Mortgage Arrears A Consumer Guide to Completing the Standard Financial Statement (SFS)

This document is intended for use by former Ulster Bank mortgage customers whose mortgage transferred to PTSB.

ptsb

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INTRODUCTION

The purpose of this guide is to assist you with the completion of the Standard Financial Statement (SFS), which your mortgage provider must use to obtain financial information from you under the Mortgage Arrears Resolution Process (MARP) framework set out in the Code of Conduct on Mortgage Arrears ('CCMA') 2013. An SFS is also required to be used by debt management firms (debt management firm SFS) under the Consumer Protection Code 2012, as amended (the Code)

What is the Standard Financial Statement?

The SFS helps you to set out your current financial situation. After you complete it, your mortgage provider will assess your information as part of the Mortgage Arrears Resolution Process (MARP). Your mortgage provider will then explore whether they can offer an appropriate and sustainable alternative repayment arrangement (ARA) on your mortgage.

It is important to keep in mind that all of the information and documentation that you provide should be accurate and up-todate in order to ensure a quick assessment and a better customer experience. You should also feel free to share any other information regarding your financial circumstances that you think may be necessary.

Supports available when completing your SFS

Your mortgage provider has the obligation to assist you with completing your SFS. To do so, your mortgage provider should make any supports they have available to you, such as guidance documents and the possibility to make appointments with specially trained staff.

To help you to complete the SFS, you can also seek independent advice from the Money Advice and Budgeting Service (MABS) or alternative debt advisory services from, for example, a financial advisor.

MABS is a free, confidential and independent service which will help you to complete the SFS. They will talk you through the SFS and give you advice about the supporting documents you may need to provide. Call the MABS helpline on 0818 07 2000 and/or visit 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) scheme is a government scheme to help homeowners who are at risk of losing their homes due to mortgage arrears. For more information visit mortgagetorent.ie.

The Central Bank is also committed to assisting you in the completion of your SFS. This guide has been designed to provide you with comprehensive details about the documentation you need to gather to complete the SFS, as well as the information you must input in the form. Each section of this guide mirrors the sections of the SFS. A checklist of documents you may need to provide to your mortgage provider to support your completed SFS is also available in Section 1 of this guide.

Other resources are available to you and may assist in the completion of your SFS, for example:

Central Bank Guide on the CCMA: Code of Conduct on Mortgage Arrears - A Consumer Guide visit centralbank.ie/consumer-hub/consumer-guides

Information about Mortgages Arrears and the CCPC Money Hub: ccpc.ie/consumers/money/mortgages/mortgage-arrears/

Competition and Consumer Protection Commission: ccpc.ie

Citizens Information:

citizensinformationboard.ie

Data Protection Commissioner:

dataprotection.ie

Dept. of Social Protection:

welfare.ie

Financial Services and Pensions Ombudsman (FSPO):

fspo.ie

Free Legal Advice Centres (FLAC):

flac.ie

Revenue:

revenue.ie

Useful PTSB contacts and links:

If you have any queries or wish to complete the SFS over the phone please contact us on 0818 200 120 or $+353\ 61\ 232\ 717$, Monday to Friday 9:00am-5:15pm

To complete the SFS online:

ptsb.ie/standard-financial-statement/

To upload your supporting documents online:

ptsb.ie/standard-financial-statement/sfs-document-uploader-form/

If you wish to return the completed SFS via post our address is: Arrears Support Unit, PO Box 13505, Shannon, Co. Clare

Section 1: Documents needed to complete your SFS

The list of documents below is provided for your information. Mortgage providers may request other documents to assess your individual financial circumstances. Please engage with your mortgage provider to receive a comprehensive list of the documents required in your situation. The documents required by PTSB are outlined in Appendix 2 of our Standard Financial Statement.

To help you to complete your SFS, you can request your credit report from the Central Credit Register. It will be particularly helpful for completing section B and section E of the SFS. Your credit report provides information regarding:

- Type(s) of loan(s) (e.g. mortgage, credit card, overdraft, hire purchase, Personal Contract Plan) you may have
- · Name of the loan provider
- · Amount of the loan
- · Outstanding balance of the loan
- · Number of overdue payments, if any
- Date of next payment
- · Amount of next payment

To request your credit report free of charge, consult the Central Credit Register website: centralcreditregister.ie/

Section	Documents needed to complete this section (You only need to provide the documents relevant to your individual situation with your completed SFS)
Section A My details	No document required to complete this section
Section B My mortgage (Your mortgage provider should be in a position to provide you with most of these documents)	 Your annual mortgage statement A statement from your mortgage provider showing the total left to pay on your mortgage A statement of mortgage payments or confirmation from your mortgage provider of the amount of monthly mortgage payment Print out showing current estimated value of your property (see guidance under section B of the SFS Guide – see page 9 - for further information)
Section C My monthly income	 Employee: proof of income in the form of recent payslips Self-employed: audited or certified accounts, business account statements, personal tax return or tax balancing statement, Revenue Form Unemployed: most recent social welfare receipt for each social welfare payment received Retired: proof of receipt and amount of monthly pensions Proof of receipt of maintenance payments Proof of other income (see also Section F and Section G) Proof of monthly financial contribution received from dependants and/or non-dependants living in the household (for example bank statements)
Section D My monthly household expenditure	 Recent Bills (electricity, gas/oil, internet, phone, mobile) Documents proving the amount spent on childcare and/or elderly care. Proof of insurance (including motor, home, health, mortgage protection, payment protection, income protection, life assurance) and pension payments (pension contribution not deducted from salary at source) Proof of maintenance payments Proof of rent paid

Section E My monthly debt payments	 Proof of any court payment due Statement related to any loans you have (credit unions, personal loans, credit cards, overdrafts, PCP/hire purchases) Statements should include the amount outstanding, the payments being made, the time left on each loan, the arrears balance, the reason for the loan
Section F My other properties	 Print outs showing estimated value of any other properties you own Statement from your mortgage provider showing the full amount left to pay on each of these mortgages (if any) Statement of arrears on your mortgage accounts for other properties Proof of rental income Statement of mortgage payments or confirmation from your mortgage provider(s) of the amount of monthly mortgage payment for your other properties
Section G My other assets	 Receipts and/or statements of purchase price for any assets you own Statement of current estimated value (see guidance under section B)

Section 2 – Guidance to completing your SFS

Section	Details required:
Section A My details	Details about your personal circumstances, your name, address, occupation and the number of people living in your household
Section B My mortgage	Details about your mortgage on your primary residence, that is, the residential property you occupy as your primary residence, or the only residential property in the State that you own. This section also helps you to better understand the key elements of your mortgage
Section C My monthly income	Details on all your monthly income
Section D My monthly household 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
Section E My monthly debt payments	Details about monthly amounts of all your other debt repayments (other than your mortgage repayment on your primary residence)
Section F My other properties	Details of other properties you own which are not your primary residence
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
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

Section A: My Details

This Section asks for details about your personal circumstances, your name, address, occupation and the number of people living in your household.

	Borrower Information		Borrower 1	Borrower 2
A1	Name			
A2	Correspondence Address		A2 this address will be used for this SFS.	all correspondence relating to
A3	Property Address (if its different to correspondence address)			
	Please indicate the pred (please provide details of			
A4	Home Telephone			
A5	Mobile			
A6	E-mail	E-mail		
A7	Marital Status			
A8	Date of Birth		D D / M M / Y Y	D D / M M / Y Y
A9	Total Number in Household		A9 Please provide the total num household including you, your pother dependants who may live dependants.	artner, your children and any
A10		Dependant 1	A10 A dependant is a person wh	
	No. and age of Dependants:	Dependant 2	Please include your children and any other de who live in the household with you such as ac dependants.	
	Dependants:	Dependant 3		
		Dependant 4		
A11	Are any of these dependants in third level education? Yes □ No □ If Yes, please provide the number of expected years remaining.			
A12	Are any of these dependants or persons living in the household without being dependant financially contributing to the household on a monthly basis?		A12 Please provide details of an other than the named borrowers contributing to the household or amount of that monthly contribu	s, who are financially n a monthly basis, including the
A13	Do any of these dependants have medical or care needs that have an impact on your financial situation?			
A14	Are you currently employed?		A14 For self-employed please ir own a company (limited or unlin	

A15	What is your current occupation? If you are unemployed or retired, please include your previous occupation.	A15 If you are unemployed or retired, please advise this in the first instance but also include your previous occupation.		
A16	Are you in permanent employment? Yes □ No □			
A17	Name of your current employer and length of your service			
A18	For what reason(s) are you having, difficulty meeting your mortgage and/or other debt repayments? Please select all that apply	() Unemployment () Reduced Income () Illness () Divorce/Separation () Bereavement () School/College fees () Household bills Other (Please specify)	() Unemployment () Reduced Income () Illness () Divorce/Separation () Bereavement () School/College fees () Household bills Other (Please specify)	
A19	How long do you expect these difficulties to continue? (If you are not in a position to answer this question, please contact your mortgage provider to seek support on how to answer this question)	() 0-3 months () 3-6 months () 6-12 months () 12+ months	() 0-3 months () 3-6 months () 6-12 months () 12+ months	

Section B: My Mortgage

This section relates to your mortgage on your primary residence, that is, the residential property you occupy as your primary residence, or the only residential property in the State that you own. This section also helps you to better understand the key elements of your mortgage.

B1	Mortgage Provider		
B2	Mortgage Account Reference Number(s)		
В3	Account Reference of any other Mortgage account(s) on your primary residence (for example top-up account)		
B4	Total Outstanding Mortgage Balance (€) (do not include arrears). This total should include the balances of B2 and B3 (if applicable) B4 This is the total amount left to pay on each of mortgage accounts. You can get this information from your mortgage provider.		
B5	Estimated Current Value of Primary Residence (€)	B5 How much would your house to on the market today? This is an est you to estimate the value of your produced to some research on websites sure daft.ie, or check the website of a least your estimation on similar house.	timate only. To help property, you can ch as myhome.ie or ocal auctioneer and
В6	Monthly Mortgage Repayments Due (€)	B6 This is the amount of your mortgage payment your mortgage provider expects to receive from you each month. Where you have previously renegotiated a reduced payment with your mortgage provider, insert the agreed reduced payment here.	H4 The figure included in B6 will also have to be reported in field H4 of section H: summary of my financial situation.
B7	Monthly Mortgage Repayments Being Paid (€)	B7 What are you currently paying each month? If you are paying the expected amount, this figure will be the same as in row B6. If you are paying a different amount than the one reported in row B6, it is this different amount that you have to insert here.	
B8	Remaining Term of Mortgage	B8 This is the duration of time (in have to pay your mortgage. This in provided by your mortgage provided	nformation can be
В9	Current Interest Rate (%) Is this rate fixed, or variable? Please select variable for tracker rate.	B9 What interest rate is being charged? This information can be provided by your mortgage provider. Please engage with them to discuss whether you could be entitled to a lower interest rate. A lower interest rate may reduce your monthly mortgage repayment.	☐ Fixed☐ Variable☐ Part fixed and part variable
B10	Arrears Balance (€) (if applicable)	B10 Please engage with your mortgage provider to obtain this figure.	
B11	Is Your Mortgage Currently Restructured? Yes No B11 Please select Yes if you have previously agr with your mortgage provider to change the term and conditions of your mortgage due to financia difficulties - for example reduced monthly paym		ange the terms due to financial

B12	Do you have a Payment Protection Insurance policy? Yes □ No □	B12 Payment protection insurance (PPI) is insurance that will pay out a sum of money to help you cover your monthly repayments on your mortgage/other loans, if you are unable to work. This may be as a result of illness, accident, death or unemployment. If you do not know whether you have a PPI policy related to your mortgage, please engage with your mortgage provider. You should also contact your PPI provider to verify whether you are gligible to make a
		provider to verify whether you are eligible to make a claim under your payment protection policy.

Section C: My Monthly Income

This Section asks for details of all your monthly income, e.g., your wages, social welfare benefits, rent and any other type of income you might receive.

If you face seasonal or irregular income, please engage with your mortgage provider for further assistance on completing this section. To help you calculate your monthly income where it's not received on a monthly basis:

If you receive your income on a weekly basis, multiply the weekly figure by 52 and divide by 12 to get your monthly total:

Monthly income = weekly income x 52

12

If you are paid every two weeks or fortnightly, multiply the figure by 26 and divide by 12 to get your monthly total: Monthly income = fortnightly income x 26

12

Do not include any irregular income, such as shift allowance, bonus or overtime.

	Borrower Information	Borrower 1	Borrower 2	Total €
C1	Gross monthly salary	C1 This is the amount of your salary before tax and any other deductions at source; if you are self-employed, please refer to Revenue Form 11 or any other documents referred to in the checklist. This information is on your payslip if you are employed.		
C2	Net Monthly Salary	C2 This is the amount of your salary after tax and any other deductions at source; if you are self-employed, please refer to Revenue Form 11 or any other documents referred to in the checklist. This information is on your payslip if you are employed.		
С3	Monthly Social Welfare Benefits	C3 and C3 a, b and c Please indicate the name of each social welfare benefit		
C3(a)	Benefit (please specify)	for example Disability Allowance or One-Parent Family Payment.		
C3(b)	Benefit (please specify)			
C3(c)	Benefit (please specify)			
C4	Child Benefit			
C5	Mortgage Interest Supplement		ement scheme, you sho	ing this payment under the buld now receive it as part of
C6	Working Family Payment			
C7	Maintenance received			lease provide evidence of nent being made into your
C8	Other (please specify)	C8 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 above.		

C9	Monthly Rental Income (from other properties) This total should include the figure from F5	C9 You calculate these figures in Section F: My other properties first, and then copy it across to this section.		
C10	Monthly Income from Non-Property Assets (This total should include figure from G7)	C10 You calculate these figures in Section G: My copy them across to this section.	other assets first, and then	
C11	Total Monthly Income (sum of C2 to C10)		H1 The figure you insert here in C11: Total monthly income will also have to be reported under field H1 of section H: Summary of my financial situation	

Section D: My monthly household expenditure

This Section asks for details of all of your outgoings, calculated on a monthly basis. To assist you in the completion of section D, you can consult the Reasonable Living Expenses Guidance published by the Insolvency Service of Ireland available on isi.gov.ie/en/ISI/Pages/home.

It is important that the figures you include below 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 cost'. You only need to include costs that are relevant to your household.

Please keep in mind that some of your current expenditures may be reduced by, for example, switching insurance providers. Don't hesitate to shop around. For further information on switching, please consult ccpc.ie.

To get the monthly figure you should:

		kly figure by 52 and di weekly figure x 52	vide by 12 to get your monthly total:
		12	
-	_	htly : multiply the figure bi-weekly figure x 26 12	e by 26 and divide by 12 to get your monthly total:
		the figure by 6 and div bi-weekly figure x 6 12	ride by 12 to get your monthly total:
Quarterly: divide	the figu	re by 3 to get your moi	nthly total:
Monthly figure	=	quarterly figure 3	
Every Year: divid	e the fig	ure by 12 to get your m	nonthly total:
Monthly figure	=	monthly figure 12	

	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 costs (including school transport), taxis, rental costs
D10	Household Energy	Electricity and home heating
D11	Insurance and 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 and 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 (please specify)	Any other expenses not already captured. May include maintenance paid to spouse/child, costs associated with another property, elderly care, nursing home fees, carer fees, legal costs, children's/teenagers' pocket money
D17	Total Monthly Expenditure	This is the sum of D1 to D16. The figure you insert here will also have to be reported under field H2 of section H: Summary of my financial situation

If there is any additional information not captured above that may impact your monthly expenditure, please include here [you may also use this text box to explain a high level of costs for certain items above]

Section E: My Monthly Debt Payments

This section asks for monthly amounts of all your debt repayments (other than your mortgage repayment on your primary residence). If you do not make your repayments monthly, please refer to section D for how to calculate the amount you pay each month. In the case where you currently have other debts such as personal loans, credit cards, overdraft or PCP/hire purchases for your car, you may wish to contact your loan provider(s) to discuss your options, in order to prioritise your mortgage payments.

Please explain Select yes if the reasons you have profor each loan you have e.g. family holiday. a property, a vehicle or where there is a guarantee attached to the debt.	Please explain the reasons for each loan you have e.g. family holiday.
Name of your Please explain the reasons for each loan you have e.g. family holiday.	Please explain the reasons for each loan you have e.g. family holiday.
family holiday.	family holiday.
family holiday.	family holiday.
debt.	debt.

El	Court Mandated Debt (please specify)	E1 for example, fines, instalment orders, judgements.
E2	Credit Union Loan	
E3	Personal Bank Loan	
E4	Moneylending Loan	E4 typically small loans at a high rate of interest over a short period of time.
E5	Loans from Family/ Friends	
E6	Hire purchase/ PCP agreement	E6 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 Card	E7 including credit cards linked to shops.
E8	Mortgage repayments on other properties (see F5)	
E3	Revenue Debt	E9 for example any arrangements you may have in place with the Revenue Commissioners to pay taxes you were not in a position to pay fully at the time.
E10	Other Debt (please specify)	E10 for example, additional loans or credit cards, overdrafts, payment of arrears on utilities, Buy Now Pay Later or shop credit – use E11 and E12 to include details of each individual debt.
E11	Other Debt (please specify - see E10)	
E12	Other Debt (please specify - see E10)	
E13	Total (sum of E1 to E12)	The figure calculated here will also have to be included in field H5 of section H: summary of my financial situation.

Section F: My Other Properties (Other than my Primary Residence)

In this Section you are asked to give details of any properties other than your primary residence that you own, whether on your own or with someone else and whether in Ireland or

When completing this section, please ensure the following:

- The figures for monthly rental income and monthly expenditure should also be included in Sections C (My Monthly Income) and D (My Monthly Expenditure)
- The figures for monthly mortgage repayments due and being paid should also be included in Section E (My Monthly Debt Payments)

Is this property Currently	for Sale? [Yes/No]	
Mortgage Provider		
tgage	Being paid €	See Guidance provided under sections B and E above.
Monthly Mortgage Repayments	Due €	See Guidance provided under sections B and E above.
Is this debt currently restructured	[Yes/No]	Select yes if you previously agreed with your mortgage provider to change the terms and conditions of your debt due to financial difficulties, for example, changing the monthly repayment.
Monthly expenditure		For example, upkeep, maintenance, property tax. You may also be required to verify this. You should keep receipts of any amounts spent on these properties. Remember to make provision for any tax payments due e.g. income tax on rent, non-residential property tax. See <u>revenue.ie</u> for more information.
Monthly rental income €		Your mortgage provider may ask you to provide proof of this income such as copies of rent receipts.
Arrears balance €		See Guidance provided under sections B and E.
Loan balance €		This is the full amount outstanding on the loan. Your mortgage provider should provide you with this information.
Estimated current value €		See Guidance provided under Section B on how to determine the estimated value of your property.
Ownership type		For example, sole or joint ownership. Where you do not fully own the property, please state the % of the property that you do own.
Property type		For example, rental property.
Property		(include details below).

F					
F2					
F3					
F4					
Total sum of F1 to F4		60		E16	

My Other Properties (Other than my Primary Residence)

	Property	Address	Date of purchase
1			DD / MM / YYYY
7			DD / M M / Y YYY
3			A A A A A A A A A A A A A A A A A A A
4			YYYY / M M / d d

Section G: My Other Assets

This Section asks for details of all other assets you own, either on your own or with someone else for example savings, cars, and shares.

	Asset Type	Original cost/value €	Estimated current value €	Net monthly income €	Please give any relevant details
G	Savings/deposits/current account				Please give your mortgage provider any relevant details relating to your assets in the context of your financial situation - for example if
G2	Shares	G2 For example, credit union shares, bank	union shares, bank shares,	shares, employee share schemes	the asset is used as a security for a loan.
63	Redundancy payment(s)				
64	Long-term investment(s) (for example, a pension fund)				
G5	Other investment(s)				
99	Other assets (for example, vehicles, stock, machinery)				G6 You should indicate to your mortgage provider whether you need your car for professional reasons/work.
67	Total (sum of G1 to G6)			C10	

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

Section H: Summary of Financial Situation (to be completed by the borrower)

This section will help you to review the figures you have inputted in sections B, C, D and E above.

To complete section H, you need to refer to the figures you provided under the relevant rows as mentioned in the table: C11, D17, B6 and E13.

This section is helping you to ensure that the previous figures are correct, for example, if your total monthly expenditure D17 is higher than your monthly income C11, you should verify the figures you have included.

Ŧ	Total Monthly Income (C11)	
H2	Total Monthly Expenditure (D17)	ı
H3	Sub-Total (H1 minus H2)	II
H	Monthly Mortgage Repayments Due (B6)	
H2	Other Monthly Debt Repayments Due (E13)	ı
9H	Total Surplus/Deficit (Take away H4 and H5 from H3)	11

Notes		



