

Meeting the needs of the self-employed

Mike (61)
Retired

Elizabeth (55)
Retired



Mike and Elizabeth, from Merseyside, approached National Counties Building Society in 2000, when they needed a mortgage for a new property they wanted to buy.

At the time Mike was a self-employed mortgage adviser, and he didn't have enough years of business accounts to get a mortgage through the main high street lenders. As we individually underwrite each mortgage application, we were able to look at Mike and Elizabeth's application and, after Mike's accountant supplied some additional information, we accepted the mortgage.

"You were very understanding of our situation when you granted our mortgage."

Over the years Mike and Elizabeth kept their mortgage with us. Mike's work as a mortgage adviser meant he would continually check for other deals in the market, however, he chose to stay with the Society.

"We had no real need to leave you and no wish to leave you. We did look as part of my job, but we just couldn't find anyone that competed with you for what we needed."

Initially Mike and Elizabeth took out an interest only mortgage, but in the back of their minds was always the knowledge that at the end of the term they would need to repay the outstanding capital. They liked the flexibility of the mortgage and being able

to make overpayments as and when they could afford. Each time Mike and Elizabeth came into some extra money, sometimes through a bonus at Elizabeth's work, they would use the additional money to start chipping away at their mortgage.

"Whenever we rang you, you knew what the answer was immediately, and if you didn't you always rang us back with the answer. You always wrote to us and kept us informed, and always did it immediately. That was the amazing thing. You never passed us from pillar to post. We always dealt with the same person which is encouraging because you don't have to start explaining yourself again. We can't think of anybody else who has been as efficient as you in that respect."

Mike and Elizabeth made the final payment of their mortgage in Spring 2016, shortly before Elizabeth retired. When Mike got in contact to make the final payment, he told us:

"After being a mortgage adviser for many years, I have dealt with many lenders and can honestly state that you are top of my list for service, speed, accuracy and helpfulness, thank you."

THE 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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