

## Equity Release Council – The core principles & guarantees

AV Trinity are members of the Equity Release Council and adhere to the core principles of–

- Ensuring that all actions promote public confidence in equity release as a potential retirement solution.
- Acting always in good faith.
- Communicating high expectations for Equity Release outcomes in all dealings.
- Ensuring conflicts between members are managed fairly and reduced to the lowest possible level.
- Exercising due skill, care and diligence, and upholding the standards set out by their professional bodies.
- Always acting with the best interests of clients being paramount and treating customers fairly.

Also, the Equity Release Council has **guarantees** that will provide you with peace of mind.

- **Customers have the right to remain in their property for life provided the property remains their main residence.**
- Customers will be provided with fair, simple and complete presentations of their plans. This means that the benefits and limitations of the product together with any obligations on the part of the customer are clearly set out in the literature. It should include all costs that the customer must bear in mind when setting up the plan as well as their position on moving to a new house and the effects of changes in house values on their loan.
- **Customers have the right to move their plan to another suitable property without any financial penalty.**

- Customers have the right to an independent solicitor of their own choice to conduct their legal work. The firm must provide the solicitor with full details of the benefits their client will receive prior to the completion of the plan. The solicitor only signs a certificate once he or she is satisfied that their client fully understands the risks and benefits of the plan.
- A certificate signed by the solicitor is provided to ensure clients are aware of the terms and implications of the plan including the impact of Equity Release on their estate.
- **Customers have a no negative equity guarantee. This means customers will never owe more than the value of their home.**

*To understand the features and risks of a Lifetime Mortgage, ask for a personalised illustration. If you may be considering a Home Reversion Plan, check that this type of mortgage will meet your needs if you want to move or sell your home or you want your family to inherit it. If you are in any doubt, seek independent advice*

[www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)



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*All information has been prepared with care to ensure accuracy and is based upon our understanding of legislation and HMRC practice, which can be subject to change. This is intended to provide information only and should not be considered as advice.*