



# Completing & Submitting a Lifetime Mortgage application

New Business and Additional Borrowing applications can be submitted via email or post.

## To ensure there are no delays please follow the below steps to submit the application form

- If completing a standard application (non-signature free application):
  - Please ensure the declaration section for both the financial adviser and the customer are signed.
  - We can accept digital signatures from the adviser as long as the customer has provided a wet ink signature.
- If completing a signature free application:
  - Read the borrower declaration to the borrower (or to each borrower if it is a joint application).
  - Gain verbal consent that the borrower(s) agree to the statements contained within the declaration and to Aviva processing their application.
  - Sign the application form (digital signatures are accepted) to confirm you have followed this process, and obtained verbal consent from the customer to proceed.
- If your client is paying the valuation fee by cheque, you must send the cheque to Aviva Equity Release UK Limited, PO Box 520, Norwich NR1 3WG. We will instruct the valuation on receipt of the cheque.

If submitting your application via email, please ensure it is unprotected and saved as an uncompressed PDF.

- New business applications only:
  - The Personal Quote Summary must be submitted as part of the application (this includes the health and lifestyle questions).

Once we've received the application, we'll acknowledge receipt and inform on next steps and typical timescales. We'll contact you about any outstanding requirements or missing information.

### Where to send application forms

New business applications: [NBAPPS@aviva.com](mailto:NBAPPS@aviva.com)

Additional borrowing applications: [ERAB@aviva.com](mailto:ERAB@aviva.com)

For queries regarding applications already submitted, please call 0800 206 2014 or contact us on the email addresses above.

### Support with submitting applications by email

If you need any help submitting applications, please contact us on 0800 015 4909 or email us at [equityreleasefapresales@aviva.com](mailto:equityreleasefapresales@aviva.com)

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