

Mortgage Arrears Resolution Process (MARP)

INTRODUCTION

A mortgage is an important financial commitment. At Pepper, we are very aware that the current economic climate has affected many people's financial situations. Unforeseen life events can also have an effect.

If your financial situation has changed for any reason and you are struggling to pay your mortgage, please talk with us. There are options available that can help you and we are fully committed to working with you to find a solution. The earlier we know about any difficulties, the sooner we can help you.

What is the Mortgage Arrears Resolution Process?

Everyone needs support from time to time. The Mortgage Arrears Resolution Process (MARP) is in place for when you have fallen behind with repayments or are concerned that you may do so.

There are four steps that set out how we will work with you to resolve your financial difficulties.

The steps are:

- 1 Speak to us so we can start working with you straight away to find a solution;
- 2 Share your financial information with us so we can gain an understanding of your situation;
- 3 We'll assess your financial situation to find a solution suitable for you;
- 4 We'll agree a resolution together.

The MARP applies to a mortgage taken out on your primary residence which is the residential property you occupy as your home or your only residential property in Ireland even if you don't currently live in it.

If at any time the information here is not clear or if you have any questions, please don't hesitate to contact us and we will be happy to provide this to you over the phone, in writing or in a face-to-face meeting.

We have also included a glossary of terms on page 13 of this booklet that you may find useful.

STEP 1 SPEAK TO US

Communication - let's talk...

We know that facing financial problems can be very daunting and we are here to help.

As soon as you know that you are in financial difficulty or are concerned that you might be getting into financial difficulties - please contact us. We can start working with you straight away to help find a solution.

We have a dedicated team, our Arrears Support Unit, who are available to help you every step of the way (see Useful Contacts on page 14/15 for our ASU contact details).

Summary of our communications policy

We promise the following:

- not to contact you unnecessarily
- to always give you enough time to get back to us with information we may ask for
- that all communication with you will be easy to understand
- we are available if you need us to explain something in more detail
- our communications with you will be confidential and all meetings will be conducted with the utmost privacy
- if we need to phone you, it will be between the hours of 9am and 5pm Monday to Friday. We will try to make sure it is at a time that is suitable for you. Under the Code of Conduct on Mortgage Arrears, we are required to keep recordings of our Arrears Support Unit's telephone calls with you in relation to your arrears or pre-arrears situation to ensure we are abiding by the above.

While you are in the MARP, we will keep in contact with you.

- The letters we send to you will give you information such as the amount of arrears on your mortgage, our contact information and other important details.
- There may be information we need to send you about an option(s) that may help you.
- We may contact you if you have not responded within the necessary timeline for the return of certain information.
- We may contact you to clarify some information you have given to us.

Things to consider?

Your mortgage protection insurance/life cover

Your mortgage contract may require that the principal amount is covered by mortgage protection insurance.

It is important to be aware that while your mortgage is in arrears, your mortgage protection cover may not be sufficient to cover the balance outstanding.

Do you have Payment Protection Insurance (PPI)?

If you purchased PPI in relation to your mortgage account and you are currently experiencing financial difficulties, you may want to contact the insurance company to make a claim on that policy. Details should be available on your certificate of insurance.

STEP 2 SHARE YOUR FINANCIAL INFORMATION

We need to understand your finances

We need to have a good understanding of your finances so we can find the best option to help. To that end, we will provide you with a form to fill in, known as the Standard Financial Statement (SFS). The SFS is designed to help you set out your current financial circumstances.

If you feel you need some help to complete the SFS:

- **Our website:** www.pepper-advantage.ie, provides some helpful guidance and Frequently Asked Questions in relation to the SFS. It also provides the option of completing the SFS on a digital form before printing it and returning it to us by post.

You can also register for MyPepper where you can complete the SFS online, access helpful information, forms and documents, and manage your mortgage online. (To see if you can register for MyPepper, please visit our website www.pepper-advantage.ie.)
- You will find the Central Bank of Ireland's Consumer Guide to Completing a Standard Financial Statement on our website also. Alternatively, if you contact us, we can send a copy to you.
- **Speak to us:** We can help you complete the SFS. We can do this over the phone or can arrange a meeting with you in our office, your home or another convenient location.
- **Independent advice:** You may prefer to seek independent advice or help from MABS (the Money and Budgeting Advice Service; see Useful Contacts on page 14/15) or your financial advisor.

When we receive your completed SFS, our Arrears Support Unit will review it, and we will also send a copy back to you by post.

TIPS FOR FILLING OUT YOUR SFS:

- The easiest thing to do is to gather the relevant financial information including bills, receipts and documents, so you can write down all the money coming in and going out each month.
- It is important that you include all your basic living expenses.
- The Reasonable Living Expenses Guidelines' is guidance published by the Insolvency Service of Ireland and helps ensure a reasonable standard of living is maintained, whilst debt problems are addressed. The guidance and a Reasonable Living Expenses Calculator are available at www.backontrack.ie/rle-calculator and can assist you with completion of section D of the SFS, My Monthly Household Expenditure.
- Think of ways to reduce your spending - maybe there are some expenses you can cut out.
- Your mortgage should be one of your highest priority debts because your home may be put at risk if you don't keep up with repayments. If you are struggling to pay your mortgage and/or other loans, you should contact your other Lenders, if any, to discuss a restructure of the debt repayment.
- Think of ways to increase your income - maybe there are State supports you can avail of (see Useful Contacts on page 14/15).
- It is important that you fill out the SFS fully and accurately. We may also ask you to provide additional documentation so that we can fully assess your situation (for example, bank account statements, copies of payslips, copies of business accounts).
- Your credit report, available from the Central Credit Register, provides information regarding any outstanding loan(s) you may have and can assist you with completing your SFS. It can be requested free of charge via the Central Credit Register website: www.centralcreditregister.ie.
- If you need help or have any questions in relation to completing the SFS or wish to request an account statement, please contact the ASU on 0818 818 181.

STEP 3 WE'LL ASSESS YOUR SITUATION

We assess your financial situation

We'll review the SFS and assess your situation on a case-by-case basis using the information you have given us. Our aim is always to look for a way to help you avoid going into arrears or falling further behind on your mortgage payments. We will use the SFS to determine which alternative repayment arrangement (ARA) may be suitable for you.

Our assessment will include consideration of:

- Your personal circumstances
- Your overall level of debt
- The information provided in your completed SFS
- Your current ability to make repayments
- Your previous repayment history
- Any other relevant information of which we are aware.

In addition to considering your ability to pay in the short term, we will also consider the long-term sustainability of the mortgage.

In some cases, we may agree an interim repayment plan with you on a temporary basis in advance of offering you an ARA to show you can afford the ARA repayment.

What do you need to do while we are assessing your situation?

- 1 Please stay in touch with us and fully engage with us throughout the MARP so we can make things as simple as possible
- 2 You should continue to pay as much as you can afford
- 3 Provide any additional documentation requested to support your SFS
- 4 Provide details of how you intend to make any increased repayments after a reduced repayment period
- 5 Confirm your commitment to the property and repayment of the mortgage.

STEP 4 WE'LL AGREE A RESOLUTION TOGETHER

We look for a solution

We have a number of options we will explore to try to prevent your mortgage either falling into arrears or going further into arrears. Not every option will be suitable for every situation. Following an assessment of your particular circumstances, we will determine which option(s) may work and be sustainable for you.

It is important to note that some of the options noted below may result in you paying additional interest over the full term of the mortgage loan and before you avail of one you should consider taking any appropriate independent legal and/or financial advice.

The options we offer, which are subject to an individual assessment of your case and you meeting our eligibility criteria, are:

Interest Only Repayments:

- You only pay the interest on your mortgage for an agreed time.
- Your monthly repayment amount reduces as you are not paying anything towards reducing the capital balance of your mortgage.
- After the interest-only period, either (i) your repayments increase to an amount that ensures you repay your mortgage within the original term; or (ii) where appropriate, the term of your mortgage will be extended.

Deferral of Repayments

(also known as a 'repayment break' or 'moratorium'):

- You are permitted to take a break from making any payment in respect of your mortgage for an agreed period - generally up to 3 months.
- After the deferral period, either (i) your repayments increase to an amount that ensures you repay your mortgage within the original term; or (ii) where appropriate, the term of your mortgage will be extended.

Reduced Monthly Repayment:

- Your monthly repayment is reduced to match your affordability for an agreed period of time - generally between 12 and 36 months.
- After the reduced payment period, either (i) your repayments increase to an amount that ensures you repay your mortgage within the original term; or (ii) where appropriate, the term of your mortgage will be extended.

Term Extension

- The term is extended so you pay the mortgage over a longer period, resulting in lower monthly repayments.

The term will only be extended if you are 70 years old or less when the current mortgage term is due to finish.
- A term extension may also be used to clear arrears.

Capitalising Arrears:

- Outstanding arrears is added to the capital balance so your mortgage is no longer in arrears.
- To ensure the arrears amount is paid off, either (i) your repayments increase to an amount that ensures you repay your mortgage within the original term; or (ii) the term of your mortgage will be extended.

Temporary Fixed Interest Rate Reduction:

- The interest rate on your mortgage is temporarily discounted and fixed at an agreed lower interest rate for a period of 2 years.
- This means the interest rate and your monthly repayment will not go up or down during the 2 year period.
- At the end of the 2 year period, your mortgage will revert to the applicable variable or tracker rate depending on your mortgage contract.

Temporary Interest Rate Reduction:

- The interest rate on your mortgage is temporarily discounted for a specified period of time.
- The discount is applied to your current rate meaning the interest rate and your monthly repayment may go up or down taking into consideration the discount applied.
- For example, if you are granted a discount of 1% on your current variable rate of 5%, the rate applied to your mortgage will be 4%. If there was a variable rate increase of 0.5% during the discount period, your mortgage interest rate would increase to 4.5%.

Permanent Interest Rate Reduction:

- For the remaining term of your mortgage, you will be given an agreed discount on the interest rate applied to your mortgage.
- Where the discount is applied to a variable interest rate your mortgage interest rate and repayment may go up and down over the term of your mortgage, however the discount applied to the interest rate will remain unchanged.

Split Mortgage*:

- Your mortgage balance is split into two parts (the Main Balance and the Split Balance) depending on the amount of the mortgage that is affordable for you.
 - You continue to make monthly repayments (of capital and interest) on the Main Balance whilst the Split Balance is parked, and payments are delayed until your circumstances improve. Part of the parked balance may be transferred to the Main Balance if your circumstances improve.
 - The interest rate will only apply to the Main Balance.
 - The Split Balance remaining at the end of the term becomes repayable in full at that time.
- * Please note that the eligibility criteria for a split mortgage includes that you have a clear plan to repay the Split Balance in full at the end of your term.

Combination of the above:

- Each option available can be used on its own or in combination with the options listed above.

Other options we offer

If we are unable to offer you an ARA or where you choose to reject our offer of an ARA, there are other options that we can explore with you. These options are subject to an individual assessment of your case, and you meeting certain criteria, including third party criteria where relevant. Before you avail of one of the below you should consider taking any appropriate independent legal and/or financial advice. They include:

Mortgage to Rent (MTR):

The MTR scheme is a government scheme which aims to help people who have serious difficulties with their mortgage and who are unlikely to ever make full repayments on their mortgage in the future.

- You sell the mortgaged property to a housing association and the proceeds are used to pay down the balance owing on your existing mortgage.
- You and your family remain in the property as a tenant of the housing association, paying an affordable rent.
- We will make a contribution towards any financial and/or legal advice you obtain in relation to MTR.
- If you take up the MTR option, you will no longer own your home and will not have any financial interest in it.

There are conditions set out by the housing association which must be met in order for you to be considered for the MTR scheme. For more information visit www.mortgage2orent.ie and www.mabs.ie.

Voluntary Sale

You agree to sell the property yourself and the proceeds from the sale are used to pay off your arrears and to reduce or clear your remaining mortgage balance.

Assisted Voluntary Sale (AVS):

Our AVS scheme is designed to provide you with the support and assistance you need to sell your property at the best selling price while keeping the cost to you as low as possible.

- We will pay your estate agent and solicitor fees and costs, subject to maximum limits which will be outlined to you.
- You remain in your property until it is sold, and you get help to achieve the best selling price possible.
- Depending on your financial circumstances, we may provide financial assistance towards your relocation needs.

Voluntary Surrender (VS):

You agree to voluntarily hand over ownership of your property to us.

- You are giving full possession of the property to us and requesting that we market and sell the property.
- We will have sole discretion in relation to the final price which is acceptable for the property to be sold.

Personal Insolvency Arrangement (PIA):

A PIA is a formal agreement with all your creditors that will write off some of your unsecured debt and restructure any remaining secured debt to enable you to return to solvency.

If you have secured debt and unsecured debt that you cannot repay, a PIA could be the right choice for you, if eligible.

A PIA must be applied for through a Personal Insolvency Practitioner (PIP), who are qualified professionals regulated by the Insolvency Service of Ireland (ISI) with the relevant expertise to help you reach a permanent solution to your debt problem.

Visit www.backontrack.ie for more information.

IMPORTANT POINTS TO NOTE ON OTHER OPTIONS AVAILABLE TO YOU

- For any of the above options, if the proceeds from the sale of the property do not clear the outstanding balance of your mortgage account (including any accrued interest, charges, legal, selling and other related costs where applicable), you will remain liable for the shortfall. We will review any remaining shortfall balance due and tailor a solution based on your individual circumstances.
- In the event of a surplus following the sale of the property after repaying the balance of your mortgage account (including any accrued interest, charges, legal, selling and other related costs where applicable), the surplus proceeds will be returned to you.

Confidentiality

Where we offer you an ARA or one of the other options outlined above, we may require you to enter into a confidentiality agreement. Under such an agreement, you confirm that you will keep information relating to the ARA or the other option confidential and, in particular that you will not disclose the terms of the ARA or the other option to anyone else. We will require such an agreement where we think it is in our reasonable commercial interests to do so or where we think that it is appropriate to the circumstances of your case.

Your credit profile

We register information on your payment history with the Central Credit Register (CCR) in accordance with the Credit Reporting Act 2013.

Your credit history may be adversely impacted if you miss scheduled repayments or do not make repayments on time. A negative credit history may limit your ability to obtain credit in the future.

At any time in the future, we may, where required or permitted, provide additional information to the CCR or any other credit registers or credit reference agencies which may affect your credit history in a different manner.

Other Supports Available to You

You may wish to seek assistance from MABS. This is a national, free, confidential, independent advice service for people in debt difficulties or in danger of getting into difficulties (see Useful Contacts on page 14/15).

You may be eligible for State supports to help with part of your mortgage repayments. You should contact Citizens Information or the Department of Social Protection (see Useful Contacts on page 14/15) for details of welfare benefits that you might be entitled to.

If you are in financial difficulty, it is important not to ignore the problem. Speak to any other finance providers that you may owe money to - they should have processes in place to help you.

Not co-operating - what does it mean?

It is important that you engage with us throughout the MARP, otherwise there is a risk that you may be classified as not co-operating when:

- You do not make a full and honest disclosure of all relevant information that would have a significant impact on your financial situation, **OR**
- You do not provide information we require to assess your situation within the timelines we specify, **OR**
- For a period of 3 months:
 - You have not communicated or engaged with us in a way that enables us to complete an assessment of your circumstances.

AND

- You have either failed to meet your mortgage repayments in full (per your original contract or the terms of an alternative repayment arrangement) or your account has been in arrears.

If you are at risk of being considered as not co-operating, we will send a letter to you to let you know. This letter will outline what we need you to do in 20 business days to avoid being classified as not co-operating.

The implications of being classified as not co-operating include:

- You will be outside of the MARP and the protections of the MARP no longer apply.
- Charges and/or surcharge interest may be imposed on arrears arising on your mortgage account.
- Your property may be at risk of repossession.
- There may be an impact on your eligibility for a Personal Insolvency Arrangement in accordance with the eligibility criteria set out in the Personal Insolvency Act 2012. Information about the personal insolvency processes under that Act is available on the Insolvency Service of Ireland's website (see Useful Contacts on page 14/15).

Legal Proceedings

Where we cannot agree an ARA with you we may start legal proceedings for repossession of your home either

- 3 months from the date the letter issued informing you of the other options available to you, **OR**
- 8 months from the date that the arrears first arose on your mortgage, whichever date is later.

If you are classified as not co-operating, we may start legal proceedings straight away.

Irrespective of how the property is repossessed and disposed of, you will remain liable for the outstanding debt, including any accrued interest, charges, legal, selling and other related costs.

Your Right to Complain

Our goal is to help you succeed through balanced, positive and fair services. If you feel that we haven't met your expectations or that we are not fulfilling our regulatory obligations, you can make a complaint verbally or in writing to the Pepper Mortgage Department (see Useful Contacts on page 14/15).

Where you make a verbal complaint, we will offer you the opportunity to have the complaint handled in accordance with our written complaints process outlined below.

Where you make a written complaint, we will:

- Confirm receipt of your complaint in writing within 5 business days of receiving it and we will provide you with the name of a contact person in relation to the complaint.
- Provide you with regular written updates on the progress of the investigation of the complaint at intervals of not more than 20 business days from the date on which your complaint was made.
- Attempt to resolve your complaint within 40 business days. If your complaint is not resolved within 40 business days, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.
- Let you know in writing of the outcome of our investigation within 5 business days of the completion of the investigation.

If you are dissatisfied with the response to your complaint, you have the right to refer the matter to the Financial Services and Pensions Ombudsman (see Useful Contacts on page 14/15).

Your Right to Appeal

You have a right to appeal to our dedicated appeals board (the Appeals Board) where you are unhappy with a decision made by us during the MARP, including where:

- We offer you an ARA but you are not willing to enter into the ARA offered
- We decline to offer an ARA
- We have classified you as not co-operating.

The Appeals Board will consist of 3 of Pepper's senior personnel who have not been involved in your case previously. To make an appeal, you must submit your appeal in writing to the Appeals Board (see Useful Contacts on page 14/15) within 20 business days from the date that you have received the letter notifying you of the decision.

The Appeals Board will:

- Confirm receipt of your appeal in writing within 5 business days of receiving it.
- Provide you with regular written updates on the progress of your appeal at intervals of not more than 20 business days.
- Consider and adjudicate on your appeal within 40 business days of receiving the appeal
- Let you know in writing of their decision within 5 business days of their decision.

If you are unhappy with a decision of the Appeals Board, you have the right to refer the matter to the Financial Services and Pensions Ombudsman (see Useful Contacts on page 14/15).

GLOSSARY OF TERMS USED IN BOOKLET

Arrears arise on a mortgage loan account where a you have not made a full mortgage repayment, or only makes a partial mortgage repayment, in accordance with the original mortgage contract, by the scheduled due date.

Business day means any day except Saturday, Sunday, bank holidays and public holidays.

Code of Conduct on Mortgage Arrears / CCMA (the Code) is published by the Central Bank of Ireland. The Code sets out how mortgage lenders must treat mortgage holders who are in mortgage arrears or facing mortgage arrears. The Code can be found at www.centralbank.ie.

Communication means the imparting or exchanging of information between you and Pepper by speaking, by writing or by any other method.

Discount interest rate means the agreed interest rate is reduced by a percentage amount for a specified period of time. For example, your current interest rate is reduced by 1% for 12 months, the applicable rate is subject to change after the discount is applied. Please see Tracker interest rate and Variable interest rate for more information.

Fixed interest rate means that the interest rate and your monthly repayment remains the same for the term of the fixed rate period.

MARP means the Mortgage Arrears Resolution Process as described in Provision 16 of the Code.

Pepper means Pepper Finance Corporation (Ireland) DAC as the lender in respect of any loan agreement or, as applicable, as servicer on behalf of the lender in respect of the loan agreement.

Primary residence means the residential property which you occupy as your primary residence in this State or a residential property which is the only residential property in the State owned by you even if you don't currently live in it.

Repossession means any situation where a lender takes possession of a property.

Standard Financial Statement (SFS) is the document which a lender must use to obtain financial information from you in order to complete an assessment of your personal circumstances.

Tracker interest rate means that your interest rate on your mortgage moves in line with the European Central Banks base rate. Your monthly repayment may go up when the base rate goes up and your monthly repayment may go down when the base rate goes down. All interest rate changes will be notified to borrowers in advance of the rate change and what it will mean for them.

Variable interest rate means that the interest rate can go up or down depending on a number of factors determined by Pepper. Your monthly repayment may go up when the variable interest rate goes up and your monthly repayment may go down when the variable interest rate goes down. All interest rate changes will be notified to borrowers in advance of the rate change and what it will mean for them.

Voluntary Sale means voluntary sale of your primary residence in order to repay part, or all, of the mortgage loan.

Voluntary Surrender means the voluntary surrender of your primary residence to the lender.

You means the borrower(s) under any loan agreement for which Pepper is the lender, or for which Pepper acts as servicer on behalf of the lender.

USEFUL CONTACTS

Customer Service

Monday - Friday 9:00am - 5:00pm

Customer Service Website: www.pepper-advantage.ie

For all Pepper Residential Loans;	Phone Number	
	Ireland	Outside Ireland
Residential Loan Servicing	0818 818 181	+353 61 236 928
If your Lender prior to the transfer of your Loan to Pepper was Mint Funding Limited, please call;	Phone Number	
	Ireland	Outside Ireland
Mint Funding Limited	0818 239 239	+353 61 236 907
If your Lender prior to the transfer of your Loan to Pepper was Finance Ireland, please call;	Phone Number	
	Ireland	Outside Ireland
Finance Ireland	0818 995 995	+353 61 236 925
For Personal Insolvency;	Phone Number	
	Ireland	Outside Ireland
Personal Insolvency	0818 452 453	+353 61 236 933

Pepper Appeals Board

Address: The Appeals Board
Pepper Advantage
4310 Atlantic Avenue,
Westpark Business Campus
Shannon, Co Clare

Central Bank of Ireland

Provides independent information on financial products and includes the Code of Conduct on Mortgage Arrears.

Website: www.centralbank.ie

Citizens Information

Provided by the Citizens Information Board, this website provides information on public services and entitlements in Ireland. It also has contact details for all local Citizens Information Centres.

Phone: 0818 074 000

Hours: Monday to Friday 9am - 8pm

Website: www.citizensinformation.ie

USEFUL CONTACTS

Data Protection Commissioner

Provides information on individuals' rights and on organisations' responsibilities relating to the storing of personal data. It also gives you guidance on how the rights and principles apply in different practical situations.

Website: www.dataprotection.ie

Department of Social Protection

This government department provides details on Jobseeker's Allowance, Supplement Welfare Allowance and other welfare benefits that you may be entitled to. The website has contact details for all local centres.

Website: www.welfare.ie

Financial Services and Pensions Ombudsman

This statutory office deals independently with unresolved complaints from consumers about their individual dealings with all financial service providers. It is a free service.

Address: Financial Services
and Pensions Ombudsman
Lincoln House, Lincoln Place,
Dublin 2, D02 VH29.

Phone: (01) 567 7000

Email: info@fspo.ie

Website: www.fspo.ie

Free Legal Advice Centre (FLAC)

Provides basic, free legal services to the public in the four main areas of: legal aid, social welfare, credit and debt, and public interest law. The website has contact details for all local Legal Advice Centres.

Phone: (01) 906 1010

Website: www.flac.ie

Insolvency Service of Ireland (ISI)

An independent statutory body established on 1 March 2013 by the Minister of Justice and Equality. The mission of the ISI is to help restore people who are insolvent to solvency in a fair, transparent and equitable way. The website explains the options available for people who are in debt and who do not see themselves being able to repay their debts in the next few years.

Hours: Monday to Friday 9am - 6pm

Website: www.backontrack.ie

Abhaile

Abhaile is a service available through MABS to help homeowners find a resolution to home mortgage arrears. It provides free, confidential, independent financial and legal advice and help from experts. You can find out more about this service by contacting MABS on their helpline Monday to Friday 9am to 8pm

Website: www.mabs.ie

MABS (Money Advice & Budgeting Service)

A national, free, confidential, independent service for people in debt or in danger of getting into debt. Its website provides useful budgeting tools and help with completing the SFS (in the MABS Guide to the Code of Conduct on Mortgage Arrears). It also has contact details for all local MABS offices.

Phone: 0818 072 000

Hours: Monday to Friday 9am - 8pm

Email: helpline@mabs.ie

Website: www.mabs.ie

USEFUL CONTACTS

Competition and Consumer Protection Commission

The Competition and Consumer Protection Commission (CCPC) is the statutory body responsible for promoting compliance with, and enforcing, competition and consumer protection law in Ireland. We strive to improve consumer welfare across the economy by enforcing over 40 legislative instruments, including product safety legislation.

Phone: (01) 402 5555

Office of the Revenue Commissioners

This government department provides information on all tax credits and relief that you may be entitled to. It also has contact details for all local centres.

Website: www.revenue.ie

WARNING

IF YOU DO NOT MEET THE REPAYMENTS ON YOUR CREDIT AGREEMENT, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT IN THE FUTURE.

WARNING

YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

If you have a variable interest rate mortgage:

THE PAYMENT RATES ON YOUR HOUSING LOAN MAY BE ADJUSTED BY THE LENDER FROM TIME TO TIME.

If you have an endowment mortgage:

WARNING

THERE IS NO GUARANTEE THAT THE PROCEEDS OF THE INSURANCE POLICY WILL BE SUFFICIENT TO REPAY THE LOAN IN FULL WHEN IT BECOMES DUE FOR REPAYMENT.

Early surrender of the insurance policy in respect of an endowment loan may result in a return to you which would be less than the premiums paid and other charges.



www.pepper-advantage.ie