



## Digital Documents update and “New Start” mortgage lending

### Digital Documentation – Acceptance of Screenshots

We have listened to your feedback, particularly **around accepting screenshots of documents** and we're delighted to share the great news that since 13<sup>th</sup> May 2024, we are officially accepting the majority of documents required for the Mortgage Application Journey with The Mortgage Store in Digital Documentation format (e.g. **PDF, JPEG and Screenshots**).

This means that you can submit screenshots of documents and upload them via ROME making it easier to do business with us and further enhancing the mortgage Journey with Bank of Ireland.

### Criteria for Accepting Digital Documents

- All content of the document must be clear and legible with no exceptions.
- All parts of the document must be visible. If parts of the documents are damaged, not visible or cut off, the document cannot be accepted.
- Please ensure when printing and scanning documents with photographs and digital copies that the resolution on your printer and scanner is set to the highest level.
- Authenticity Stamps (e.g. authentication by Gardaí) must be visible (if relevant) e.g. Salary Cert stamp.
- Documents with more than one page (i.e. multipage docs), all pages must be uploaded via ROME at the same time.

**A reminder, we still require a small number of documents as originals or confirmation of same. Please see details below;**

- **Letter of Offer** – Must be signed and accepted via DocuSign or we will require an original signed copy.
- **Letter of Undertaking** – Must be original. We cannot accept uploads via ROME (scan copy).
- **Assignment of Life (POA)** – Must be original. We cannot accept uploads via ROME (scan copy).
- **Disclaimer re Life Policy** – Must be original. We cannot accept uploads via ROME (scan copy).
- **Family Home Declarations on In-House cases** – Must be original. We cannot accept uploads via ROME (scan copy).
- **Certificates of Compliance with Planning and Building Regulations** – For Final Stage, Self Builds and Renovations - We can accept copies if solicitor confirms in writing they hold the originals.
- **Declarations of Identity [Final Stage, Self Builds]** - We can accept copies if solicitor confirms in writing they hold the originals.

### Your feedback is very important to us!

We continue to seek ways to simplify our business processes for you and your customers to ensure we are continuously improving our Mortgage Journey. Please continue to provide feedback.



## “New Start” – Mortgage lending

We have updated our guidance on lending to customers who have previously experienced financial difficulty and are looking to switch mortgages or purchase a new property.

These applications had been previously referred to as “Fresh Start” lending. However there has been some confusion with an unrelated CBOI definition of Fresh Start, where customers may have divested an interest in a former family home and are now classified as FTBs.

To avoid any confusion arising from the similar terminology, we are changing the name of our policy on lending to customers who have had prior financial difficulties to “New Start” from “Fresh Start”.

Our existing guidance has been simplified and updated and full details are contained on pages 3, 4 & 5.

### Key Highlights

- Full details of previous circumstances and engagement with relevant financial institution should be provided on application submission.
- We can lend to both BOI and non-BOI customers provided the circumstances that gave rise to the arrears/insolvency/bankruptcy have been resolved and the customer shows a positive and sustainable change in their personal/financial circumstances subject to our credit policy guidelines.
- The number of New Start categories has been refined and reduced from 6 to 5.
- The track record for New Start straight switchers (no additional borrowing) has been amended from 3 years to 2 years.
- The new guidance includes formal advice on how to progress an application where the customer has an existing mortgage that is partly warehoused.



“New Start” – Mortgage lending

“New Start” Guidelines

Current Status	New Start Lending Criteria
1. Previous Alterative Repayment Arrangement (ARA) in place (consumer or mortgage debt) that was fully amortising, customer met all T&Cs of that ARA and the debt is now fully amortising e.g. arrears capitalisation and / or term extension	<ul style="list-style-type: none"><li>• 1-year satisfactory account operation in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (switching or trading up)</li><li>• Satisfactory account operation means current consumer or mortgage debt (secured or unsecured residual) must now be fully amortising with no arrears over the track record period.</li><li>• No financial pressure evident on current account.</li><li>• Passes standard New Business credit policy with no exceptions on affordability measures.</li><li>• Affordability evidenced for the full Capital &amp; Interest repayment through minimum 6 months DRA for proposed mortgage level (existing mortgage plus any new lending requested) where only consumer debt restructured previously.</li><li>• Affordability evidenced for the full Capital &amp; Interest repayment through minimum 12 months DRA for the proposed mortgage level (existing mortgage plus any new lending requested) where mortgage debt (secured or unsecured) restructured previously.</li></ul>
2. Previous ARA in place (consumer or mortgage debt) that was not fully amortising, customer met all T&Cs of that ARA and the debt is now fully amortising e.g. reduced repayments, interest only split mortgage	<ul style="list-style-type: none"><li>• 2 years of satisfactory account operation in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (straight switch only).</li><li>• 3 years of satisfactory account operation in response of all lending facilities (BOI and non-BOI) evidenced by CCR record (switch with additional lending or trading up).</li><li>• Satisfactory account operation means current consumer or mortgage debt (secured or unsecured residual) must now be fully amortising with no arrears over the track record period (2 or 3 years depending on request).</li><li>• No financial pressure evident on current account.</li><li>• Passes standard New Business credit policy with no exceptions on affordability measures.</li><li>• Affordability evidenced for the full Capital &amp; Interest repayment through minimum 12 months DRA for proposed mortgage level (existing mortgage plus any new lending requested). This 12-month period can overlap with the track record for account operation.</li></ul>



“New Start” – Mortgage lending

“New Start” Guidelines continued...

Current Status	New Start Lending Criteria
3. Previous ARA in place (consumer or mortgage debt) that involved a partial or full settlement (i.e. write off) and customer met all T&Cs of that ARA	<ul style="list-style-type: none"><li>• 2 years of satisfactory account operation in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (straight switch only).</li><li>• 3 years of satisfactory account operation (after settlement where customer is back paying C&amp;I) in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (switch with additional lending or trading up).</li><li>• Satisfactory account operation means current consumer or mortgage debt (secured or unsecured residual) must be fully amortising with no arrears over the track record period (2 or 3 years depending on request).</li><li>• No financial pressure evident on current account.</li><li>• Passes standard New Business credit policy with no exceptions on affordability measures.</li><li>• Affordability evidenced for the full C&amp;I repayment through minimum 12 months DRA for proposed mortgage level (existing mortgage plus any new lending requested). This 12-month period can overlap with the track record for account operation.</li></ul>
4. Current ARA in place for split / warehoused mortgage where a portion of the mortgage may be on 0% interest (i.e. warehoused debt) or interest only and portion is on C&I and customer wishes to (i) trade up to a new property <b>OR</b> (ii) switch over the total mortgage to a C&I fully amortising mortgage	<p><i>Where customer wishes to proceed with switching their warehoused mortgage to fully amortising, or trading up to a new property;</i></p> <ul style="list-style-type: none"><li>• 2 years of satisfactory account operation in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (straight switch only).</li><li>• 3 years of satisfactory track record (post their financial difficulty) in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (switch with additional lending or trading up).</li><li>• Satisfactory account operation means current consumer or mortgage debt (secured or unsecured residual) must not have any arrears over the track record period (2 or 3 years depending on request).</li><li>• Affordability evidenced for the full C&amp;I repayment through minimum 12 months DRA for proposed mortgage level (existing mortgage plus any new lending requested). Where possible customer to be advised to make these repayments to the C&amp;I portion of the mortgage.</li><li>• Passes standard New Business credit policy with no exceptions on affordability measures.</li><li>• Any retained mortgage must be restructured to a fully amortising repayment profile (subject to track record and affordability set out under above). BOI has no risk appetite and will not accommodate a trade up mortgage where the retained mortgage is not being fully amortised.</li></ul>



“New Start” – Mortgage lending

“New Start” Guidelines continued...

Current Status	New Start Lending Criteria
5. Debt Relief Notice (‘DRN’) <sup>1</sup> / Personal Insolvency Arrangement (‘PIA’) <sup>2</sup> / Debt Settlement Arrangement (‘DSA’) <sup>3</sup> / Bankruptcy <sup>4</sup>	<ul style="list-style-type: none"><li>• 2 years of satisfactory account operation (after DRN / PIA / DSA has been successfully completed / discharge from bankruptcy and any attaching payment orders have successfully concluded) in respect of all lending facilities (BOI and non-BOI) evidenced by CCR record (straight switch only).</li><li>• 3 years of satisfactory account operation (after DRN / PIA / DSA has been successfully completed / discharge from bankruptcy and any attaching payment orders have successfully concluded) in respect of all lending facilities (BOI and non-BOI), evidenced by CCR record (switch with additional lending or trading up).</li><li>• Satisfactory account operation means current consumer or mortgage debt (secured or unsecured residual) must be fully amortising with no arrears over the track record period (2 or 3 years depending on request).</li><li>• No financial pressure evident on current account.</li><li>• Passes standard New Business credit policy with no exceptions on affordability measures.</li><li>• Affordability evidenced for the full C&amp;I repayment through 12 months DRA for proposed mortgage level (existing mortgage debt plus any new lending requested). This 12-month period can overlap with the track record for account operation.</li></ul>

<sup>1</sup> A Debt Relief Notice applies to unsecured debt <€35,000 and debtors that have very low disposable income or assets (not >€1,500) and no prospect of being able to pay off their debts in the next 3 years. Unsecured debt is written off at the end of the DRN – NB a debtors makes no payments to unsecured debt during the term of the DRN, unless their financial circumstances have materially improved.

<sup>2</sup> A Personal Insolvency Arrangement relates to secured and unsecured debt over a maximum of 6 years (but can be extended up to 7 years). Secured debt is limited to €3m but can be increased if all secured creditors agree. Any unsecured debt outstanding is written off at the successful end of the PIA.

<sup>3</sup> A Debt Settlement Arrangement relates to unsecured debt arrangements (no minimum or maximum amount) over a maximum of 5 years (but can be extended up to 6 years in certain circumstances). A debtor can have secured debt and apply for a DSA, but a DSA can only deal with unsecured debt. Any unsecured debt outstanding is written off at the successful end of the DSA.

<sup>4</sup> The normal term of a bankruptcy is 12 months. Where a borrower fails to co-operate in the bankruptcy process the term can be extended up to 15 years. If a payment order is imposed on a bankrupt, it can last up to 3 years.