



# WELCOME

to Permanent TSB

Your Loan Transfer Booklet

  
permanent tsb

# Nice to Meet You

---

We are delighted to welcome you to Permanent TSB and we are here to provide you with any support you may need. This booklet will guide you through the benefits of being a Permanent TSB customer and how to manage your mortgage loan with us. Permanent TSB has a long banking history in Irish communities, with roots that stretch back over 200 years. Throughout this time, our focus has been on delivering exceptional customer service and connecting with local communities, providing a full suite of retail and business banking products and services.

While this booklet will act as a guide, if you require any further information related to your mortgage loan transfer to Permanent TSB, please visit our dedicated hub on our website [permanenttsb.ie/ulsterbank](https://permanenttsb.ie/ulsterbank). Here you can access answers to frequently asked questions and supports available. Alternatively you can contact our Mortgage Operations Department on 0818 200 120 or 061 232 717, 9:00am to 5:00pm, Monday to Friday (excluding public holidays).



Eamonn Crowley

Chief Executive Officer  
Permanent TSB

# Contents

---

Key Things You Need To Know	1
Servicing Your Loan	2
How to contact us	2
Permanent TSB Branch Locations	2
Managing your Permanent TSB Loan	3
Everyday Banking	7
Personal Saving & Investing	9
Personal Lending	10
Supporting Customers	11
Frequently Asked Questions	14
Important Information	17

# Key Things You Need To Know

---

The next few weeks will be an important time for you as you familiarise yourself with Permanent TSB and we've summarised below some key information for you as you move forward with us.

- 1.** From the Transfer Date, Permanent TSB has taken over from Ulster Bank as your mortgage loan ('Loan') Lender making you a valued Permanent TSB customer.
- 2.** You will have a new Loan Account Number(s) issued to you, which is printed on the letter enclosed with this booklet.
- 3.** If you pay your Loan by direct debit and are currently in the process of closing the Current Account from which your Loan is paid; you **do** need to update your direct debit. Please refer to the letter enclosed with this booklet for further information.
- 4.** If you pay your Loan by other methods i.e. by standing order or electronic funds transfer you **do** need to take action – please refer to the letter enclosed with this booklet for important information on what steps you need to take.
- 5.** With regards to your Life Assurance policy, depending on your policy you **may need** to take action to ensure your Life Assurance arrangements are in order. Please refer to the letter enclosed with this booklet for more details.

## Servicing Your Loan

Permanent TSB has partnered with Pepper Finance Corporation (Ireland) DAC (“Pepper”) to support us in the transition and on-going servicing of your Loan. Pepper is a market-leading Loan servicing firm in the Irish market and is authorised by the Central Bank of Ireland. Rest assured, your Loan and banking relationship is with Permanent TSB. Pepper will be supporting us in the servicing of your Loan, and as a result, Pepper will operate as processor of your personal data connected to your Loan on behalf of Permanent TSB, who will operate as controller of this data. Details of the processing of your personal data connected to your Loan by and on behalf of Permanent TSB (including how and why Permanent TSB processes your personal data) are set out in our privacy notice which is available at <https://www.permanenttsb.ie/gdpr/data-protection/>

## How to contact us

For all matters relating to your Loan with us you can contact our **Mortgage Operations Department on 0818 200 120 or 061 232 717**, 9.00am to 5.00pm, Monday to Friday (excluding public holidays).

## Permanent TSB Branch Locations

Our Permanent TSB Branch Network consists of automated cash and digital experience branches, as well as full-service branches with our branch colleagues available across both to support and guide you, should you need assistance. Our Branch Opening Hours are from 10.00am to 5.00pm, Monday to Friday. Cash Desks in full-service branches are open from 10.00am to 3.00pm, Monday to Friday.

### Find a Permanent TSB branch:

As part of the Ulster Bank transaction, Permanent TSB acquired 25 former Ulster Bank Branch locations around Ireland, demonstrating our continued commitment to serving communities around the country.

**For more information on branch locations, please visit** [permanenttsb.ie/contact-us/find-a-branch](https://permanenttsb.ie/contact-us/find-a-branch).

**To find out more about the Ulster Bank Acquisition visit:** [permanenttsb.ie/ulster-bank-hub/ulster-bank-faqs](https://permanenttsb.ie/ulster-bank-hub/ulster-bank-faqs)

# Managing your Permanent TSB Loan

---

## Existing Permanent TSB Customer

If you are already registered for Open24 as a Permanent TSB customer, and your Loan has transferred from Ulster Bank, you should now be able to view your Loan in your Open24 Online Banking profile.

Within Open24 Online Banking, customers can view their Loan to check key information such as Loan balance, interest rate, repayment date and repayment amount. If you are having trouble viewing your Loan as an existing customer on Open24; you can contact our Open24 help desk on 0818 50 24 24 or +353 1 212 4101. Lines are open Monday to Friday (excluding public holidays) 9.00am-5.00pm and 10.00am-2.00pm Saturday and Sunday.

## New Permanent TSB Customer

If you are not registered for Open24 Online Banking as a Permanent TSB customer and want to find out more about Open24, please call our Open24 help desk on 0818 50 24 24 or +353 1 212 4101. Lines are open Monday to Friday (excluding public holidays) 9am-5pm and 10am-2pm Saturday and Sunday.

## Permanent TSB Services

As outlined in your letter from us, certain online portals from Ulster Bank such as “Manage My Mortgage” will no longer be available for your Loan. For customers who used this portal, we have highlighted in the below table the features that were available to you in Manage My Mortgage, and how you will now access these with Permanent TSB.

Manage My Mortgage Services	Permanent TSB Services
View up to date account balance, remaining term and product details	View up to date account balance, remaining term and product details via Open24 Online Banking (if you are already registered), or contact our Mortgage Operations Department for assistance.
View up to date Loan-to-Value	Your Loan-to-Value can be obtained by calling our Mortgage Operations Department.
Setting up a direct debit	Visit our website to download a direct debit mandate, call our Mortgage Operations Department to request a direct debit mandate to be posted out to you, or drop into your local Permanent TSB Branch.
Payment date change	Call or write to our Mortgage Operations Department and they will send out the relevant form or drop into your local Permanent TSB Branch.
Make a lump sum overpayment	Customers wishing to make a lump sum overpayment should contact our Mortgage Operations Department for information on making a lump sum payment to reduce the term of your Loan or the amount of your monthly repayment. You can also download the Flexible Mortgage Options form on <a href="http://permanenttsb.ie">permanenttsb.ie</a> .

<p><b>Request a Certificate of Interest or Mortgage Loan Statement</b></p>	<p>Ulster Bank will issue a Mortgage Loan Statement to you covering all transactions for the year 2023 up to the Transfer Date. This will also confirm the Loan balance which has transferred to PTSB. Ulster Bank will also issue your Certificate of Interest in January 2024 which will cover interest accrued on your Loan from the start of 2023 up to the Transfer Date. PTSB will provide a separate Certificate of Interest covering the period from the Transfer Date to the end of 2023.</p> <p>Should you wish to order another statement, please contact the Mortgage Operations Department.</p>
<p><b>Fixed Interest Rate rollover</b></p>	<p>If you're coming to the end of your Fixed Rate product date, Permanent TSB will reach out to you 60 days before this date with all product options available to you.</p>
<p><b>Pay a missed payment</b></p>	<p>Should you need to pay a missed payment on your Loan, contact our Mortgage Operations Department as soon as possible to make a payment over the phone and talk to a member of our team. If you're finding it difficult to keep up with your Loan repayments, we are here to help.</p>

Should you need to contact us in relation to anything covered in the table above, please get in touch with our Mortgage Operations Department at the contact details in the 'Useful Contact Details' section on page 13 of this booklet.

**WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED RATE LOAN EARLY.**



## Flexible Loan Repayment Options

If you have a Flexible Loan Repayment Option in place on your Loan with Ulster Bank, such as a payment holiday or an overpayment, these have been transferred to us with your Loan. We also offer a range of Flexible Repayment Options to our mortgage customers. To find out more about these, please contact our Mortgage Operations Department directly on 0818 200 120 or 061 232 717.

## Ulster Bank 10% Overpayment Facility

As a Permanent TSB customer you will still be able to avail of your 10% overpayment, previously offered by Ulster Bank. Please contact our Mortgage Operations Department to discuss this option as there are a variety of ways to make a lump sum lodgement. Although the overpayment calculator previously provided by Ulster Bank is no longer available, our team are on hand to support you with calculations over the phone.

**WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED RATE LOAN EARLY.**



# Everyday Banking

---

Your Ulster Bank transactional accounts i.e. your current, savings, deposit, and credit card accounts; have not transferred over to us with your Loan, so you may be looking to open new banking facilities such as a Current Account. We have outlined some information on our available products to help get you started.

## Everyday Banking with our Explore Current Account

Our award-winning Explore Account, a Digital Current Account, is now available to open in minutes in our mobile banking app. With benefits like:

» **Flat €6 Monthly Fee**

for maintaining the account and no day-to-day transaction or contactless fees

» **10c back as you pay**

on debit card purchases in store or online (subject to a maximum of €5 a month)

» **Cashback on Bills**

with selected partners

### Full product information:

Visit [permanenttsb.ie/everyday-banking/current-accounts/current-account](https://permanenttsb.ie/everyday-banking/current-accounts/current-account) to find out more.

### To start your switch today:

Visit [permanenttsb.ie/movingbankhub](https://permanenttsb.ie/movingbankhub) to find out more.

Qualifying Criteria, Terms & Conditions apply.

Please see page 18 for full terms and conditions on our Explore Current Account.

# Personal Saving & Investing

---

We also offer an extensive range of Deposit Accounts, designed to cater for life events such as saving for your home, a wedding, a holiday, home improvements, retirement or even just for a rainy day.

**Full product information:**

Visit [permanenttsb.ie/saving-and-investing/savings-accounts](https://permanenttsb.ie/saving-and-investing/savings-accounts) to find out more.

**To start your switch today:**

Visit [permanenttsb.ie/movingbankhub](https://permanenttsb.ie/movingbankhub) to find out more.

Qualifying Criteria, Terms & Conditions apply.

Please see page 19 for full terms and conditions on our Deposit Accounts.



# Personal Lending

---

Whether you're looking to switch your Credit Card to us, apply for an Overdraft on your Current Account, apply for a Personal Loan or a Term Loan, we have a range of options with competitive interest rates available.

## Full product information:

Visit [permanenttsb.ie/borrowing](https://permanenttsb.ie/borrowing) to find out more.

## To start your switch today:

[permanenttsb.ie/movingbankhub](https://permanenttsb.ie/movingbankhub) to find out more.

Lending Criteria, Terms and Conditions apply.

**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR LOAN, 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.**

Please see page 19 for full terms and conditions on our Lending Products.

# Supporting Customers

---

## Helping customers in or facing financial difficulty

You may be finding it difficult to pay your Loan that has transferred to us, or you are concerned you will be facing difficulties in meeting your Loan repayments soon. If this is the case, please contact our Mortgage Operations Department to talk to a member of our team; we are here to help.

We have developed our Mortgage Arrears Resolution Process (MARP) so our customers who need help in meeting their Loan repayments can understand the journey we will work through together. So if you are in, or facing financial difficulties, please do not delay and contact us so we can help and support you.

**Please see below the range of supports and useful contact details:**

### Call Us:

Our Arrears Support Unit is open 8.45am to 6:00pm, Monday to Friday (excluding public holidays) – 0818 200 120 or 061 232 717.

### Visit Us:

Our Find a Branch Locator helps you locate your local Permanent TSB branch or nearest ATM around Ireland.

Visit [permanenttsb.ie/contact-us/find-a-branch](https://permanenttsb.ie/contact-us/find-a-branch) to find the one closest to you.

Our **MARP booklet** is available on our website by searching for 'MARP Booklet'. Our MARP booklet also contains a list of useful contacts of independent and impartial agencies who are available to help customers through any difficulty or challenging times.

## Enhanced Customer Support

We know that over the course of our lives our needs and circumstances will or may change and as such we understand that various customers may require additional support. We want to assure our customers that regardless of your circumstances your financial wellbeing is our utmost priority. As your Loan has now moved to Permanent TSB, you or the person you have nominated as your Authorised Third Party, might want to talk to us about any additional care or support you will require. Please don't hesitate to contact a member of our dedicated support team today (see 'Useful Contact Details' section on page 13 of this booklet). For more information, you can also visit [permanenttsb.ie/enhancedsupport](https://permanenttsb.ie/enhancedsupport).

### Who may require additional support?

The below provides an overview of the wide range of circumstances where we may be able to provide assistance.



#### Health

Customers with health conditions which may impact their ability to carry out day-to-day tasks.



#### Resilience

Customers with a low ability to withstand financial or emotional shocks.



#### Accessibility

Customers whose physical circumstances mean they may need additional assistance accessing our services.



#### Cognitive

Customers who may have trouble remembering, learning new things, concentrating or making independent decisions.



#### Older People

Customers in the later stages of life who may be affected by age-related difficulties or concerns.



#### Financial Abuse

Customers who are concerned about maintaining access to or control over their own finances.



#### Life Events

Customers who have recently experienced significant life events such as bereavement or job loss.

## Useful Contact Details

### Direct Support for Permanent TSB Loan Queries

#### Mortgage Operations Department

0818 200 120 or 061 232 717

Monday to Friday, 9.00am to 5.00pm (excluding public holidays)

#### Arrears Support Unit

0818 200 120 or 061 232 717

Monday to Friday, 8.45am to 6.00pm (excluding public holidays)

**Postal:** All Loan related postal communications should be sent to Mortgage Operations Department, PO Box 13505, Shannon, Co Clare.

### General Contact Numbers for Specific Services within Permanent TSB

#### Dedicated Bereavement Service Team

01 212 4077

Monday to Friday, 9.00am to 5.00pm (excluding public holidays)

#### Change of Contact Details or Circumstances

0818 600 175 or 01 215 1361

Monday to Friday, 9.00am to 5.00pm (excluding public holidays)

#### Open24

Open24 help desk can assist with online banking registration or any other queries 0818 50 24 24 or +353 1 212 4101. Lines are open Monday to Friday (excluding public holidays) 9.00am-5.00pm and 10.00am-2.00pm Saturday and Sunday.



# Frequently Asked Questions

---

Below you will find a selection of frequently asked questions. For more FAQs, please visit [permanenttsb.ie/mortgages/former-ulster-bank-mortgage-customers/](https://permanenttsb.ie/mortgages/former-ulster-bank-mortgage-customers/)

» **Who can I contact for more information about my Loan?**

Our dedicated Mortgage Operations Department is here to help you with any support and information regarding your Loan and you can find their contact details in the 'Useful Contact Details' section on page 13 of this booklet.

» **If I have a nominated Authorised Third Party on my Loan to act on my behalf, has this authority been transferred to Permanent TSB?**

If you have a nominated Authorised Third Party on your Loan to act on your behalf, Ulster Bank cannot transfer this authority to Permanent TSB. If you require an Authorised Third Party to be in place on your Loan to act on your behalf, you will need to contact our Mortgage Operations Department and they will send you out the relevant form.

» **Will I be entitled to the 2% cashback at drawdown offer after my Mortgage transfers?**

If you are a former Ulster Bank Mortgage customer and your Mortgage account has transferred to Permanent TSB, you will not be entitled to the 2% cashback at drawdown offer as a consequence of the transfer of your Mortgage.

» **I have an on-going/active Financial Services Pension Ombudsman (FSPO) complaint with Ulster Bank in relation to my Loan – what happens now?**

If you have an unresolved complaint with Ulster Bank at or after the Transfer Date, the handling and resolution of this complaint will remain with Ulster Bank. Ulster Bank will be in touch with you to follow-up on this complaint. Should any aspect of your complaint become an ongoing concern, Permanent TSB will make every effort to assist Ulster Bank to ensure you are not disadvantaged as a consequence of the Loan transfer. If you have any queries specifically about the complaint you can contact Ulster Bank directly on 1800 200 162 or on 017 092 042. If you have a complaint with the FSPO they will continue to investigate and no action is required.

» **I am in financial difficulty, who should I talk to?**

Permanent TSB is now your new Mortgage Lender, so any support you need regarding financial difficulty should be directed to our Arrears Support Unit. We are committed to assisting you with meeting your Mortgage payments. If you are experiencing or anticipating financial difficulties or arrears, please contact us to discuss your loan on the following contact details.

Telephone: 0818 200 120 or 061 232 717. Open Monday to Friday 8.45am to 6.00pm (excluding public holiday).

Postal Address: Arrears Support Unit, PO Box 13505, Shannon, Co. Clare.

# Important Information

**WARNING: IF YOU DO NOT KEEP UP YOUR REPAYMENTS YOU MAY LOSE YOUR HOME**

**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR LOAN, 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: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.**

**WARNING: THERE IS NO GUARANTEE THAT THE PROCEEDS OF THE INSURANCE POLICY WILL BE SUFFICIENT TO REPAY THE LOAN IN FULL WHEN IT BECOMES DUE FOR REPAYMENT.**

## Important Information for Complaints Process

To help improve our service to you, we may record or monitor calls. If you have a problem with any product, service or facility we provide, please let us know. We want to put it right as quickly as possible. Simply:

1. Contact your local Branch or the area concerned or,
2. Contact our Mortgage Operations Department in writing at, Mortgage Operations Department, PO Box 13505, Shannon, Co Clare or by phoning 0818 200 120 or 061 232 717 or,
3. Contact our Customer Resolution Centre in writing at, permanent tsb, Churchyard Lane, Douglas, Cork or by phoning 0818 818 700, or by completing and submitting an

## Important Information for Endowment Loans

The early surrender of the insurance policy in respect of your endowment loan may result in a return to you which would be less than you have paid in premia and other charges.

online complaint form available on [permanenttsb.ie/online-complaint-form](https://permanenttsb.ie/online-complaint-form)

Please note: If your complaint is an unresolved complaint with Ulster Bank at or after the Transfer Date, the handling and resolution of this complaint will remain with Ulster Bank. Ulster Bank will be in touch with you to follow-up on this complaint.

### **Important Information for Explore Current Account**

Lending Criteria, Terms and Conditions apply. eStatements are a requirement of this account and you must be registered for the Open24 service to view them. eStatements will remain available on Open24 for a period of 24 months from the statement issue date. If you need a duplicate statement, there is a fee of €2.50 per page. Customers aged 66 years and over will not be charged the account maintenance fee. Some charges may apply. Any items that are returned unpaid (including direct debits and standing orders) will incur the appropriate charge. ATM transaction charges apply on Euro withdrawals outside the EU and on all non-Euro withdrawals. Debit Card transaction charges apply on all debit transactions outside the Eurozone. Government Stamp Duty will apply.

Our Terms & Conditions and Personal & Business Banking Charges Booklet and Digital Wallet Terms & Conditions

are available for you to view anytime on our website. 10c back does not apply for ATM or Cash Machine Transactions. Your Spend and Save Rewards will be paid into your Explore Account, unless you request that they are paid into another permitted account. We may cancel/reclaim any Spend and Save Rewards where you have reversed, cancelled or terminated a transaction giving rise to the cashback. For the purpose of Spend and Save Rewards Pending Transactions must be processed by the Merchant before qualifying for the 10c Cashback Reward. Please be aware this may affect your monthly Rewards Total. On closure of your Explore Account, you will lose your entitlement to any pending Spend and Save Rewards. Details of additional, ad hoc offers and/or competitions, operated by us and/or Participating Merchants may be made available to customers with an Explore Account on or via our website. Full details on [permanenttsb.ie](https://permanenttsb.ie).

**Contactless:** Contactless will be available once you perform a chip and pin transaction at an ATM or a retailer. It's Fast, It's Simple, It's Secure. Occasionally, you'll be asked to enter your PIN for what would normally be a contactless transaction, just for added security. For more information, please visit our Contactless Visa Debit page which can be accessed through the Current Accounts/Help with Banking pages.

**Mobile app:** We don't charge you for using this app, however you may incur a data charge from your mobile phone operator for downloading and using it. Check with them if you're not sure.

**Fraud & Financial Crime:** Learn how to keep your money safe and sound. Just visit [permanenttsb.ie/fraudandfinancialcrime](http://permanenttsb.ie/fraudandfinancialcrime) for more information.

### Important Information for Deposit Accounts

Lodgements by euro domestic cheque will start earning interest from the next working day. Sterling cheques drawn on UK banks and all other cheques lodged will take between 5 and 8 working days respectively to avail of interest. Accounts may be subject to a minimum and maximum balance and the number of accounts per customer may be limited, please refer to our rate sheets for further information.

Deposit Interest Retention Tax (DIRT) - accounts are subject to DIRT where applicable. Interest on Resident Accounts is paid net of DIRT, which persons aged 65 or over, or persons who are permanently incapacitated and their respective spouses may be entitled to reclaim. Annual Equivalent Rate (AER) illustrates what the interest would be if interest was paid and compounded each year. Our AER calculation assumes that the account is held for a year and that the interest

rate remains constant. Gross Rate is the daily interest accrual rate. Gross Return is the term maturity rate of return.

### Important Information for Lending Products

**Loans:** Lending Criteria, Terms and Conditions apply. Subject to affordability assessment. Security may be required. Min. Loan amount €1,500. Max. Loan amount €75,000. Min. term 6 months (excluding online which is 12 months). Max. term 60 months. Max. term 120 months for Home Improvement Loan. Over 18s only. Our Loans have a variable rate which means that the rate can change from time to time. However, because variable rates can rise and fall, your Loan repayments can go up or down during the term of your Loan. Permanent TSB p.l.c. is regulated by the Central Bank of Ireland.

**Credit Card:** Lending Terms and Conditions apply. The Permanent TSB ICE Visa Credit Card is only available to people aged 18 and over. A minimum credit limit of €1,000 applies. You will incur a charge if an item is returned unpaid on your account, if you do not pay your bill on time or where you exceed your account limit. Charges will apply for additional services and cash advance transactions. For full details of our charges please see our Terms & Conditions and Personal & Business banking charges booklet available at any Branch. You should also pick up

## Important Information

a copy of our Credit Card terms and conditions booklet.

Permanent TSB is obliged to deduct Government Stamp Duty (currently €30 per account) from your account on April 1st each year in respect of the previous 12 months or when you close your account. Government Stamp Duty is liable for having access to an account in the 12 month period and not based on card usage. If you are switching your credit card to Permanent TSB from another provider, you should request a letter of closure from your previous provider confirming that Government Stamp Duty has been paid in the current charging period. Please forward the letter to: Permanent TSB Visa Department, Main Street, Dundrum, Dublin 14, to ensure that stamp duty is not applied to your credit card account for that period at the next charging date. If you close your Permanent TSB Visa Credit Card account, Stamp Duty will be deducted for the current year. We will send you a letter of closure which you can forward to your new provider.

This booklet is intended for use by Ulster Bank Mortgage Loan customers and all Mortgage options mentioned may not be available for new business. All this information is correct as at 15/05/2023 but may change.

Permanent TSB 56-59 St. Stephen's Green, Dublin 2.

Permanent TSB p.l.c. is regulated by the Central Bank of Ireland.



