/Lasting Power of Attorney, and their identification to the PO Box address at the end of this leaflet.



We recommend that any original ID sent (i.e. passport/driving licence) be sent via Special Delivery, and they will be returned via tracked mail only.

For more information



03454 150 150



servicing@more2life.co.uk



more2life.co.uk/customer



PO Box 1168, Preston, PR2 0GB

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