

Mortgage Arrears Resolution Process (MARP)

Introduction

A mortgage is a big financial commitment. At Pepper, we understand that the economic climate can affect many people's financial situation. Unexpected life events can also affect your finances.

We also understand that everyone needs support from time to time. If your financial situation has changed and you are finding it difficult to pay your mortgage, please talk to us. There are other repayment options that can help you and we are 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?

The Mortgage Arrears Resolution Process (MARP) is in place to help people who have fallen behind with their mortgage repayments – or who think they may fall behind in the future.

Our MARP action plan: Four steps

- 1 Talk to us so we can start working with you straight away to find a solution.
- 2 Share your financial information with us, so that we understand your situation.
- 3 We assess your financial situation to ensure we find a solution that is suitable for you.
- 4 We agree a resolution together.

The MARP applies to a mortgage taken out on your primary residence. This is either:

- The residential property you live in as your home, or
- Your only residential property in Ireland, even if you don't live in it.

If any of the information here is not clear, or if you have any questions about the MARP, please get in touch. We're happy to give you more information over the phone, in writing or in a face-to-face meeting.

To help you to understand some of the terms used in this booklet, there is a Glossary on page 13.



Step 1 - Let's talk...

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

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

Our dedicated Arrears Support Unit (ASU) is available to help you every step of the way. See Useful contacts on pages 14-16 for our ASU contact details.

How we communicate with you

We promise we will:

- Not contact you unless it's necessary
- Always give you enough time to get back to us with any information we ask for
- Make sure all communication with you is easy to understand
- Be available if you need us to explain something in more detail
- Keep our communications with you confidential and hold all meetings in private
- Phone you, if needed, between 9am and 5pm Monday to Friday (and we try to make sure the timing is convenient for you)

Please note that in the Arrears Support Unit, we record all phone calls with you. This is to make sure we comply with our obligations under the Consumer Protection Code 2025.

How we keep in contact during the MARP

- We will write to tell you the amount of arrears on your mortgage, our contact details and other important information.
- We may send you information about options that could help you.
- We may contact you if you have not provided information we have asked for by a certain date.
- We may ask you to clarify some information you have given us.

Things to consider

Your mortgage protection insurance or life cover

You might have mortgage protection insurance to cover your remaining mortgage balance.

Please be aware that, while your mortgage is in arrears, this insurance cover may not be enough to protect the full amount you owe.

Do you have Payment Protection Insurance (PPI)?

You may have bought PPI to protect the repayments on your mortgage. If you are now having financial difficulties, you may want to make a claim on that policy through your insurance company. Your insurance provider can tell you how to make a claim.

State Supports

You may be able to get State supports to help with part of your mortgage repayments. Contact Citizens Information or the Department of Social Protection for details of welfare benefits that you might be entitled to. For more supports, see Useful contacts on pages 14-16.

Step 2 – Share your financial information

We need to have a clear picture of your financial situation, so we can find the best option for you. We'll ask you to fill in the Standard Financial Statement (SFS). This is where you tell us about your current financial circumstances, including your income, expenses and any loans. We know the SFS asks for a lot of personal information, but we need it to help us understand your financial situation. This will allow us to find the most suitable option for you.

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

Need help to complete the SFS?

- **Get help from SFS page on our website** (www.pepper-advantage.ie/help-support/sfs-or-i-and-e-help-and-support). It provides help on how to fill in the SFS, and answers some frequently asked questions (FAQs). It also gives you the option of completing the SFS online. Or you can print out the completed form and post it back to us.
- **Register for MyPepper** (<https://mypepper.peppergroup.ie>). MyPepper can be used to:
 - Complete the SFS online
 - Get helpful information, forms and documents
 - Manage your mortgage online
- **Get** the Central Bank of Ireland's [Consumer Guide to Completing a Standard Financial Statement](http://www.centralbank.ie/consumer-hub/consumer-guides) (www.centralbank.ie/consumer-hub/consumer-guides). Alternatively, you can ask us to send you a copy by post.
- **Talk to us.** We can help you complete the SFS. We can do this over the phone or arrange a meeting with you in our office, your home or another convenient place. See Useful contacts on pages 14-16.
- **Get independent advice.** You may prefer to seek independent advice or help from your financial advisor or the Money and Budgeting Advice Service (MABS). MABS is a national independent service for people in debt or at risk of difficulties over debt. It has useful budgeting tools and more. Its services are free and confidential. See Useful contacts on pages 14-16.

Tips for filling out your SFS

- The first step is to gather all your relevant financial information, including bills, receipts and documents, so you can write down all the money coming in and going out each month. For example, you will need:
 - Bank statements
 - Most recent payslips if you are a PAYE worker
 - Business accounts if you are self-employed
 - House insurance receipt
 - Utility bills
 - Statements of any other debts
- It is important that you list all your basic living expenses. For help with this, see The Reasonable Living Expenses Guidelines, from the Insolvency Service of Ireland. The guidelines can help you complete section D of the SFS: My Monthly Household Expenditure. They also help to make sure you have a reasonable standard of living while you are dealing with your debt problems. The guidelines and a Reasonable Living Expenses Calculator are available at www.backontrack.ie/rle-calculator.
- It is important that you fill out the SFS fully and accurately. We may ask for additional documents so that we can fully assess your situation (for example, bank account statements, copies of payslips, and copies of business accounts).
- For the SFS, you may need a credit report showing any outstanding loans you have. You can get your credit report, free of charge, from the Central Credit Register website: www.centralcreditregister.ie.
- If you need help or have any questions about completing the SFS or want a mortgage account statement, please contact the Arrears Support Unit on 0818 818 181.

Tips for managing debt

- 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 have other debts, it's important that you contact the other lenders or service providers about restructuring those payments.
- Can you think of ways to reduce your spending? Are there any expenses you can cut?
- Can you think of ways to increase your income? For example, you could check if there are any social welfare supports you are entitled to.
- You may wish to seek assistance from MABS. This is a national, free, confidential, independent service for people in debt or in danger of getting into difficulties. It has useful budgeting tools and more. Its services are free and confidential.
- For more information on support that might help see Useful contacts on pages 14-16.

Step 3 – We assess your financial situation

Our aim is always to help you avoid going into arrears or falling further behind on your mortgage repayments.

We'll use your SFS to understand your financial situation and look for an alternative repayment arrangement (ARA) option(s) that could suit your circumstances.

In our assessment, we will consider:

- 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
- The long-term sustainability of the mortgage (your ability to pay off your mortgage in full)
- Any other relevant information that we have about your financial situation

In some cases, we may offer you a temporary repayment plan before offering you an ARA. This is to make sure you will be able to afford the ARA repayments.

While we are assessing your SFS, please:

- Stay in touch with us and work with us throughout the MARP so we can make things as simple as possible.
- Continue to pay as much as you can afford.
- Provide any additional documents we may ask for, to back up your SFS.
- Tell us how you plan to increase your repayments in future. (Note that if we agree to reduce your repayments for a time, you'll need to make up the shortfall in repayments later).
- Confirm that you wish to keep the property and repay the mortgage.

Step 4 – We look for a solution

We will look at a number of options to stop your mortgage either falling into arrears or going further into arrears. Different options will be suitable for different situations. After assessing your financial circumstances, we'll decide which options might be suitable for you.

It is important to note that, with some of these options, you might pay more interest over the full term of your mortgage. Before making a decision, you should consider taking independent financial or legal advice.

We have the following options to help you. Which option we offer to you will depend on our assessment of your financial circumstances and whether you meet certain conditions.

Interest-only repayments

- You pay only the interest on your mortgage for an agreed time.
- You make lower monthly repayments as you are not paying off any of the capital you have borrowed.
- After the interest only period, we will increase your repayments so that you pay off your mortgage within the original term.

Deferral of repayments

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

- We let you take a break from making any repayment on your mortgage for an agreed period – usually up to 3 months.
- After the deferral period we increase your repayments so that you can still pay off your mortgage within the original term.

Reduced monthly repayment

- Your monthly repayment is reduced to match your ability to make repayments for an agreed period. This is usually between 12 months and 36 months.
- After the reduced repayment period we increase your repayments so that you can still pay off your mortgage within the original term.

Term extension

- The term is extended so you pay off the mortgage over a longer period with lower monthly repayments.
- We will only consider extending the term if you will be aged under 71 when the mortgage term is due to finish.
- A term extension may also be used to clear arrears – giving you more time to catch up if you have fallen behind with your monthly repayments.

Capitalising arrears

- 'Capital balance' is the amount of the original loan you still owe. 'Outstanding arrears' is the amount of your monthly repayment that is still unpaid.
- Capitalising arrears means that outstanding arrears are added to the capital balance so your mortgage is no longer shown in arrears.
- To ensure the arrears are paid we increase your repayments so that you can still pay off your mortgage within the original term.

Fixed interest rate

- We fix the interest rate on your mortgage at an agreed lower 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 years.
- At the end of the 2 years, your mortgage will return to the variable or tracker rate that applies at that time (depending which type is specified in your mortgage contract).

Permanent interest rate discount

- For the remaining term of your mortgage, we will give you an agreed discount on the interest rate applied to your mortgage.
- If you have a variable rate mortgage, your repayments will go up or down when the interest rates changes. However, the level of discount on the interest rate will not change.

Split mortgage

- Your mortgage balance is split into 2 parts (the main balance and the split balance) depending on how much of the mortgage you can afford to keep paying.
 - You continue to make monthly repayments (of the capital and interest) on your main balance, but the split balance is 'parked'. This means you do not make repayments on the split balance.
 - As your circumstances improve, we may transfer some of the split balance back into the main balance.
 - The interest rate will only apply to the main balance.
 - At the end of the mortgage term, you must repay the remaining split balance in full.
- *Please note that we will only consider you for a split mortgage if you have a clear plan for how to repay the split balance in full at the end of your term.

Combination of the above

Each available option can be used on its own. We may also combine 2 or more options for an ARA.

Other options we offer

If we cannot offer you an alternative repayment arrangement (ARA) or if you turn down our offer of an ARA, there are other options that we can explore with you. The choice depends on your individual circumstances and whether you meet certain conditions. Before choosing one of the options below, you should consider taking independent legal or financial advice.

Mortgage to Rent (MTR)

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

Under MTR, you sell your home to a housing association. You remain in your home as a tenant of that housing association and pay an affordable rent. You no longer have a financial stake in the property and the proceeds from the sale are paid against the balance owing on your mortgage.

We will make a contribution towards any financial or legal advice you obtain in relation to MTR.

Find out more about how the scheme works and if you qualify at www.mortgagetorent.ie.

Personal Insolvency Arrangement (PIA)

A PIA might be the right choice for you if you have debts you cannot repay (which means you are insolvent).

A PIA is a formal agreement that deals with your creditors, such as mortgage lenders, so you are in a position to make loan repayments or pay other debts as they fall due. This means you become solvent again.

The PIA covers both secured and unsecured debt. Secured debts such as mortgages are backed by assets like property, which the lender can seize if you fail to repay a loan. Unsecured debts, such as personal loans or credit card loans, cannot be recovered by seizing or selling anything.

A PIA may help you become solvent by cancelling some of your unsecured debt and restructuring any secured debt.

You have the right to consult a Personal Insolvency Practitioner (PIP). PIPs are qualified professionals regulated by the Insolvency Service of Ireland (ISI). They are experts in solving debt problems.

You may not be eligible for a PIA under the Personal Insolvency Act 2012 if you are classified as not co-operating within the MARP. See section 'Not co-operating - what does it mean' for more detail.

Visit www.backontrack.ie for more information about personal insolvency arrangements.

Assisted Voluntary Sale (AVS)

Our AVS scheme helps you sell your property at the best price while keeping the cost to you as low as possible. You remain in your property until it is sold.

We pay the fees and costs for your estate agent and solicitor, up to certain limits (which we'll tell you in advance).

Depending on your financial circumstances, we may help with the costs of moving house.

Voluntary Sale

By agreement with us you sell the property yourself. You use the proceeds from the sale to pay off your arrears and to reduce or pay off your remaining mortgage balance.

Voluntary surrender

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

You give us full possession of the property and ask us to market and sell the property.

We will decide on the final selling price.

IMPORTANT – Please read

- For AVS, Voluntary Sale and Voluntary Surrender, the money from the sale of the property will go to pay the outstanding balance (your debt). If the proceeds from the sale are not enough to pay off the mortgage loan in full, you will be responsible for paying off any remaining balance. The remaining balance may include interest, charges, legal fees and costs related to selling the property, if this is outstanding. We will look at what you owe and work out a solution based on your individual circumstances.
- If there's money left over from the sale of the property after repaying the balance of your mortgage (including the costs listed above), it will be returned to you.

Confidentiality

Where we offer you an ARA or another option, we may ask you to sign a legally binding confidentiality agreement. This means you promise to keep information about the arrangement private. You must not disclose the terms of the ARA or other option to anyone else. We will ask for a confidentiality agreement to protect our reasonable interests as a business, or if we think it is right to do so in your case.

Your credit profile

We register information on your payment history including any of the options outlined above with the Central Credit Register, in accordance with the Credit Reporting Act 2013.

Your credit history may be negatively affected if you miss your regular repayments. A poor credit history may make it difficult for you to get credit in the future.

We may provide more information to the Central Credit Register or other credit agencies, where we are legally required to do so.

Not co-operating – what does it mean?

It is important that you work with us throughout the MARP. If you do not work with us, you may be classified as not co-operating.

You are classified as not co-operating when:

- You do not tell us fully and honestly about something that could affect your financial situation, **OR**
- You do not provide information we need to assess your situation within the set time we specify, **OR**
- For a period of 3 months:
 - You have not communicated and/or worked with us to complete our assessment of your circumstances.

AND

- You have not made your mortgage repayments in full (as set out in your original contract or an ARA) or you are making repayments but your account remains in arrears.

If we think you may not be co-operating, we will write to let you know and outline what you must do. You will have 20 working days to give us the information we need and start to co-operate.

What happens if you are classified as not co-operating?

- You will be outside of the MARP and will not be protected by its rules.
- You may have to pay charges or surcharge interest (extra interest on unpaid debt) on your mortgage arrears.
- Your property may be at risk of repossession. We have the right to start legal proceedings immediately.
- You may no longer be eligible for a Personal Insolvency Arrangement (PIA) under the Personal Insolvency Act 2012. For more information, see the Insolvency Service of Ireland's website: www.backontrack.ie.

Legal proceedings

Where we cannot agree an ARA with you, we may start legal proceedings to repossess your home.

When will legal proceedings start?

They will start either:

- 3 months from the date on our letter informing you of your options, **OR**
 - 8 months from the date your mortgage account first went into arrears
- whichever date is later.

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

In all cases, you will still be responsible for paying off any remaining debt after the sale of the property. This may include interest, charges, legal fees and other costs related to selling the property.

Your right to complain

We aim to provide services that are balanced, positive and fair. If you feel we haven't met your expectations or fulfilled our legal duty, you can make a complaint to the Complaints Department. See Useful contacts on pages 14-16.

Complaints can be verbal or written. If you make a verbal complaint, we will offer to handle it in the same way as a written complaint, as outlined below.

If you make a written complaint, we will:

- Write within 5 working days to say we have received your complaint, provide our Complaints Department as your point of contact in relation to the complaint, outline our Complaints Procedure and provide contact details for the Financial Services and Pensions Ombudsman (FSPO).
- Send you regular written updates on our investigation of the complaint at intervals of 20 working days or less, from the date you first made the complaint.
- Try to resolve your complaint within 40 working days. If we cannot resolve it within 40 days, we will tell you when we expect to do so.
- Write to let you know the outcome of our investigation within 5 working days of completing it.

If you are unhappy with our response to your complaint, you may have the right to refer it to the Financial Services and Pensions Ombudsman. See Useful contacts on pages 14-16.

Your right to appeal

You have a right to appeal to our dedicated Appeals Board if you are unhappy with a decision we made as part of the assessment of your case during the MARP.

You could appeal our decision if:

- We offer you an ARA but you are not willing to accept it.
- We do not offer you an ARA.
- We classify you as not co-operating.

The Appeals Board consists of 3 senior members of Pepper staff who have not been involved in your case previously.

If you decide to appeal, you must do so within 20 working days from the date that you receive the letter giving our decision. Send your appeal in writing to the Appeals Board. See Useful contacts on pages 14-16.

The Appeals Board will:

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

If you are unhappy with a decision of the Appeals Board, you may have the right to refer it to the Financial Services and Pensions Ombudsman. See Useful contacts on pages 14-16.

Glossary of terms used in booklet

Arrears arise on a mortgage loan account where you have not made a mortgage repayment in full or on time, in line with your original mortgage contract.

Capital balance is the amount of the mortgage loan that you have not yet paid off. The capital is the amount of money you originally borrowed.

Capitalising arrears means the arrears are added to the capital balance. This will increase the capital balance (the amount you owe).

Consumer Protection Code 2025 includes the regulations which set out how mortgage lenders must treat mortgage holders who are in, or likely to be in, mortgage arrears. You can find further information in the Consumer Hub of the Central Bank website at <https://www.centralbank.ie/consumer-hub/consumer-guides>.

Communication means any contact or exchange of information between you and Pepper (by speaking, writing or meeting face-to-face).

Discount interest rate means we reduce the agreed interest rate by a percentage for the remaining term. For example, we may cut your current interest rate by 1% for the remaining term. The percentage discount will still apply even if the underlying rate changes. Please see Tracker interest rate and Variable interest rate for more information.

Fixed interest rate means that the interest rate and your monthly repayment remain the same throughout the fixed rate period.

MARP means the Mortgage Arrears Resolution Process as described in this booklet and is in line with the mortgage arrears requirements in the Consumer Protection Code 2025.

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

Primary residence means the residential property that you live in as your main home in Ireland, or else the only residential property that you own in the State, even if you don't live in it.

Repossession is where a lender takes over the ownership of a property.

Standard Financial Statement (SFS) is the document we must use to get a picture of your financial information, so that we can assess your personal financial circumstances.

Tracker interest rate means an interest rate on your mortgage that moves in line with the European Central Bank's base rate. Your monthly repayment may go up when the base rate goes up and may go down when the base rate goes down. We tell you in advance of all interest rate changes and what they mean for you.

Variable interest rate means an interest rate that we can put up or down depending on a number of factors. Your monthly repayment may go up when the variable interest rate goes up and may go down when the variable interest rate goes down. We tell you in advance of all interest rate changes and what they mean for you.

Voluntary sale means you choose to sell your property to repay part or all of your mortgage loan.

Voluntary surrender means you choose to transfer ownership of the property to the lender.

Working day means any day except Saturday, Sunday, a bank holiday or a public holiday.

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

Useful contacts

Pepper Advantage customer service website: www.pepper-advantage.ie

Pepper Advantage phone numbers

Hours: Monday to Friday, 9am–5pm (excluding bank holidays and public holidays)

For all Pepper residential loans:	Phone number	
	Ireland	Outside Ireland
Pepper Advantage Customer Service	0818 818 181	+353 61 236 928
If your lender before 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 before 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
Our Personal Insolvency department	0818 452 453	+353 61 236 933

Pepper Appeals Board

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

Central Bank of Ireland

The Central Bank provides independent information on financial products, including the conduct requirements for mortgage arrears that lenders must follow – and useful information on completing the SFS.

Website: www.centralbank.ie/consumer-hub

Citizens Information

The Citizens Information Phone Service (CIPS) and the Citizens Information website provide clear information on Social Welfare entitlements and more. The website also has contact details for all local Citizens Information Centers.

CIPS phone: 0818 074 000

CIPS hours: Monday to Friday, 9am–8pm

Website: www.citizensinformation.ie

Complaints Department

The Complaints Department
Pepper Advantage,
4310 Atlantic Avenue
Westpark Business Campus Shannon
Co Clare

Email: complaints@peppergroup.ie

Useful contacts

Data Protection Commission

It sets out the rights of individuals and the responsibilities of organisations in storing personal data. It also gives guidance on how the rights and principles apply in various real-life situations.

Website: www.dataprotection.ie

Department of Social Protection

It provides information on Jobseeker's Allowance, Supplementary Welfare Allowance and other welfare benefits. The website has contact details for all local centres.

Website: www.gov.ie/en/department-of-social-protection

Financial Services and Pensions Ombudsman (FSPO)

The FSPO deals with unresolved complaints about financial services. It is independent and free to use.

FSPO, Lincoln House,
Lincoln Place, Dublin 2, D02 VH29
Phone: 01 567 7000
Hours: Monday to Friday,
9am–1pm/2pm–5pm
Email: info@fspoi.ie
Website: www.fspoi.ie

Free Legal Advice Centre (FLAC)

FLAC provides basic free legal services on topics such as legal aid, social welfare, and credit and debt. The website has contact details for local legal advice centres.

Phone: 01 906 1010
Hours: Monday to Friday, 9.30am–1pm
Website: www.flac.ie

Insolvency Service of Ireland (ISI)

If you are in debt and likely to remain so, the ISI aims to help you tackle your debt.

Free text: GETHELP to 50015
Information line: 01 764 4200
Hours: Monday to Friday, 9am–6pm
Email: info@isi.gov.ie
Website: www.backontrack.ie

MABS (Money Advice and Budgeting Service)

MABS is a national service for people in debt or at risk of getting into debt. The service is free, confidential and independent. Its website offers budgeting tools and advice on completing the SFS. It also has contact details for all local MABS offices.

Helpline: 0818 07 2000
Hours: Monday to Friday, 9am–8pm
Email: helpline@mabs.ie
Website: www.mabs.ie

Abhaile

Abhaile is a service available through MABS to help you deal with mortgage arrears on your home. It provides expert financial and legal advice that is free, confidential and independent. To find out more, contact MABS on its helpline.

Helpline: 0818 07 2000
Hours: Monday to Friday, 9am–8pm
Website: www.mabs.ie

Useful contacts

Competition and Consumer Protection Commission (CCPC)

The CCPC provides useful information for consumers on topics such as housing and managing your money.

Helpline: 01 402 5555

Website: www.ccpc.ie

Office of the Revenue Commissioners

Revenue provides information on tax credits and relief. It also has contact details for all local Revenue 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 report, 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 THIS HOUSING LOAN MAY BE ADJUSTED BY THE LENDER FROM TIME TO TIME.



www.pepper-advantage.ie