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# Industry Standard Financial Statement (SFS)

The Standard Financial Statement (SFS) is for use in the Mortgage Arrears Resolution Process (MARP).

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Financial difficulties can happen to anyone. If you have a mortgage and you're worried about falling behind with your repayments, we are here to help. To give us a full understanding of your financial situation, you will need to complete a Standard Financial Statement ('SFS') so we can assess if any of our alternative repayment arrangements are suitable for you.

#### Before you start the below steps may be helpful:

- 1. The easiest thing to do is to gather the relevant financial information including bills, receipts and documents, so you can write down all the money coming in and going out each month. It may also be helpful to have a calculator on hand as the SFS asks for monthly averages.
- 2. Check if your payments are made weekly, monthly, or yearly. The SFS asks for monthly average payments. For example:
  - **a. Income:** If you receive a weekly wage, multiply the net amount by 52 (weeks in a year) and then divide by 12 to calculate the monthly average.
  - **b. Expenditure:** If you have a bill, you pay every 2 weeks multiply the bill amount by 26 and divide by 12 to get the monthly average payment of that bill. If you have an ad-hoc or annual once off payment, such as back to school costs, these should be included also by dividing the cost by 12 to get the monthly average.
- 3. Did you know that there are a few ways you can fill out the SFS:
  - **a. Online:** You can complete the SFS online through MyPepper. To see if you can register for MyPepper, please visit our website <a href="www.pepper-advantage.ie">www.pepper-advantage.ie</a>. You can also download a copy from our website and fill it in online. You will need to print a copy, and all borrowers must sign it before returning it to us by post.
  - **b. Paper:** If you prefer to complete it by hand you can print out a blank copy of the SFS from the website or complete the SFS provided by us. Please ensure all borrowers named on the loan account have signed and dated the signature section before you post it to us.
- **4.** To make it manageable for you the SFS can be completed in your own time. It is broken down into multiple sections, and you can save and return to later.
- **5.** It is important that all sections are fully complete and accurate. If there is a section that does not apply to you, please write N/A in large letters across that section. We may ask you to provide supporting documentation such as payslips, bank statements or business accounts to help us fully assess your situation.
- **6.** Details of any outstanding loan(s) can be found on your credit report, and it can be requested free of charge via the Central Credit Register website: www.centralcreditregister.ie.
- 7. You can post the completed SFS to Pepper Advantage, 4310 Atlantic Avenue, Westpark Business Campus, Shannon, Co Clare.

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# Information to help you with completing the Standard Financial Statement Please read carefully

To complete the SFS, please use the Guide to completing a Standard Financial Statement published by the Central Bank and available at <a href="https://www.centralbank.ie/consumer-hub/consumer-guides.">www.centralbank.ie/consumer-hub/consumer-guides</a>.

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

#### What is this Standard Financial Statement?

This 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 <a href="https://www.pepper-advantage.ie/help-support/forms-and-documents">https://www.pepper-advantage.ie/help-support/forms-and-documents</a>. 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 CCMA which outlines your protections when experiencing difficulties with your mortgage <a href="https://www.centralbank.ie/consumer-hub/consumer-guides">https://www.centralbank.ie/consumer-hub/consumer-guides</a>.

#### What supports are available to help me complete the SFS?

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

https://www.pepper-advantage.ie/help-support/sfs-or-i-and-e-help-and-support.

#### 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):** 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 https://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.

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**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 <a href="https://mortgagetorent.ie/">https://mortgagetorent.ie/</a>.

#### 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 <a href="https://www.ccpc.ie/consumers/money">https://www.ccpc.ie/consumers/money</a>.

#### Who do I contact if I have a question?

If you have any questions, please contact us at 0818 818 181. We have specially trained staff to deal with customers experiencing financial difficulties, and can help you with completing your SFS.

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#### 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 SFS along with key points for you to note.

**For information**, all the terms in blue are explained in **Appendix 1** 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	THIS SECTION ASKS FOR?	TICK WHEN COMPLETED
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 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 on 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 inputted in sections B, C, D and E.	

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#### SECTION A MY DETAILS

	Mortgage Account Number:		
		BORROWER 1	BORROWER 2
A1	Name		
A2	Correspondence Address		
A3	Property Address (if different to correspondence address)		
A4	Home Telephone*		
A5	Mobile*		
A6	E-mail*		
A7	Marital Status		
A8	Date of birth	DD/MM/YYYY	DD/MM/YYYY
A9	Total number of all persons in household		
A10	No. and age of dependants  Dependant 1  Dependant 2  Dependant 3  Dependant 4		
A11	Are any of these dependants in third level education? If Yes, please provide the number of expected years remaining.	☐ Yes ☐ No	☐ Yes ☐ No
A12	Are any of these dependants or persons living in the household without being a dependant financially contributing to the household on a monthly basis?  If Yes, please include the monthly contribution in field C8.	☐ Yes ☐ No	☐ Yes ☐ No
A13	Do any of these dependants have medical or care needs that have an impact on your financial situation? If Yes, please include the monthly cost of any related medical expenses in field D4.	☐ Yes ☐ No	☐ Yes ☐ No

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A14	Are you currently employed? If you are self-employed, please provide details.	☐ Yes ☐ No	☐ Yes ☐ No	
A15	What is your current occupation? If you are unemployed or retired, please include your previous occupation.			
A16	Are you in permanent employment?	☐ Yes ☐ No	☐ Yes ☐ No	
A17	Name of current employer and your length of 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	

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#### SECTION B MY MORTGAGE

This section relates to the mortgage on your primary residence, that is, the residential property you occupy as your primary residence, or the only residential property in the State you own.

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)				
B5	Estimated current value of primary residence (€)				
В6	Monthly mortgage repayments due (€)				H4
B7	Monthly mortgage repayments being paid (€)				
B8	Remaining term of mortgage				
В9	Current Interest Rate (%) Is this rate fixed, or variable? Please select Variable for tracker rate.		☐ Fixed☐ Variab☐ Part fix	ile xed and part varia	ble
B10	Arrears balance (€) (if applicable)				
B11	Is your mortgage currently restructured?		Yes	□ No	
B12	Do you have a Payment Protection Insurance policy?	[	Yes	□ No	

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#### SECTION C MY MONTHLY INCOME

If you face seasonal or irregular income, please engage with your mortgage provider for further assistance on completing this section.

Please consult the SFS consumer Guide on how to calculate monthly income.

UTILITIE	S	BORROWER 1	BORROWER 2	TOTAL €
C1	Gross monthly salary (for self-employed please refer to Revenue Form 11)			
C2	Net monthly salary (for self-employed please refer to Revenue Form 11)			
C3	Monthly social welfare benefits Please list under rows C3 a, b and c.			
C3 (a)	Benefit (please specify)			
C3 (p)	Benefit (please specify)			
C3 (c)	Benefit (please specify)			
C4	Child Benefit			
C5	Mortgage Interest Supplement			
C6	Working Family Payment			
C7	Maintenance received			
C8	Other (please specify)			
C9	Monthly rental income (from other properties) (report figure from F5)			
C10	Monthly income from non-property assets (report figure from G7)			
C11	TOTAL MONTHLY INCOME (sum of C2 to C10)			H1

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#### 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 cost'. To calculate your monthly average costs consult the SFS Guide <a href="https://www.centralbank.ie/consumer-hub/consumer-guides">www.centralbank.ie/consumer-hub/consumer-guides</a>. You only need to include 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 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	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.			

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#### SECTION D MY MONTHLY HOUSEHOLD EXPENDITURE (CONTINUED)

Please read the guidance above before you fill in this section.

UTILIT	IES	AVERAGE MONTHLY COST €	AVERAGE (where applicable) €
D1	Food		
D2	Clothing		
D3	Personal care		
D4	Health		
D5	Household goods		
D6	Household services		
D7	Communications		
D8	Education		
D9	Transport		
D10	Household energy		
D11	Insurance and pension		
D12	Savings		
D13	Social inclusion and participation		
D14	Childcare		
D15	Rent		
D16	Other (please specify)		
D17	TOTAL MONTHLY EXPENDITURE (sum of D1 to D16)	H2	

f 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]

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**SECTION E** MY MONTHLY DEBT PAYMENTS

	DEBT TYPE		HLY MENTS	REMAINING	TOTAL OUTSTANDING	ARREARS	PROVIDER	PURPOSE OF LOAN/	IS THIS DEBT SECURED	IS THIS DEBT CURRENTLY
	DEBITIFE	DUE €	BEING PAID €	TERM	BALANCE €	BALANCE €	FROVIDER	DEBT	YES/NO	RESTRUCTURED? YES/NO
E1	Court mandated debt (Please specify)								☐ Yes ☐ No	☐ Yes ☐ No
E2	Credit union loan								☐ Yes ☐ No	☐ Yes ☐ No
E3	Personal bank loan								☐ Yes ☐ No	☐ Yes ☐ No
E4	Moneylending loan								☐ Yes ☐ No	☐ Yes ☐ No
<b>E</b> 5	Loans from family/friends								☐ Yes ☐ No	☐ Yes ☐ No
<b>E</b> 6	Hire purchase/PCP agreement								☐ Yes ☐ No	☐ Yes ☐ No
E7	Credit card								☐ Yes ☐ No	☐ Yes ☐ No
E8	Mortgage repayments on other properties (see F5)								☐ Yes ☐ No	☐ Yes ☐ No
E9	Revenue Debt								☐ Yes ☐ No	☐ Yes ☐ No
E10	Other debt (please specify)								☐ Yes ☐ No	☐ Yes ☐ No
E11	Other debt (please specify)								☐ Yes ☐ No	☐ Yes ☐ No
E12	Other debt (please specify)								☐ Yes ☐ No	☐ Yes ☐ No
E13	TOTAL (sum of E1 to E12)		H5							

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SECTION F MY OTHER PROPERTIES (OTHER THAN PRIMARY RESIDENCE)

This section relates to properties you own or partially own which are not your primary residence. 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)

	PROPERTY (GIVE DETAILS	PROPERTY TYPE	OWNERSHIP TYPE	ESTIMATED CURRENT	LOAN BALANCE	ARREARS BALANCE	MONTHLY RENTAL INCOME	MONTHLY EXPENDITURE	IS THIS DEBT CURRENTLY RESTRUCTURED?	MONTHL MORTGA REPAYMI	GE	MORTGAGE PROVIDER	IS THIS PROPERTY CURRENTLY FOR SALE?								
	BELOW)			VALUE €	€	₹	€									YES/NO	YES/NO	DUE €	BEING PAID €		YES/NO
F1	1								☐ Yes ☐ No				☐ Yes ☐ No								
F2	2								☐ Yes ☐ No				☐ Yes ☐ No								
F3	3								☐ Yes ☐ No				☐ Yes ☐ No								
F4	4								☐ Yes ☐ No				☐ Yes ☐ No								
F5	TOTAL						C9				E16										

My other properties (other than primary residence)

PROPERTY	ADDRESS	DATE OF PURCHASE
1		
2		
3		
4		

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#### **SECTION G** MY OTHER ASSETS

	ASSET TYPE	ORIGINAL COST/ VALUE€	ESTIMATED CURRENT VALUE €	NET MONTHLY INCOME	PLEASE GIVE ANY RELEVANT DETAILS
G1	Savings/deposits/ current account				
G2	Shares				
G3	Redundancy payment(s)				
G4	Long-term investment(s) (for example, a pension fund)				
G5	Other investment(s)				
G6	Other assets (for example, vehicles, stock, machinery)				
<b>G7</b>	TOTAL (sum of G1 to G6)			C10	

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#### SECTION H SUMMARY OF FINANCIAL SITUATION (TO BE COMPLETED BY THE BORROWER)

H1	Total Monthly Income (C11)	
H2	Total Monthly Expenditure (D17)	_
НЗ	SUB-TOTAL (H1 minus H2)	=
H4	Monthly Mortgage Repayments Due (B6)	-
Н5	Other Monthly Debt Repayments Due (E13)	-
Н6	TOTAL SURPLUS/DEFICIT (Take away H4 and H5 from H3)	=

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#### **DECLARATION**

#### **Protecting Your Information**

Pepper / your Lender will keep your information confidential and will only use this information for the purpose of assisting with the assessment of your financial situation in accordance with Pepper / your Lender's obligations under the EU General Data Protection Regulation, the Data Protection Acts 1988 to 2018 and any other laws which govern the use of your personal data. For more information on your rights under the Data Protection Law, see the Data Protection Commission's website at www.dataprotection.ie.

I/we understand that the information provided will only be used for the purpose of assisting with the assessment of my/our financial situation.

Pepper / your Lender will use the information you have provided to search and share information with the Central Credit Register in line with the Credit Reporting Act 2013. The Central Credit Register will hold this information on a database which may be accessed by other financial institutions to help with applications for credit and for ongoing credit reviews.

I/we declare that the information I/we have provided represents my/our financial situation and commit to informing Pepper if my/our situation changes.

Borrower 1	Borrower 2
Signed	Signed
Date	Date

**NOTE:** All parties to the mortgage are required to sign the SFS. Where parties to the mortgage have been issued separate SFSs, each party will need to sign and return the forms issued to them.

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#### APPENDIX 1 - GLOSSARY

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

SECT	TION A MY DETAILS	
A2	Correspondence address	This address will be used for all correspondence relating to this SFS.
A10	Dependant	A person who financially relies on you.
SECT	TION B MY MORTGAGE	
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.
SECT	TION C MY MONTHLY INCO	OME
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.
SEC	LION E WA WONTHIA DEB.	T PAYMENTS
	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	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 in a position to pay fully.
E10 E11 E12	Other Debt	For example additional loans or credit cards, overdrafts, payment of arrears on utilities, Buy Now Pay Later or shop credit.
	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.

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**APPENDIX 1** - GLOSSARY (CONTINUED)

SECTION G MY OTHER ASSETS				
G2	Shares	For example, credit union shares, bank shares, employee share schemes.		

#### **APPENDIX 2**

Please see below list of documents that may be required to support your SFS.

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

SECTION	DOCUMENTATION NEEDED TO COMPLETE THIS SECTION (Where requested, you only need to provide the documents relevant to your individual situation to verify information in your completed SFS)	TICK WHEN COMPLETED
Section A My details	No document required to complete this section	
Section B My mortgage	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 Your mortgage provider should be in a position to give you all the above information, so please engage with your mortgage provider. Print out showing current estimated value of your property	
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 11 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 your properties Statement from your mortgage provider showing the full amount left to pay on each mortgage Statement of arrears on your mortgage accounts Proof of rental income Statement of mortgage payments or confirmation from your mortgage provider(s) of the amount of monthly mortgage payment	
Section G My other assets	Receipts and/or statements of purchase price for any asset Statement of current estimated value	

