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MyPepper

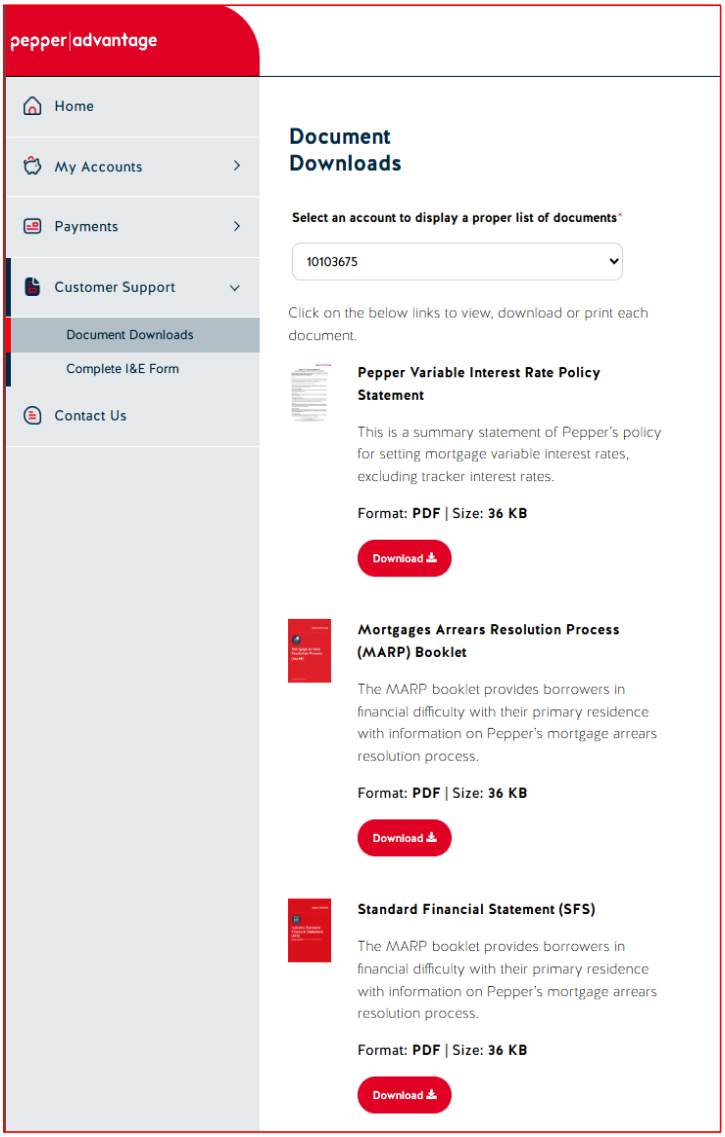
Customer Support – Documents and Forms

Global credit intelligence

CUSTOMER SUPPORT

Useful Forms and Documents

You can easily read and download useful documents directly from your **MyPepper** account. These documents provide important information and guidance to support you in managing your mortgage.



Pepper Variable Interest Rate Policy Statement.
This document explains how variable interest rates are set and managed by Pepper.

Mortgage Arrears Resolution Process (MARP) booklet
Learn about the supports available if you're experiencing difficulty with your mortgage payments.

Standard Financial Statement (SFS)
Use this form to give us a full picture of your financial situation if you're applying for support with repaying your mortgage.

Customer Support - Document Downloads

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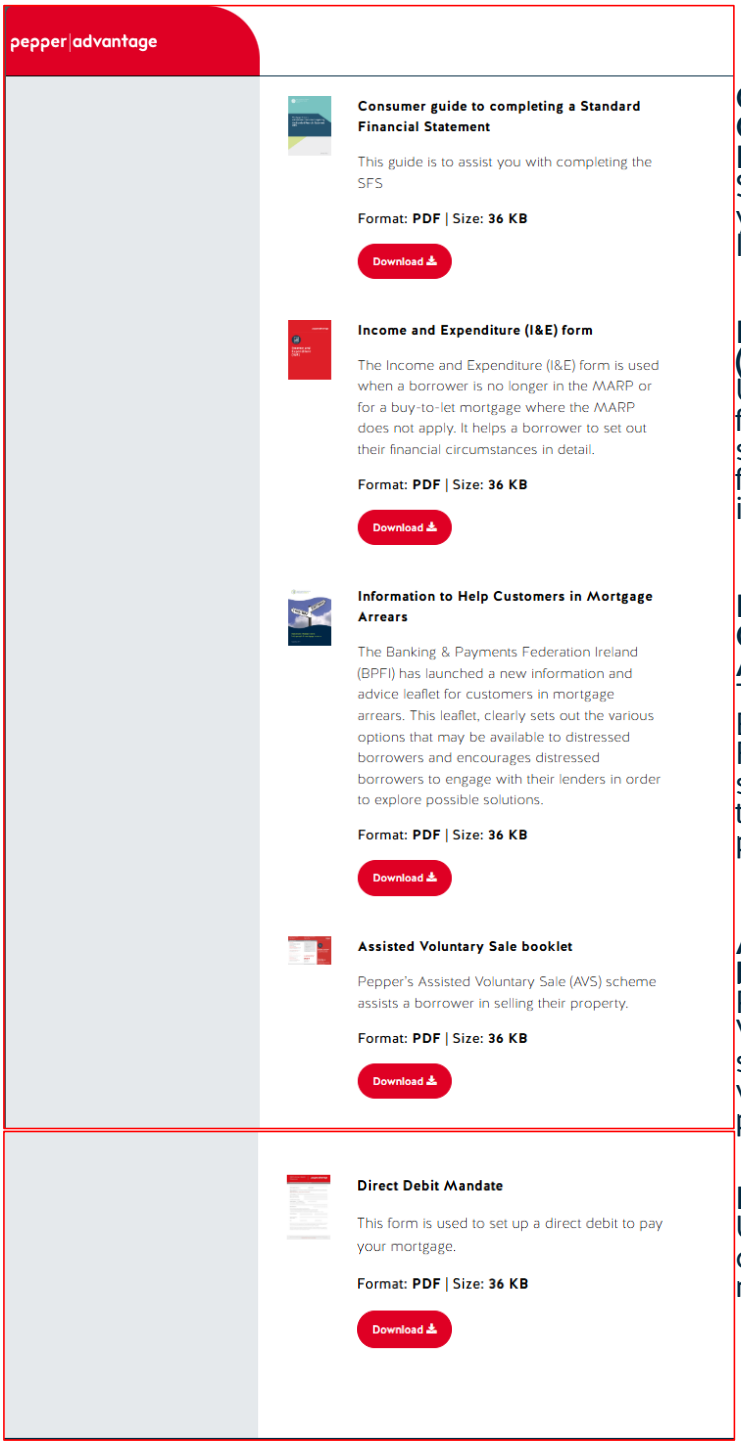

Consumer Guide to Completing a Standard Financial Statement
Step-by-step guide to help you complete the SFS or I&E form.

Income and Expenditure (I&E) form
Use this form to give us a full picture of your financial situation if you're applying for support and you are not in the MARP.

Information to Help Customers in Mortgage Arrears
This leaflet from the Banking & Payments Federation Ireland (BPFI) sets out the various options that may be available to people in arrears.

Assisted Voluntary Sale booklet
Pepper's Assisted Voluntary Sale (AVS) scheme helps borrowers who are selling their property.

Direct Debit Mandate
Use this to set up a direct debit to pay your mortgage.

See the Payments guide for step-by-step instructions to set up a direct debit.

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