



onefamily
modern family finance



for peace of mind

Keeping in touch

It's easy to keep us up to date

Since opening your Lifetime Mortgage, we hope that any changes in your life have been positive.

However, at OneFamily, we appreciate that life isn't always predictable and people's circumstances can change quickly. So, if you ever encounter any challenges such as health issues, problems maintaining your property or difficulties paying essential bills, please let us know so we can help you find the right advice and support.

0800 802 1645*

All it takes is a phone call and we'll update our records there and then, over the phone. Or, if you prefer, you can let us know by writing to:

OneFamily Lifetime Mortgages
16-17 West Street
Brighton
BN1 2RL



Updating your contact details

To help us keep in touch with you, please let us know if any of your contact details have changed or if you require information in a different format. You can do this by either calling us on **0800 802 1645*** or email us at **OFLMprocessorsmailbox@onefamily.com**

Contact us

📍 OneFamily, 16-17 West Street, Brighton, BN1 2RL

📞 0800 802 1645*

🖱️ www.onefamily.com

✉️ OFLMprocessorsmailbox@onefamily.com

*Open 9am-5.30pm Monday to Friday. We might record your call to help improve our training and for security purposes. Calls to 0800 or 0808 numbers are free from UK landlines and personal mobiles. With business mobiles the cost will depend on your phone provider. If you'd like to know more, please ask your provider.

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