

## At a Glance



### Lifestyle Select Options

#### What is it?

A lifetime mortgage which provides your customer with a one-off cash payment. No payments are due, but your customer can make a contribution of up to 10% of the initial loan amount each year, without facing an early repayment charge (ERC).

#### Who is this product likely to appeal to?

- Customers who want a cash lump sum and the freedom to choose how much to pay off their lifetime mortgage balance.
- Customers who want a high LTV or low interest rate.
- Customers who want to pay back all of the interest and some of the capital each year.
- Customers who have concerns over the impact of interest roll-up eroding the equity in their property.
- Customers who want to leave an inheritance to their loved ones.
- Customers who want access to extra health and wellbeing benefits.

Voluntary contributions	
<b>Voluntary contribution amount</b>	Up to 10% of the initial loan amount each year, without an ERC. If the completion fee is added to the loan balance (rather than paid at completion), it is included in the 10% allowance.
<b>Annual allowance</b>	The annual allowance is renewed on the anniversary of the date the mortgage completes. Any unused allowance does not roll over into the following year
<b>What is the minimum contribution amount?</b>	The minimum payment amount is £50.
<b>What is the maximum contribution amount?</b>	The maximum payment amount is the full 10% allowance, as stated in your customer's Offer Letter.
<b>How soon can the first contribution be made?</b>	The first payment can be made on the day following completion.
<b>How frequently can a contribution be made?</b>	There are no restrictions. Payments can be made at any frequency, from day one of completion of the initial advance or additional borrowing.
<b>How are contributions made?</b>	Payments can be made by cheque, bank transfer or standing order. We always enclose a Standing Order form with your customer's Welcome Letter.
<b>Is there a penalty for not making a contribution?</b>	Customers are not penalised if they do not use their annual payment allowance.
<b>Circumstances in which payments can't be accepted</b>	<p>We will be unable to accept a payment if:</p> <ul style="list-style-type: none"> <li>• The reference number is not quoted on the payment</li> <li>• The account we receive the payment from is not in the name of one, or both, mortgage account holders</li> <li>• The account we receive the payment from is not a UK bank account</li> <li>• The account we receive the payment from is a business account</li> <li>• It is less than £50 for an individual account</li> <li>• It exceeds the maximum amount the customer is allowed to pay back</li> </ul>



## Lifestyle Select Options

Criteria	
Minimum loan amount	£10,000.
Maximum loan amount	£1 million, nationwide.
Minimum age of youngest borrower	55 on Lifestyle Select Options.
Age next birthday	A KFI can be created using the youngest customer's age next birthday if their birthday is in the next 6 weeks. Age next birthday options will be shown in the Home Finance Adviser Portal automatically.
Maximum age of youngest borrower	90 (at the date of completion).
Minimum property value	£70,000.
Maximum property value	£12 million, nationwide. Properties above £12 million are reviewed on a case by case basis.
Property location	England, Scotland and Wales.

Product features	
Cashback	Not available.
Early repayment charges (ERCs)	Fixed for the first 8 years after the completion of the initial loan, cash reserve facility withdrawal or further advance. Not applicable thereafter.  0 – 5 years    5% 6 – 8 years    3% 9 + years    0%  Please refer to our Guide to Fixed ERCs for more information.
Downsizing Protection	Not available.
Early Repayment Waiver	Not available.
Inheritance Guarantee available?	Yes. Please refer to our Inheritance Guarantee guide.
Ability to port the mortgage?	Yes, subject to the property meeting our lending criteria at the time.
Covered by Equity Release Council product standards?	Yes, this range of products come with: <ul style="list-style-type: none"><li>• No Negative Equity Guarantee</li><li>• fixed interest rates</li><li>• the right to move the loan to another property</li><li>• the right to remain in the property</li><li>• the option to make voluntary repayment contributions</li></ul>
Keeping your customers informed	They will receive an Annual Statement detailing their account.
WeCare	Full access to WeCare, a virtual health and wellbeing service, 24/7. Includes health and medical, mental health, and financial and legal wellbeing support.

Additional borrowing	
What types of additional borrowing can be taken?	Customers can take additional borrowing through a cash reserve facility (if a flexible product option was chosen), or a further advance. Please see below for more information.
What LTV is available for additional borrowing?	A cash reserve facility's amount is fixed before the outset of the mortgage, and is based on the historic LTV of the product that was secured initially at loan completion. The LTV available for a further advance will be capped at the prevailing LTV at the time a customer chooses to apply. This LTV may be higher or lower than the LTV available today.
What interest rate is applied to additional borrowing?	The interest rate applied to each cash reserve facility withdrawal or further advance is based on the prevailing cash reserve facility interest rate or further advance interest rate on the product at the time your customer chooses to apply. This interest rate may be higher or lower than the interest rate which is applied to their initial advance. Our current additional borrowing interest rates can be found on our website.



Cash reserve facility	
Is a cash reserve facility available?	Yes.
Does a cash reserve facility affect the interest rate?	No.
What is the minimum cash reserve facility available?	£1,000.
What is the maximum cash reserve facility available?	It is calculated as the amount available within the chosen product LTV range, minus the initial advance.
Can my customer make voluntary contributions?	Your customer(s) will be entitled to pay up to 10% of each withdrawal amount each year, without an early repayment charge (ERC).
Minimum withdrawal amount?	Minimum withdrawal amount is £2,000. If the amount remaining in the cash reserve facility is less than £2,000, they can withdraw it but must do so in full.
Maximum withdrawal amount?	The full amount remaining in their cash reserve facility.
When can withdrawals be made?	Withdrawals can be made at any time, and as frequently as your customer wants. All we ask is that only one request is in progress at a time.
How long does each withdrawal take?	We will endeavour to release the payment as soon as is reasonably possible, but it may take up to 30 days.
When can my customer apply?	Your customer can apply at any time, but completion will be subject to bankruptcy checks being satisfied and our charge having been fully registered with Land Registry.
What fees are payable?	We do not charge a fee when your customer makes a withdrawal from their cash reserve facility.
If your customer makes a withdrawal, does it impact when they can make voluntary contributions?	No, it does not impact when a voluntary contribution can be made.
Does the amount in the cash reserve facility change?	No, it is fixed at the outset. It does not increase with age or property value. If you protect equity at the outset, reducing it will not increase the amount available in the cash reserve facility (but will increase the amount available as additional borrowing).
Is the cash reserve facility guaranteed?	The cash reserve facility may not be guaranteed in all circumstances. There are certain situations where it can be reduced, removed, or adjusted (for example, if your customer ports to a lower value property). Please see our Terms & Conditions for further details.



Further advances	
Are further advances available?	Yes, subject to lending criteria at the time of application.
Is further financial advice required?	Yes.
Which product can it be taken on?	Your customer must stay within their original product LTV range, and they cannot switch to a new product. For example, if they originally took Lifestyle Select Gold, they can only apply for the maximum available within the Gold LTV range.
Can my customer make voluntary contributions?	Your customer(s) will be entitled to pay up to 10% of each further advance amount each year, without an early repayment charge (ERC).
Minimum amount?	£4,000.
Maximum amount?	The maximum amount available within the product range.
What fees are payable?	Completion fee = £0. Your customer may need to pay a valuation fee and/or a financial advice fee.
Are further advances guaranteed?	Further advances are subject to Terms & Conditions and lending criteria at the time. This option is not guaranteed.
If my customer has a cash reserve facility, can they still take a further advance?	Further advances can only be taken when the cash reserve facility has been cleared in full.

Fees	
Is a full tariff of charges available?	Yes, our full tariff of charges can be found on our website.
What fees are associated with setting up a Canada Life mortgage?	<b>Valuation fee</b> Free of charge, uncapped
	<b>Completion fee</b> £650, nationwide Payable when the mortgage completes, this fee can be added to the loan or paid at the point of completion
	<b>Advice fee</b> Your customer is responsible for paying any advice fees
	<b>Legal fee</b> Your customer is responsible for paying their legal fees

### Interest rates and LTVs

- You can find our latest initial advance interest rates and LTVs in our [Home Finance product overview](#)
- You can find our latest additional borrowing interest rates in our [additional borrowing overview](#)

## WeCare

### Health and wellbeing support for customers

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Our home finance customers have access to a range of virtual health and wellbeing support services through WeCare. With WeCare, customers can:

- Speak to a UK based GP 24/7 via phone or video, anytime it's needed
- Get private prescriptions arranged and delivered to their home
- Have a second opinion on a recent diagnosis, treatment or the need for surgery
- Access up to 10 sessions with mental health practitioners to help adjust to big changes like divorce, retirement, or the loss of a loved one
- Receive personalised fitness programmes and nutritional meal plans
- Access expert financial and legal guidance on topics including debt management, divorce and consumer disputes



WeCare can be easily accessed at no extra charge via the WeCare app, the web or by over the phone.

Find out more by visiting [www.canadalife.co.uk/wecaresupport](http://www.canadalife.co.uk/wecaresupport)

## Contact us

To discuss our Home Finance products, please contact:

Email: [hf-support@canadalife.co.uk](mailto:hf-support@canadalife.co.uk)



Phone: 0800 068 0212



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To talk a case through with our underwriters

Email: [hf-underwriting@canadalife.co.uk](mailto:hf-underwriting@canadalife.co.uk)



Phone: 0800 068 0212



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To submit an application

You can submit application forms to us:

Online: [https://kfi.canadalife.co.uk/advisers/sign\\_in](https://kfi.canadalife.co.uk/advisers/sign_in)



By email: [hf-applications@canadalife.co.uk](mailto:hf-applications@canadalife.co.uk)



By post: Canada Life Home Finance,  
Canada Life Place, Potters Bar, Hertfordshire, EN6 5BA



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Visit our website for more information:

[www.canadalife.co.uk](http://www.canadalife.co.uk)

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