

Information to help you with completing the Standard Financial Statement (SFS)

Please read carefully

To complete the SFS, please use the Guide to completing a Standard Financial Statement published by the Central Bank and available on its website:

<https://www.centralbank.ie/consumer-hub/consumer-guides>

We at PTSB are committed to working with customers who are in or facing financial difficulties to find a solution where that is possible. Before you complete the SFS, please read the following information which will assist you with understanding the document.

What is the SFS?

The SFS helps you set out your financial situation. After you complete it, we will assess your information as part of the Mortgage Arrears Resolution Process (MARP). We will then explore what type of alternative repayment arrangement (ARA), from the options we offer, that is appropriate and sustainable for your individual circumstances. While it may look like a lot of information to provide, we only ask for the information we really need to help us to assess your financial situation and find, when possible, a suitable solution for you.

Where can I find more information on the MARP?

- Our MARP booklet is located on our website: <https://www.ptsb.ie/help-and-support/help-with-banking/repayment-difficulties/home-loan-mortgage-repayments/>

The MARP booklet also provides useful information in the case where no alternative solution is offered to you.

- The Central Bank's guide to the Conduct Requirements – Mortgage Arrears covered under Part 3, Chapter 9 of CPC 2025 which outlines your protections when experiencing difficulties with your mortgage: <https://www.centralbank.ie/consumer-hub/consumer-guides>

What supports are available to help me complete the SFS?

Check our website for the range of the supports we provide:

<https://www.ptsb.ie/help-and-support/help-with-banking/repayment-difficulties/home-loan-mortgage-repayments/>

The Central Bank's Guide to completing a Standard Financial Statement:

<https://www.centralbank.ie/consumer-hub/consumer-guides>

The Money Advice and Budgeting Service (MABS) is a free, confidential and independent service which will help you to complete the SFS. They will talk you through the document and give advice about the supporting documents you may need to provide. Call the MABS helpline on 0818 07 2000 and/or visit www.mabs.ie

Abhaile is a service to help homeowners find a resolution to home mortgage arrears. Depending on your situation, Abhaile provides vouchers for you to get financial advice, legal advice or insolvency advice and help from experts. The vouchers are available through MABS.

Mortgage to Rent (MTR) is a government scheme to help homeowners who are at risk of losing their homes due to mortgage arrears. The MTR scheme is a social housing option only available if you are eligible for social housing support and your mortgage is unsustainable. For more information visit www.mortgagetorent.ie

Insolvency Service of Ireland (ISI)

Under the Personal Insolvency Act 2012, you have the right to consult with a Personal Insolvency Practitioner (PIP) for the purpose of considering a Personal Insolvency Arrangement (PIA). The Insolvency Service of Ireland's objective is to get people back to solvency in a fair, transparent and equitable way. A PIA deals with both unsecured and secured debt and aims to protect the family home.

You can also contact a Personal Insolvency Practitioner (PIP) through the ISI and they can help you to complete your SFS. For more information visit <https://backontrack.ie/> or www.isi.gov.ie

Other debt advisory services like a financial adviser

If you decide that you want a MABS adviser or a lawyer, accountant or financial adviser to act for you, we ask that you agree in writing for us to contact them. We will then work with them directly and no longer contact you except in relation to matters other than your arrears situation.

Other resources:

You can also check the website of the Competition and Consumer Protection Commission (CCPC) for useful information about loans and mortgages <https://www.ccpc.ie/>

Who do I contact if I have a question?

If you have any questions, please contact us at 0818 66 44 44 Monday to Friday between 9:00am and 5:15pm (excluding public holidays). We have specially trained staff to deal with customers experiencing financial difficulties and can help you with completing your SFS.

For former Ulster Bank customer, our Mortgage Operations department can be contacted on 0818 200 120 or 061 232 717 Monday to Friday between 9:00am and 5:15 pm (excluding public holidays).

What's in the SFS?

Please fill out all sections of the SFS fully and accurately and provide any documents that we may need to assess your financial circumstances. Any missing documents will slow down the assessment of your SFS. The table below outlines the content of each section of the online SFS along with key points for you to note.

For information, some of the terms used within the online SFS are explained in Appendix 1 which is available at the end of this document. Please refer to this Appendix as you complete the SFS.

Appendix 2 provides a checklist of all documents which may be required to complete your SFS. Please note we may request additional documents from you if necessary to the assessment of your SFS.

Section	Section in PTSB Consumer Guide to Completing the SFS	This Section asks for?	Tick when completed
Accounts & Borrowers	Section A - My details	The number of borrowers completing the SFS.	<input type="checkbox"/>
Borrower Details	Section A - My details	Details about your personal circumstances, your name, address, occupation and the number of people living in your household.	<input type="checkbox"/>
Mortgage Details	Section B - My Mortgage	Details about your mortgage on your primary residence, that is, the residential property that you occupy as your primary residence, or the only residential property you own. This section also helps you to better understand the key elements of your mortgage.	<input type="checkbox"/>

Borrower Income (Monthly)	Section C - My monthly income	Details on all your monthly income.	<input type="checkbox"/>
Monthly Household Expenditure	Section D - My monthly expenditure	Details of all your expenditure or outgoings, calculated on a monthly basis. Details of all expenses that may be incurred during the expected period of financial difficulty should be included in the SFS.	<input type="checkbox"/>
Monthly Debt payments	Section E - My monthly debt repayments	Details about monthly amounts of all your other debt repayments (other than your mortgage repayment on your primary residence).	<input type="checkbox"/>
Property Assets	Section F- My other properties	Details of properties you own which are not your primary residence.	<input type="checkbox"/>
Non Property Assets	Section G - My other assets	Details of all other assets you own, either on your own or with someone else, for example savings, cars, and shares.	<input type="checkbox"/>
Financial Statement Summary	Section H - Summary of your SFS	This section will help you to review the figures you have inputted in sections B, C, D and E.	<input type="checkbox"/>

Section D: My monthly household expenditure-Guidance

The figures you include in section D are based on your household's individual circumstances. When calculating the average monthly cost for each of the expenses, you should seek to include the examples of items listed below in your figure for 'average monthly costs'. To calculate your monthly average costs consult the SFS Guide visit: <https://www.ptsb.ie/help-and-support/help-with-banking/repayment-difficulties/home-loan-mortgage-repayments/how-to-get-started/>

You only need to include the costs that are relevant to your household.

	Expense	Examples of items to include in average monthly cost figure
D1	Food	Groceries, takeaways and eating out (restaurants, cafés, canteens).
D2	Clothing	Clothes and footwear.
D3	Personal Care	Personal hygiene, baby/infant costs and grooming items
D4	Health	Medicines and medical visits and appointments.

D5	Household Goods	Furniture, appliances, cleaning products
D6	Household Services	Bin charges, household repairs and maintenance, local property tax, management fees, TV licence, TV channels and streaming services, bank charges or fees.
D7	Communications	Phone (mobile and landline) and internet.
D8	Education	Uniforms, books, school/college/course fees and contributions, extracurricular activities and costs linked to 3rd level accommodation.
D9	Transport	Petrol, motor tax, NCT, vehicle repairs and maintenance, parking and tolls, public transport cost (including school transport), taxis, rental costs
D10	Household Energy	Electricity and home heating
D11	Insurance & Pension	Any type of insurance, including motor, home, health, mortgage protection, payment protection, income protection, life assurance, pension contribution, where not deducted from salary at source.
D12	Savings	
D13	Social Inclusion & participation	Social events, sports and hobbies, special occasions such as Christmas or any religious holidays and birthdays, and other events or activities.
D14	Childcare	
D15	Rent	For example, in the case of separated borrowers, where one borrower is not living in the household and is paying rent for other accommodation.
D16	Other	Any other expenses not already captured. May include maintenance paid to spouse/child, costs associated with another property, elderly care, nursery home fees, carer fees, legal costs, children's/teenagers' pocket money.

Appendix 1 - Glossary

Please find below useful guidance (terms explained and examples) to help you to complete your SFS.

Borrower Details (Section A) - My details in PTSB Consumer Guide to Completing the Standard Financial Statement.	
A2. Correspondence Address	This address will be used for all correspondence relating to this SFS.
A10. Dependant	A person who financially relies on you.
Mortgage Details (Section B) - My mortgage in PTSB Consumer Guide to Completing the Standard Financial Statement.	

B11. Restructured	Select Yes if you have previously agreed with your mortgage provider to change the terms and conditions of your mortgage due to financial difficulties - for example reduced monthly payments.
Borrower Income (Monthly) (Section C) - My monthly income in PTSB Consumer Guide to Completing the Standard Financial Statement.	
C1. Gross monthly salary	Before tax and any other deductions at source.
C2. Net monthly salary	If you have a deduction from your salary at source for example for health insurance, pension, credit union or Revenue payments do not include them again.
C5. Mortgage Interest Supplement	If you were previously eligible for and receiving this payment under the Mortgage Interest Supplement scheme, you should now receive it as part of the Supplementary Welfare Scheme.
C8. Other	For example, pension, room rent (for primary residence), grants, financial contribution from dependants. Please do not repeat any monthly income already covered under previous headings.
Monthly Debt Payments (Section E) - My monthly debt payments in PTSB Consumer Guide to Completing the Standard Financial Statement.	
Secured	Select yes if a security for example a property, a vehicle or a guarantee is attached to the debt.
Restructured	Select yes if you have previously agreed with your loan provider to change the terms and conditions of your loan due to financial difficulties for example reduced monthly payments.
E1. Court mandated debt	For example, fines, instalment orders, judgements.
E4. High cost credit loan/ Moneylending loan	Typically, small loans at a high rate of interest over a short period of time.
E6. Hire purchase/ PCP agreement	Type of credit, often associated with car financing. Under a hire purchase (HP) agreement, you hire the car, pay an agreed amount usually in monthly repayments, and only become the legal owner of the car at the end of the agreement. The legal owner of the car is the finance company that gave you the money to buy the car and you cannot sell the car without the finance company's permission.
E7. Credit cards	Including credit cards linked to shops.
E9. Revenue debt	For example, all arrangements you may have in place with the Revenue to pay taxes you were not able to pay fully.

E10. Other debt	For example, additional loans or credit cards, overdrafts, payment of arrears on utilities, Buy Now Pay Later or shop credit.
Property Assets (Section F) - My other properties in PTSB Consumer Guide to Completing the Standard Financial Statement.	
Ownership Type	For example, sole or joint ownership. Where you do not 100% own a property, please state the % of the property that you do own.
Monthly Expenditure	For example, upkeep, maintenance, property tax.
Restructured	Select yes if you have previously agreed with your mortgage provider to change the terms and conditions of your mortgage due to financial difficulties for example reduced monthly payments.
Non Property Assets (Section G) - My other assets in PTSB Consumer Guide to Completing the Standard Financial Statement.	
G2. Shares	For example, credit union shares, bank shares, employee share schemes.

Appendix 2

Please see below list of all documents needed to support your SFS.

Please note we may request additional documentation if needed to assess your financial circumstances.

To upload your supporting documents online: <https://www.ptsb.ie/standard-financial-statement/sfs-document-uploader-form/>

If you wish to return the supporting documents via post our address is:

Arrears Support Unit
 PTSB Head Office
 56-59 St. Stephen's Green
 Dublin 2.

For former Ulster Bank customers, supporting documents can be returned via post to:

Mortgage Operations Department
 4310 Atlantic Avenue
 Westpark Business Campus
 Shannon
 Co. Clare.

You only need to provide the documents relevant to your individual situation with your completed SFS.

Section	Section in PTSB Consumer Guide to Completing the SFS	Documentation needed to complete this section.	Tick when completed
Borrower Details	Section A - My details	No documents required.	<input type="checkbox"/>
Mortgage Details	Section B - My Mortgage	We can give you any information required in relation to your mortgage, so please contact us on 0818 66 44 44.	<input type="checkbox"/>
Borrower Income (Monthly)	Section C - My monthly income	<p>Employee: 3 months of most recent bank statements, proof of income in the form of 2 recent payslips dated 8 weeks within completion of SFS.</p> <p>Self-employed: 6 months of most recent bank statements, audited or certified accounts, business account statements, personal tax return or tax balancing statement, Revenue Form 11.</p> <p>Unemployed: 2 recent social welfare receipt for each social welfare payment received dated 8 weeks within completion of SFS.</p> <p>Retired: proof of receipt and amount of monthly pensions dated 8 weeks within completion of SFS.</p> <p>Proof of maintenance payments, other income, or monthly financial contribution received from dependants and/or non-dependants living in the household</p>	<input type="checkbox"/>
Monthly Household Expenditure	Section D - My monthly expenditure	No documents required.	<input type="checkbox"/>

Monthly Debt payments	Section E - My monthly debt repayments	Proof of any court payments due (if applicable).	<input type="checkbox"/>
Property Assets	Section F - My other properties	Proof of rental income.	<input type="checkbox"/>
Non Property Assets	Section G - My other assets	No documents required.	<input type="checkbox"/>