

I hope this note finds you, your families and your colleagues safe and well. Your partnership is very important to us and I would like to assure you that we are doing what we can to continue to support you during these challenging times.

## COVID-19 Mortgage Payment Breaks

You are aware that, to support customers who may be facing financial issues due to the current national health emergency, we have introduced a COVID-19 three-month mortgage payment break.

Customers can apply for the payment break through our website at [boi.com/paymentbreak](http://boi.com/paymentbreak) – includes frequently asked questions with illustrative examples of how the mortgage break will work.

### Payment Break Criteria:

- This is a precautionary request (no income reduction has occurred but a safety net is required) or reflects a temporary reduction in income which has occurred as a result of the current health crisis and are not in financial difficulty and/or were not concerned about ability to meet repayments prior to COVID-19.
- Not in a forbearance arrangement with the Bank or, if so, have met all terms and conditions for a minimum of 12 months
- Not in arrears prior to March 2020 on any mortgage account or other BOI loan.

Customers who feel they don't meet the above criteria or who need assistance will still be accommodated through our customer helpline on 01 6113333.

All payment break applicants receive an SMS to acknowledge receipt of their payment break application. Once the break has been applied to the account, customers receive an acknowledgement letter with full details of their payment break including implications for their mortgage contract. This letter replaces the Mortgage Form of Authorisation that customers were previously required to sign and return to us.

## Pipeline cases

Unfortunately, some customers' income will have been impacted to the extent that the mortgage they are looking for is no longer affordable (although this may be temporary) or they may be in an industry which is currently under pressure due to current trading conditions.

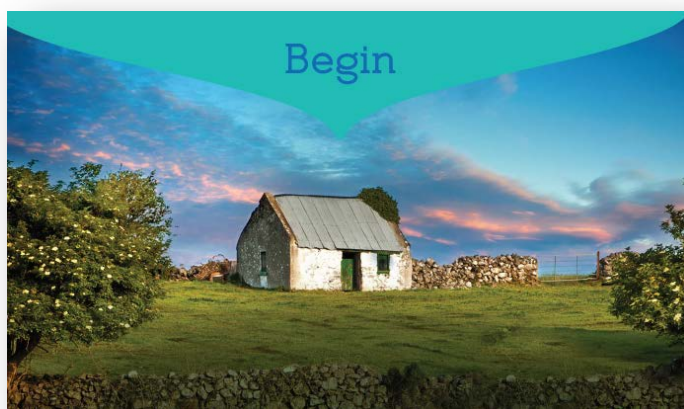
As always, an in-depth and detailed conversation with customers around their financial situation and stability of income is a critical part of the mortgage application process.

Where a customer wishes to progress their application to full offer, or drawdown, in the short term please ensure their application is reviewed to establish whether their income or industry has been affected by Covid-19. If their income has been impacted please contact your Relationship Manager to discuss the case as soon as possible.

## Open for Business

We are open for business and want to support you in facilitating mortgage applications even during these uncertain times. As a responsible lender, we are keeping COVID-19 developments and their implications under constant review. For any new applications, where an applicant's income is impacted please contact your relationship manager to discuss the case prior to submitting it on ROME. In the meantime if there is anything you need or wish to discuss any aspect of a mortgage application please contact your relationship manager and we will see what we can do to help. From all of us here in the Bank, take care and stay safe.

  
Donal Atkins



## COVID-19: Temporary Changes to Documentation requirements

In these extraordinary times, we are keen to assist and facilitate you and your customers with new mortgage applications. We have therefore introduced some interim measures to ensure greater flexibility and avoid any delays in progressing a mortgage application due to physical distancing requirements.

### • Declaration of Authorisation & Consent

A photograph of this document is acceptable where a customer cannot provide an original due to restricted movements in place. The original will be required prior to full offer.

### • Salary Certificate

We will now accept an editable salary certificate (along with a letter on company letterhead confirming no company stamp, if applicable), with original e-mail from company HR representative completing the form. The email must be from the employer company mailbox to allow validation and authentication in the absence of a signature. The original salary certificate is required prior to drawdown.

### • Financials for Self-Employed

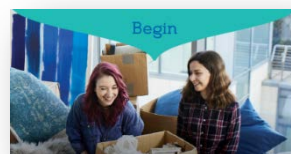
Now acceptable are e-original accounts with digital signature from the applicant's accountant with an up to date letter on company letterhead confirming tax affairs are in order. Accountant's qualifications must be clearly noted with the digital signature.

### • Identification & Address Verification

In lieu of certified originals, we will accept a photograph of the mortgage applicant(s) holding their Passport/Drivers Licence, together with a close up of the same document for verification. We will accept a photo of address verification documents also.

Where previous face to face meetings were held prior to receipt of documents, you can provide further confirmation that the photos are a true representation of your customer. Certified copies of originals will be required via the applicant's solicitor prior to drawdown.

**These are interim measures during the current health crisis and will be in place until further notice.**



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