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JUST FOR YOU LIFETIME MORTGAGE

Product Information and Target Market Statement

SUMMARY

This document covers our Just for You Lifetime Mortgage currently available for new lending to customers.

It's designed to provide you with the appropriate information to enable you to understand the product's key features, identified target market (including characteristics of vulnerability) and expected distribution strategy.

PRODUCT PURPOSE AND BENEFITS

Our Just for You Lifetime Mortgage is designed to help you tailor your client's lifetime mortgage to meet their individual financial and lifestyle choices. It provides them with a way to release equity from their main residence by using a loan secured against it. Your client can request a tax-free initial lump sum with the option to take extra amounts in the future from a pre-agreed cash facility. The interest rate for each withdrawal is fixed for the duration of the loan.

Unlike a conventional residential mortgage, lifetime mortgages do not require monthly repayments, or an income to service the loan. Instead, the interest is added to the loan each month (also known as compound interest). Clients have the option to service some or all of the interest through monthly payments to help offset the impact of compound interest.

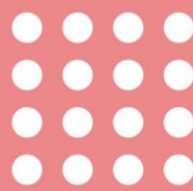
The Just for You Lifetime Mortgage includes a 'No Negative Equity Guarantee', which means that clients will never owe more than their house is worth when it's sold. This is because the balance of the loan, outstanding interest and capital above the proceeds of the property when sold is written off by the lender. The loan is only required to be repaid when the borrower dies or permanently leaves the property for long-term care. If the mortgage is joint, repayment is triggered only when both borrowers have died or entered long-term care. However, the loan can be repaid or reduced at any time, although this may be subject to an early repayment charge.

The Just for You Lifetime Mortgage also includes a medically underwritten option. This option must be selected at outset and health conditions and lifestyle factors must be provided before the offer letter is issued. Depending on your client's underlying need, those who qualify for this option may be able to borrow a higher initial advance or achieve their borrowing requirements at a lower rate of interest than an 'equivalent' healthy client.

The Just For You Lifetime Mortgage is provided by Just Retirement Money Ltd who are authorised and regulated by the Financial Conduct Authority.

Our service proposition is designed to provide a good customer experience and outcomes.

For a fuller description and list of options, please refer to our specific product literature which can be found on our website justadviser.com



LIMITATIONS

Limitations of the benefits are shown below.

- The amount of available loan is dependent on the age of the youngest borrower and value of the property.
- An early repayment charge may be payable on voluntary redemption of the policy (to cover a reasonable pre-estimate of the costs involved in closing and acquiring replacement lending business).
- Taking out a lifetime mortgage may affect means-tested state benefit entitlement. Advice should ensure that this does not offset the benefits of the product.
- The ability for customers to borrow more money or repay the loan early to rebroke to another lender may be limited dependent on the value of the property and size of loan at the time.
- Also see the 'target market' section of this document, as our product is designed to meet the needs only of customers in our target market who meet our eligibility criteria.

For further detail, please refer to our specific product literature which can be found on our website justadviser.com

ELIGIBILITY CRITERIA

To be eligible for our Just For You Lifetime Mortgage your client must:

- be aged between 55 and 85 (age of youngest applicant if a joint application)
- be the sole owner of the property which must be their main residence on a continual basis (for joint applications, clients must own the property on either a joint tenants or tenants in common basis)
- own an acceptable property worth £70,000 or over in England, Wales, Scotland or Northern Ireland, and
- be looking to release a minimum of £10,000 (or £20,000 if they are servicing interest).

Please note that age requirements, minimum property values and maximum cash facilities may vary across the range of options.

For our latest lending criteria, please see our Just For You Lifetime Mortgage Lending Criteria Guide, which is available on our website [Justadviser.com](https://justadviser.com)



TARGET MARKET

The product is designed for clients who:

- ✓ have equity in their property but do not have enough income or capital to meet their needs throughout retirement
- ✓ need to supplement their retirement income
- ✓ require funds to cover ad hoc expenses (such as replacing the car, paying for a holiday or making home improvements)
- ✓ want to gift to family members
- ✓ would like to consolidate outstanding debt at retirement¹
- ✓ want to repay an existing mortgage¹, or
- ✓ wish to use equity release for tax planning purposes.

This product is unlikely to be suitable for clients who:

- ✗ do not own their own home
- ✗ are not a UK resident
- ✗ have short-term borrowing needs
- ✗ want to preserve their property equity for legacy purposes
- ✗ want to release equity for investment purposes
- ✗ are reliant on means-tested state benefits (including Pension Credit)
- ✗ have no immediate need for funds, or
- ✗ have a property of non-standard construction.

HOW IS THIS PRODUCT DESIGNED TO BE SOLD?

This product is only available through suitably qualified financial intermediaries on a fully advised basis. Financial intermediaries are required to hold the appropriate Lifetime Mortgage Qualification in addition to being L3 or CeMAP qualified.

Customers must also seek independent legal advice before taking out a lifetime mortgage.

¹Using a lifetime mortgage to repay an existing mortgage or consolidate debt may cost more in the long-term.



CUSTOMERS WITH CHARACTERISTICS OF VULNERABILITY

We've taken vulnerable consumers into account at all stages of the product and service design process, including idea generation, development, testing and launch. As part of the continuous development of products and services we review our approach to ensure we continue to deliver good customer outcomes.

There are four identified key drivers which may increase the risk of vulnerability.

Health – health conditions or illnesses that affect the ability to carry out day-to-day tasks.

Life events – major life events such as bereavement, job loss or relationship breakdown.

Resilience – low ability to withstand financial or emotional shocks.

Capability – low knowledge of financial matters or low confidence in managing money (financial capability). Low capability in other relevant areas such as literacy or digital skills.

Some customer groups are more likely to display characteristics of vulnerability than others and may display more than one characteristic. Due to the age profile and nature of our products, customers within our target markets are more likely to experience characteristics of vulnerability.

To ensure we provide good outcomes to all our customers, we're committed to the following.

- Educating and training for colleagues, ensuring they have the appropriate skills and experience to recognise and respond to the needs of vulnerable customers.
- Providing suitable customer service and communications.
- Adapting our policies and procedures, where appropriate, to support specific customer needs.
- Monitoring and evaluating relevant management information to support the identification of practical action and/or innovation that supports the delivery of good outcomes for our customers.



FOR MORE INFORMATION

Call: 0345 302 2287

Lines are open Monday to Friday, 8.30am to 5.30pm

Please note your call may be monitored and recorded and call charges may apply.

Email: support@wearejust.co.uk

Or visit our website for further information: justadviser.com