

# Workplace Mortgage Advice Service

Mortgage advice to make a real difference to your employees' financial wellbeing





# Workplace Mortgage Advice Service

An independent mortgage advice service built for the workplace and delivered by a leading provider of both employee financial wellbeing and financial advice.

There are many ways to find a mortgage. Comparison websites and best buy tables can show an overview of the lowest rates, but without expert knowledge of the whole mortgage universe or understanding an individual's needs and objectives, finding the best match with the right mortgage and the right lender can be a bit of a lottery.

Our Workplace Mortgage Advice Service solves this problem.

Our team of specialist mortgage advisers are completely independent of any lender and so can research the whole market – including offers outside of published criteria – to secure the right solution for each individual's need.

Experts with decades of experience, we have helped thousands of people to find the mortgage that's right for them, whoever they are, whatever the property and no matter the type of mortgage or lending needed.

**Two experts in one service**

Our Workplace Mortgage Advice Service provides double the expertise in a single service. First, we've been a leader in workplace financial wellbeing for the last 50 years, so we really understand how to improve employee financial health. Second, we're experts in securing the most suitable mortgages for a range of employees, from first-time buyers to buy-to-let landlords. We also work with homeowners looking to remortgage, downsize, upsize or access trickier arrangements that don't always fit into a conventional box – such as bridging finance to second-charge loans and equity release.



Buying a new home



Remortgage Service



Buy-To-Let



Specialist Lending







# An education-led, advice-backed service

We've been a leading provider of workplace financial guidance and education for many years, so know that the value employees get from understanding their finances will last for a lifetime.

Our focus isn't simply on improving your employees' outcomes at one time, but raising financial awareness and confidence so that they understand the choices available to them and how they can access further guidance and advice if required – meaning that every decision they take from that point forward is better informed.

We also know that quality matters, both for organisations who are selecting a financial wellbeing provider and individual employees looking to entrust an expert to help them make decisions that are right for them.

That's where our service stands out from the pack. All financial education and guidance is delivered by regulated, practising and experienced financial planners, and all mortgage advice is provided by specialist, dedicated mortgage advisers. This approach is designed to give you and your employees absolute assurance of both technical competency and sound advice.

By bringing together the best of these worlds, our Workplace Mortgage Advice Service delivers a service that provides quality education for all, with access to specialist advice for those that need it.





# Built for the workplace, with the individual in mind

Our service centres on two clients – your organisation, and every one of your employees who use our service.

As an employer, you will want provider assurance, credibility, excellent account management, and an easily implemented and smooth ongoing service operation.

Your employees need to know that they have access to a market-leading service and expertise at the level of quality and price they would expect from you as their employer. And we also know that there is no such thing as a typical employee; every workforce is made up of a wide range of individuals with varying property and mortgage needs.

As a corporate client, you can expect to have a dedicated account management team who will work closely with you to onboard this service. The team will then maintain regular contact with ongoing insight into service activity levels, employee satisfaction, and to arrange future activity.

Your employees get all the information and help they need from four service elements to help every step of the way:

- Expert mortgage advice**  
Our team of dedicated mortgage advisers provide advice by phone and online. We listen to the needs of every one of our clients and are there at every step of the way; liaising with relevant third parties, such as solicitors, estate agents and surveyors, until the deal is complete
- One-to-one mortgage guidance clinics**  
The team will host drop-in clinics at your offices or online, so your employees can get answers to their questions and the expert guidance they need
- Webinars**  
Delivered by our mortgage advisers, our mortgage and property webinars support borrowers looking to buy their first home, remortgage or change their mortgage financing, and for those looking to invest in property, from holiday homes to buy-to-lets
- Online hub**  
Our market-leading financial education resources include top tips, case studies, guides, tools and calculators. Your employees will have access to regular newsletters and 'stay-in-the-loop' communications as well as an online booking system through which they can access our property and mortgage webinars and clinics

## Case study First-time buyers

This first-time buyer couple didn't have an easy start. One is employed with a regular, but lower income, and the other is self-employed with quite widely varying monthly income. And they only had a relatively small deposit too.

On review, we agreed they had an affordable repayment budget of up to £1,500 per month.

Given the variability in monthly income, and the current rises in interest and mortgage rates, the couple were worried about affordability if rates continued to rise.

As first-time buyers, they were particularly anxious about the whole process and in interacting with the various third parties.

This is where our mortgage advice team stepped in to help. We explained the whole process, the steps both they, and we would take, and the likely timelines. We performed a full review of the whole mortgage market, including broker-to-broker offers, and liaised with their solicitor, surveyor and mortgage provider on the couple's behalf.

We secured a fixed-rate mortgage at a longer than usual term of 35 years, so bringing the couple's monthly repayments within their budget.

And even with just a 5% deposit, they were able to buy their dream home and move in – the whole process only taking 12 weeks from beginning to end.

“It's been great piecing this whole process together with you. It's been brilliant to have your knowledge and advice in the midst of the madness and stress of putting our move together. Really massively appreciated.”







## Case study Upsizing to a family home

This couple already owned a flat together but as they were expecting their first child, they wanted to move to a family home. They were thinking they would like to keep their flat to provide some rental income, especially as one of them planned to take a year's parental leave once the baby was born. They didn't have many savings set aside for a deposit so were worried they may not be able to afford to keep their flat and buy a bigger house to live in.

Our mortgage advice team wanted to try to make the couple's ideal wish a reality. So, with the benefit of experience and in working the numbers and reviewing the whole mortgage market, they were able to help the couple to arrange a buy-to-let mortgage on their current flat. This included releasing an amount of equity that the couple then used as a deposit on their family home, alongside a fixed-term repayment mortgage well within their affordable budget!

“You have kept us well up to date with all developments throughout the process and your assistance has been much appreciated. We are now excited to get the keys tomorrow and think about moving in!”

### Protection

Peace of mind is essential with any form of borrowing, so every one of our mortgage advisers is trained to advise your employees on the best way to protect their financial security should they die or suffer a serious illness during their mortgage term. The team can review existing protection arrangements to ensure they're right for their needs in the context of your workplace benefits as well as the wider market.

### A valued service without the cost

We provide our Workplace Mortgage Advice Service at no cost to your organisation or to your employees. Like many other mortgage services, we will receive a payment from the lender once a mortgage has been selected and completes. This is enough for us, so we won't add any further charges to your organisation for putting our service in front of your people, or any mortgage advice fees for employees who use the service.

This approach works, as a growing number of our corporate clients repeatedly sign their people up to the service, while our private clients return time and again.

### Making the biggest difference

Mortgage costs are the single greatest cost in many people's monthly budget, so finding a better deal is likely to make the biggest difference to people's personal budgets.

When personal budgets are squeezed, a service that helps to alleviate that pressure in any way is like gold!

Likewise, everyone needs a roof over their head. Getting onto the property ladder as a first-time buyer, moving house and finding a better mortgage deal can all be joyful once complete, but the process can be all-consuming and stressful.

Our 2023 research report, Spotlight on UK Financial Wellbeing, shows keeping up with normal living costs and managing rising mortgage and rental costs factored in employees' top three financial concerns. Despite this, the research confirmed that only 17% of UK workplaces currently offer a workplace mortgage advice service.

Employers are fast realising that offering a mortgage advice service is a great way to make a real difference to their employees, by empowering them to better manage their monthly budgets, improve their financial wellbeing and reduce money worries. Not only is this good for your people, but adding to your workplace benefits will further differentiate you as a great employer to work for and boost talent acquisition, retention and employee engagement.





# Case study Remortgaging

This couple, both employed, had a residential mortgage on their current home. Their fixed rate repayment mortgage had recently expired and they were now on the lender's Standard Variable Rate meaning their repayments were now exceeding their budget. Because of the turbulence in the mortgage market they were worried they wouldn't be able to find a fixed rate deal to meet their budget. They recognised that they couldn't go on for many months repaying at the current variable rate, especially as they expected that this rate would continue to rise and their repayments would then spiral out of control.

Our mortgage team knew the answer was to move quickly and to find a fixed-rate mortgage where the repayments were back in line with their budget.

They were able to identify, arrange and complete a new fixed-rate mortgage for the couple, giving them reduced monthly payments of over £500 per month which they were delighted with.

But the best bit was, from the couple's first contact with our mortgage team to the completion of the new mortgage, it was all done in less than a month, so the clients could start feeling the benefit of that £500 reduced cost straight away!

"Thank you very much for your help and advice in arranging our new mortgage and so quickly – it's made a huge difference to our monthly payments and our worry levels too!"

## A trusted provider

Over the last 50 years, we've delivered financial education, guidance and advice to employees within hundreds of the UK's best-known businesses.

If you wish, prior to selecting our service, you can observe one of our mortgage webinars, try out our Mortgage Advice Service for yourself and demo our online hub so you can be sure we're the right fit for your business.

As one of the UK's leading providers of workplace financial wellbeing, we can incorporate our Workplace Mortgage Advice Service quickly and smoothly, with no cost to the business or your employees. Experienced in working with all facets of an organisation, we can handle whatever due diligence and procurement is required to establish the service easily and seamlessly within your business.

As a result, your people will have access to the advice and solutions they need to make a difference to their financial wellbeing, and you'll have added a market-leading service to your benefits package to make your business stand out.

## Our credentials

Close Brothers Asset Management provides high-quality workplace financial wellbeing services, financial advice and investment services to organisations, professionals, business owners, individuals and their families.

As one of the UK's largest and longest-serving wealth management firms, we give our clients clarity and clear direction in a typically complex and changing financial landscape.

We are part of the Close Brothers Group plc, a FTSE 250 business that has served clients since 1878. The business employs approximately 4,000 people in 52 offices\* across the UK and provides lending, deposit taking, wealth management and securities services.

\*As at 31 July 2023



## Workplace financial wellbeing seminar surveys at 31 July 2023



Net Promoter Score



Service satisfaction



Of users would recommend the service to others

Workplace financial wellbeing seminar surveys at 31 July 2023

# Please get in touch to find out more

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