

Consumers in Financial Difficulty

If you have any difficulty or feel that you may have difficulty making repayments on your asset finance agreement it is very important that you contact us as soon as possible.

The sooner you make us aware of any difficulties you may be facing, the sooner we will be able to work with you towards resolving your problems or putting an alternative repayment plan in place.

We will be happy to discuss your circumstances with you and seek a solution to your problem.

Failure to communicate with us can have the following consequences:

- If you do not meet the repayments on your asset finance agreement, your account will go into arrears. When payments due are missed, this remains on your record on the Central Credit Register (CCR) for five years after your asset finance agreement has been closed. You should be aware that a poor credit report on the CCR can affect your future ability to obtain a loan or any credit related product.
- Continued failure to pay or engage with permanent tsb Asset Finance in respect of your arrears, may result in legal proceedings being issued against you. In this instance you will be liable for all legal costs incurred by permanent tsb Asset Finance. permanent tsb Asset Finance may also enforce any security we hold if arrears persist.

Please feel free to contact us on **(01) 6085499** or by email at AssetFinance@Permanentsb.ie and we will be happy to discuss your circumstances with you.

If you identify as vulnerable or if you need enhanced support, please let us know and we will be happy to make additional arrangements to discuss your circumstances.

Asset Finance Interest and Charges

Your Asset Finance agreement is liable to the interest rate and fees that are documented on your asset finance agreement documentation.

On a fixed rate Asset Finance agreement

Interest is payable at a fixed rate and rentals remain the same over the life of the agreement. Interest is calculated upfront on a 365 days basis on the total amount of credit and this fixed amount is added to the opening balance of the agreement and then divided by the term to calculate the rental payment amount.

Surcharge interest is charged on any rental due under this agreement (or part thereof) and not paid on its due date at the rate of 1.50% per month simple interest from the due date of payment until payment.

A fee of €10.00 is charged for each direct debit or cheque payment that is not honoured.

You may wish to contact MABS (Money Advice and Budgeting Service). MABS is a Government agency that provides free, confidential and independent advice on your debt problems. There are offices all over Ireland and MABS advisers can assess your overall financial situation and offer valuable advice.

MABS 2nd Floor, Commercial House,
Westend Commercial Village,
Blanchardstown, Dublin 15, D15 XY0F

MABS Helpline 0818 07 2000,
Monday to Friday from 9am to 8pm.
Email helpline@mabs.ie
www.mabs.ie

permanentsb.ie/asset-finance

IF YOU DO NOT MEET THE REPAYMENTS ON YOUR HIRE PURCHASE AGREEMENT, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT, A HIRE PURCHASE AGREEMENT, A CONSUMER HIRE AGREEMENT OR A BNPL AGREEMENT IN THE FUTURE.

WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A HIRE PURCHASE AGREEMENT EARLY.

Permanent TSB Asset Finance is a registered business name (Registered No. 710518) of permanent tsb p.l.c., 56-59 St. Stephen's Green, Dublin 2. permanent tsb p.l.c. is regulated by the Central Bank of Ireland. permanent tsb p.l.c. is a limited liability company registered in Ireland under No. 222332. The company's registered office is: permanent tsb, 56-59 St. Stephen's Green, Dublin 2