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For UK financial advisers only

LV= webinar

The customer feedback loop:
Learn about LV's post-sale
suitability process

Tuesday 30 January 2024 at 10am



Air Ambassador webinar with LV=

How does a lifetime mortgage provider make sure that the product purchase experience is suitable for their customers?

Join our Ambassador LV= to learn about their post-sale suitability process, and how they use these insights to shape the customer experience.

Chris Smyth, LV= Equity Release Partnership Development Manager, will chair the session, joined by expert panellists from the LV= Insight and Customer Experience teams, who will share the latest insights from the 2023 post-sale suitability survey.

Plus, Patrick Oldham, LV= Head of Equity Release Proposition, will be on hand later in the session to answer your questions.

At Air, we understand how important looking at the suitability of products over time is to helping you deliver better client outcomes. We're delighted to be able to offer these valuable insights to our members, so [register today to learn more >](#)

Date: **Tuesday 30th January 2024**

Time: **10am**

[Register now](#)

Ask the experts

LV= wants to hear from you. Submit your question to the panel in advance via the registration form. There will also be an opportunity to submit questions during the live session.

CPD eligible

Don't forget, by registering you become eligible for a recording of the session and CPD certificate.

[Register now](#)

We live and breathe later life lending

