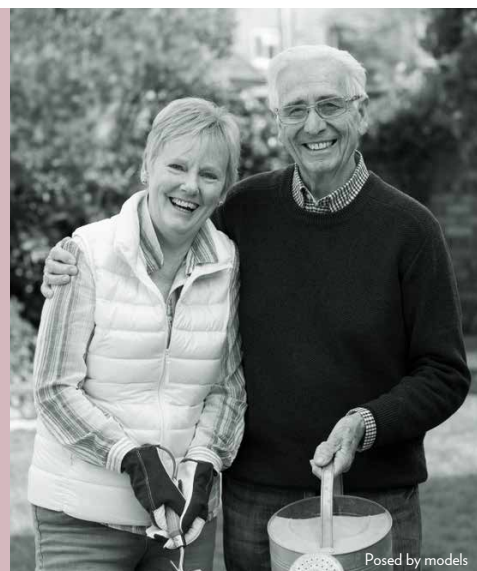


THE
FAMILY
BUILDING
SOCIETY

"Our experience with the Family Building Society was speedy, efficient and friendly."



BOB AND LINDA (MARRIED)
RETIRED

Bob and Linda had lived in a property in Scotland relatively near their two daughters and five grandchildren. They sold this in 2017 and moved into a rented house in Tadcaster in North Yorkshire whilst looking to buy a retirement property and settle there.

They hadn't found any properties to buy that suited them in Tadcaster so when their daughters' jobs moved back to the South West, Bob and Linda chose to move down there too.

They had lived in Somerset in the past and whilst visiting friends who still lived down there, they realised how much they still liked the area. They were therefore very pleased when they found the perfect property in Ilminster.

Bob approached his previous mortgage lender who gave him an Agreement in Principle. Unfortunately, the lender then said that they wouldn't lend to people over age 75 and wanted the mortgage to be paid back earlier than he and his wife felt comfortable with. So the couple had to look for another mortgage provider.

Bob used to work in finance and to keep his hand in, every Saturday he gets the Financial Times. He saw an article that mentioned the Family Building Society and how we will consider giving mortgages for a longer period to people up to age 95. He knew this was exactly what he and Linda were looking for.

"It was important to me to find a lender that wouldn't turn me down just because of my age and who would also be speedy."

The property in Ilminster was occupied by tenants and with the rental period coming to an end, the landlord had decided to put it on the market. Bob was worried that he might not be able to complete the purchase quickly enough and that the landlord might look for another buyer. As you can imagine, timing was a big worry for the couple.

We consider each case on an individual basis, and after talking to one of our mortgage advisers on the phone in the middle of January, we were able to offer Bob and Linda a five year fixed rate repayment mortgage with a 14 year term. Bob received a Key Facts Illustration, all his original documents back and got the keys to their new home on 5 April 2018.

"I was so pleased that you were able to arrange the mortgage side of things so quickly so that we didn't lose the house."

As we were the second lender he approached and we gave him the Agreement in Principle so quickly, Bob didn't have to approach any other lenders.

"It was all done and dusted in less than three months and all went through without any hiccups."

Bob said he would definitely recommend us to friends and family and would say to anyone looking to get a mortgage in retirement, to approach the Family Building Society because he found us "very helpful".

"I was very pleased with the speedy timescales, everybody was very pleasant and very helpful - Peter Cook our mortgage adviser in particular."

Our upper age limits and personal service meant that Bob and Linda could move to be near their children and grandchildren in an area they love. We were pleased to find a solution that worked for everyone.

YOUR MORTGAGE WILL BE
SECURED ON YOUR HOME

YOUR HOME MAY BE
REPOSSESSED IF YOU DO
NOT KEEP UP REPAYMENTS
ON YOUR MORTGAGE

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