

Lifetime Mortgages

A Guide to Cashback

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

What could a customer use cashback for?

It's really up to your customer. They may wish to use it as part of the reason for taking out the lifetime mortgage in the first place; for example to help with home improvements or put towards paying off an existing mortgage. Alternatively, they could use the cashback to support the fees that are associated with taking out a lifetime mortgage (such as legal or financial advice fees).

How does cashback work?

Within the OneFamily range of lifetime mortgages, some of our products include cashback. For specific details, please see our product overview documents on our [Adviser site](#).

Here is a simple illustration of how cashback is calculated:

Loan Details	Amount
Initial Loan Amount	£100,000
Cashback - 2% of initial loan amount	£2,000
Grand total transferred to the customer	£102,000

Considerations:

- Cashback does not form a part of the lifetime mortgage loan, i.e. no interest will be charged on it and it is not repayable.
- Your customer will receive the cashback at the time of completion of their initial loan amount.
- Please be aware that cashback products may be more expensive than those which don't include cashback. This could result in your customer accruing more interest on their lifetime mortgage than with a non-cashback option.

We're here to help

Our Underwriting Team

We pride ourselves on offering a truly personal service, which is why we provide direct access to our Underwriters. We understand the importance and value of being able to speak directly to them whenever you have a case you need to discuss. We take the time to listen and understand your customer's individual needs and the unique aspects of their property to ensure we provide the right lending decision for you and your customers.

 lifetimemortgages@onefamily.com  **0800 802 1645*** (select option 4)

Our Sales Support Team

We have a dedicated team of specialist Business Development Managers and Telephone Account Managers on hand to help with any queries you may have.

 oflm.sales@onefamily.com  **0800 802 1645*** (select option 2)

Our Adviser Website and Portal

Our Adviser site provides information on our products. It's the place where you can register with us, and offers a range of online resources such as an online calculator and useful insights and guides. Plus, our online Adviser Portal allows you to process applications smoothly and securely, day or night.

 onefamilyadviser.com/lifetime-mortgages

* Lines 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.

OneFamily Lifetime Mortgages Limited, registered number 09239554, is authorised and regulated by the Financial Conduct Authority (FCA) registered number 725168. OneFamily Lifetime Mortgages Limited is a subsidiary of Family Assurance Friendly Society Limited (FAFSL). FAFSL and all its subsidiaries are registered in England & Wales with registered offices at 16-17 West Street, Brighton, BN1 2RL, United Kingdom.