

ULSTER BANK 2015 COMMITMENTS TO YOU IF MEETING YOUR HOME LOAN REPAYMENTS IS A PROBLEM

Ulster Bank wants to work with you to try to keep you and your family in your home. If meeting your home loan repayments is a problem, and you are open to engaging with us, we promise the following:

- 1. We will contact you to understand your issue and we are here to listen to you if you contact us.
- 2. We will work with any reputable third party you appoint to help you.
- 3. If, following engagement, we agree with you that there is a reasonable chance of you meeting your obligations over time, we may offer you a combination of reduced repayments, reduced interest rates and/or a longer time to repay your loan.
- 4. We will look sensitively at your expenditure to try to agree what is reasonable for you to repay in light of your obligations to us and we will keep in contact with you to take into account any changes in your circumstances.
- 5. If we agree revised repayment terms with you, and you keep to them, we will not seek to repossess your home.
- 6. If your home is sold, we will work with you to agree a fair process to address your obligation to pay any residual debt.
- 7. If your home is sold, and you qualify for social housing, we will not pursue you for the residual debt after the proceeds of the sale have been allocated to your outstanding home loan.
- 8. If we believe you may be insolvent, we will pay for an independent financial expert to meet you to discuss your options including commencing an insolvency process through the Insolvency Service of Ireland.

What is engagement?

Ulster Bank regards engagement as a process when you or your advisor participate in a two-way dialogue with us and share all information about your finances so that we can understand your circumstances well enough to try to agree an appropriate solution or outcome with you.

If you do not engage:

If you do not engage with us and you are more than 90 days in arrears, we are likely to commence procedures leading to legal action against you seeking to repossess your home. However, we will still engage with you even after proceedings have commenced to try to agree an alternative outcome with you if you decide to engage at that stage.

How you or your advisor can contact us:

Contact our trained advisors in the Arrears Support Unit on **1800 435 763**.

Request one of our trained advisors call you back or find out more about the solutions available to you: www.ulsterbank.ie/managingdebt

Independent Advice and Support

Free Legal Advice Service www.flac.ie. Money Advice and Budgeting Service www.mabs.ie.

WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT. LENDING CRITERIA, TERMS AND CONDITIONS APPLY.

These commitments apply to the principal dwelling houses of Ulster Bank Ireland Limited customers in the Republic of Ireland. They do not affect your contractual obligations to us or our contractual obligations to you. Ulster Bank Ireland Limited is regulated by the Central Bank of Ireland.