

Mortgages

Standard Financial Statement (SFS)



Bank of
Ireland

Guiding Principles for completing the SFS

- ▶ We at Bank of Ireland are fully committed to working with customers who are in, or are facing, financial difficulties with their mortgage repayments in order that a mutually-acceptable arrangement can be agreed if appropriate. We will actively encourage contact with such customers through web sites, media and printed material.
- ▶ We have specially-trained personnel in our offices and branches, including specialised telephone contact points, to deal with customers facing or in financial difficulties.
- ▶ This Standard Financial Statement (SFS) is designed to assist you in setting out your current financial circumstances.
- ▶ We consider that the completion of the SFS is a serious undertaking and we will work with you to ensure that the information is accurate, enabling us to work with you to determine the most appropriate and viable option in each particular customer case.
- ▶ The easiest way to see where you stand financially is to gather all the relevant information and documents so that you can write down all the money you have coming in and going out each month and complete this SFS.
- ▶ (If your income is weekly, multiply it by 52 and divide the result by 12 to get your monthly income.)
- ▶ In the SFS you will have to provide information on your current income, expenses and other amounts you owe and any assets you own. It is important that you include all of your basic living expenses. You are also encouraged to ensure that you are maximising your income, including what social welfare entitlements you may be eligible for such as Mortgage Interest Supplement.
- ▶ It is important to fill out the SFS fully and accurately and to provide any relevant documentation that we may need to assess your situation; we will only seek information that is relevant to this assessment.
- ▶ Your completed SFS and other factors relating to your case will be assessed by our Arrears Support Unit which will decide whether or not an alternative repayment arrangement is necessary and, if so, what type(s) of alternative repayment arrangement(s) appropriate to your circumstances can be made available.
- ▶ If an alternative repayment arrangement is not offered to you, we will give you a reason for that decision in writing. You will have the right to appeal that decision to Bank of Ireland; you may appeal to us initially in writing and subsequently to the Financial Services Ombudsman.
- ▶ If you require further information, you can avail of support material available through a number of sources including our website bankofireland.com. You can also seek independent advice from MABS (www.mabs.ie) or an appropriate alternative. If you give us your written consent we will liaise with a third party, nominated by you, to act on your behalf.

Checklist for filling in this Standard Financial Statement (SFS)

This checklist shows the documents we need to assess which alternative repayment arrangement (if any) would be appropriate for you, and whether we can offer you it.

Please bring the following documents to your meeting in your branch. If you are dealing directly with our Arrears Support Unit, send the documents to the Bank of Ireland Mortgage Arrears Support Unit, Baggot Plaza, Dublin 4, D04 VX58.

1. Filled-in and signed Standard Financial Statement	
<p>If you need help filling in the SFS, you can speak to one of our designated branch staff or our Arrears Support Unit on 01 488 3046.</p> <p>This is an important document. Please take the time to fill in each section fully, accurately and honestly as we will use the information you provide to fully assess your situation.</p>	<input type="checkbox"/>
2. Bank or building-society statements	
<p>We need the last three months' current-account statements (unless your current account is with us). We will accept a printout of online statements if they show your name, address, account number and the bank's or building society's logo or name.</p> <p>If you are self-employed, we also need your last three months' current-account statements for your business account (unless the current account is with us).</p>	<input type="checkbox"/>
3. Proof of income	
<p>We need your last payslip or social welfare receipt.</p> <p>If you are self-employed, we need last year's:</p> <ul style="list-style-type: none">▶ audited or certified accounts and;▶ personal tax return or tax balancing statement.	<input type="checkbox"/>
4. Credit-card statements	
<p>We need your last three months' credit-card statements (unless you have a Bank of Ireland credit-card). We will accept a printout of your online credit-card statements.</p>	<input type="checkbox"/>

It is important that you provide your filled-in and signed SFS, along with all the documents we need, within 10 business days so that we can consider what we can do to help you.

Note: we may need to ask you for extra documents in certain circumstances.

What happens next?

- ▶ If you are returning the SFS and supporting documents to your local branch representative, they will arrange a meeting with you to discuss your financial situation. They will then send the documents to our Arrears Support Unit to be assessed.
- ▶ When our Arrears Support Unit receive your filled-in SFS and supporting documents, they will contact you to let you know the outcome of their assessment, and to tell you the best option available to you.
- ▶ If we agree to offer you an alternative repayment arrangement, we will send you an offer letter setting out the terms of that arrangement.
- ▶ If you agree with the arrangement, you need to sign and return the offer letter within the number of days set out in that letter. We will then apply the arrangement to your account.
- ▶ If we cannot offer you an alternative repayment arrangement, we will give you our reason in writing and advise you of the other options that may be available to you.

Section B: Your Monthly Income

	Borrower Information	Borrower 1	Borrower 2	Total
B1	Gross Monthly Salary (before tax and any other deductions at source)			
B2	Net Monthly Salary (after tax and any other deductions at source) ¹			
B3	Monthly Social Welfare Benefits <i>Please List</i>			
B3a	Benefit -			
B3a	Benefit -			
B3b	Benefit -			
B4	Child Benefit			
B5	Mortgage Interest Supplement			
B6	Family Income Support			
B7	Maintenance			
B8	Other, e.g. Pension, room rent, grants (Please Specify)			
B9	Monthly Income from Property assets (other than primary residence) (see E5)			
B10	Monthly income from non-property assets (see F8)			
B11	Total Monthly Income (sum of B2 to B10)			
				G1

¹ Do not include any deductions made from your salary at source (e.g., pension contribution, health insurance etc.) anywhere else on this form.

Section C: Monthly Household Expenditure

		Average Charge ²	Arrears (where applicable)
Utilities			
C1	Electricity		
C2	Gas/Oil		
C3	Phone (Land-line & Internet) ³		
C4	TV/Cable ³		
C5	Mobile Phone		
C6	Refuse Charges		
C7	TV Licence		
Household			
C8	Childcare		
C9	Elderly care (e.g., carer, nursing home fees etc.)		
C10	Food/Housekeeping/Personal Care		
C11	Clothing and Footwear		
C12	Household Repairs/Maintenance		
Transport Costs			
C13	Petrol		
C14	Motor Insurance/Tax/NCT		
C15	Rail/Bus/Taxi Costs (including school transport costs for children)		
C16	Car Maintenance/Repairs		
C17	Car Parking and Tolls		
Primary Residence Mortgage-related Costs			
C18	Mortgage Protection/Endowment Premium		
C19	Payment Protection		
C20	House Insurance		
Education			
C21	Books		
C22	School/College Fees		
C23	Uniforms		
C24	Extra Curricular activities (e.g. school outings)		
C25	Other (e.g. voluntary contributions)		
Medical			
C26	Medical Expenses and Prescription Charges ⁴		
C27	Health Insurance ⁵		
Social			
C28	Lifestyle Expenses (e.g., family events, Christmas, Birthdays, eating out etc.)		
C29	Club membership		
C30	Other - please specify		

Section C: Monthly Household Expenditure

		Average Charge ²	Arrears (where applicable)
	Other		
C31	C31 Life Assurance		
C32	C32 Pension Contribution ⁶		
C33	C33 Maintenance paid to spouse/child (if applicable)		
C34	C34 Rent		
C35	Property Service/Management Charges		
	Other - please specify		
	Other - please specify		
C36	Monthly expenditure on property assets (see E5)		
C37	Monthly Savings		
C38	Total Monthly Expenditure (sum of C1 to C37)		
			G2

Please provide details of any steps you **have already taken** to reduce your monthly expenditure and the savings you have achieved:

Please provide details of any steps you **propose to take** to reduce your monthly expenditure and the savings you expect to achieve:

² Average charge calculated by totalling last three utility bills and dividing by the number of months to get the average monthly cost.

³ Please identify if these bills are bundled.

⁴ Medical expenses include dentist, optician and any other costs related to health.

⁵ Do not include if Health Insurance is deducted from your wages at source, (i.e., if it has already been deducted from B2)

⁶ Do not include if Pension Contribution is deducted from your wages at source, (i.e., if it has already been deducted from B2)

SECTION D: Your Current Monthly Debt Payments

Debt Type	Monthly Repayments		Remaining Term	Total Outstanding Balance	Arrears Balance	Lender	Purpose Of Loan	Secured? Y/N	Currently re-structured? Y/N	Payment Protection Insurance Y/N
	Due €	Being Paid €								
D1	Mortgage for Primary Residence									
D2	Court Mandated Debt (Please Specify) ⁷	G4								
D3	Court Mandated Debt									
D4	Credit Union									
D5	Credit Union									
D6	Overdraft									
D7	Hire Purchase									
D8	Store Card									
D9	Catalogue Debt									
D10	Credit Card 1									
D11	Credit Card 2									
D12	Credit Card 3									
D13	Personal Loan 1 (please specify)									
D14	Personal Loan 2 (please specify)									
D15	Personal Loan 3 (please specify)									

⁷ e.g., fines, instalment orders, judgements

Section D: Your Current Monthly Debt Payments

Debt Type	Monthly Repayments		Remaining Term	Total Outstanding Balance	Arrears Balance	Lender	Purpose Of Loan	Secured? Y/N	Currently re-structured? Y/N	Payment Protection Insurance Y/N
	Due €	Being Paid €								
D16 Loans from family/friends										
D17 Mortgage Debt on property other than primary residence (see E5)										
D18 Other Debt (please specify)										
D19 Other Debt										
D20 Other Debt										
D21 Other Debt										
D22 Total (sum of D2 to D21)										
										G5

Section E: Property Assets (other than Primary Residence)

	Property (Give Details Below)	Property Type (Eg. Buy To Let)	Ownership Type ⁸	Current Value (Est) ⁹	Loan Balance €	Arrears Balance €	Monthly Rental Income €	Monthly Expenditure (E.g. Upkeep, Maintenance)	Monthly Mortgage Payments		Lender	For Sale Y/N
									Due €	Being Paid €		
E1	1											
E2	2											
E3	3											
E4	4											
E5	Total						B9	C36		D17		

Property Assets (other than Primary Residence)

Property	Address	Date of Purchase
1		
2		
3		
4		

⁸ For example, sole or joint ownership. Where a property/premises is not 100% owned by customer(s), please state the % amount that is owned

⁹ Please provide a reasonable estimate of the current value of these assets.

Section F: Non-Property Assets

	Asset Type	Original Cost/ Value €	Current Estimated Value €	Net Monthly Income	Please Give Any Relevant Details
F1	Savings/deposits/ current account				
F2	F2 Shares				
F3	F3 Motor Vehicle(s)				
F4	F4 Redundancy Payment(s)				
F5	F5 Long-term investment(s)				
F6	F6 Other investment(s)				
F7	F7 Other Assets (e.g., stock, machinery etc.)				
F8	F8 Total (sum of F1 to F7)				
				B10	

Monthly income and expenditures related to property assets should also be included in sections B and C respectively

Monthly mortgage repayments relating to property assets should be included in section D

Please list all other liabilities, for example any guarantees given with respect to company borrowing or borrowing by a family member.

Please provide any other information which you believe to be relevant to the above:

I/we understand that the information provided will only be used for the purpose of assisting Bank of Ireland to assess my/our financial situation under its Mortgage Arrears Resolution Process.

Protecting Your Information

Bank of Ireland will keep your information confidential and will only use this information for the purpose of assisting you in accordance with its Mortgage Arrears Resolution Process in accordance with Bank of Ireland's obligations under (a) data protection law, and (b) any data privacy notices we show you or consents which we ask you to agree to.

I/we declare that the information I/we have provided represents my/our financial situation, and commit to informing my/our lender if my/our situation changes.

These consents do not limit any other consent I/we have given (or may give) to the Bank of Ireland Group to process or disclose my personal details.

Signed: Date: / /

Signed: Date: / /

NOTICE: Under the Credit Reporting Act 2013 lenders are required to provide personal and credit information for credit applications and credit agreements of €500 and above to the Central Credit Register. This information will be held on the Central Credit Register and may be used by other lenders when making decisions on your credit applications and credit agreements.

When the Central Credit Register goes live in 2018, you will be entitled to:

- ▶ get a copy of your credit record from the Central Bank (you can order one free copy per year)
- ▶ correct any errors on your credit record
- ▶ tell the Central Bank if you suspect you may have been impersonated
- ▶ ask the Central Bank to add a short explanation written by you to your credit record.

To learn more about the register, and your rights and duties under the Credit Reporting Act 2013, please see centralcreditregister.ie

Section G: Financial Statement Summary *(for office use only)*

G1	Total Monthly Income (B11)	
G2	Less Total Monthly Expenditure (C38)	()
G4	Sub-Total (G1 minus G2)	
G5	Less Mortgage Repayments Due (D1)	()
G6	Less Other Monthly Debt Due (D22)	()
G7	Total Surplus/Deficit (subtract G4 and G5 from G3)	