



# WELCOME

to Permanent TSB

Your Business Direct Loan Transfer Booklet



# Nice to Meet You

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We are delighted to welcome you to Permanent TSB and we are here to provide you with any support you may need. Permanent TSB has a long banking history in Irish communities, with roots that stretch back over 200 years.

For us, business banking is about supporting our customers on an individual basis. Our focus remains on delivering exceptional customer experience while connecting with local communities and we look forward to demonstrating this commitment to you every day. Our dedicated Business Banking Team is available through our extensive local branch network nationwide and over the phone to discuss the needs of your business and to support you as you transition to Permanent TSB.

This booklet contains important information about your account and will guide you through the benefits of being a Permanent TSB customer and how to manage your business loan with us. You should read this booklet in conjunction with the letter enclosed.

If you require any further information related to your business loan transfer to Permanent TSB, please visit our dedicated customer support 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 Business Banking Team on 0818 200 100 or +353 1 215 1363, 9am to 5pm, Monday to Friday (excluding Public Holidays).



Eamonn Crowley  
Chief Executive Officer  
Permanent TSB

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# Key Information and Actions Required

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The next few weeks will be an important time for you as you familiarise yourself with Permanent TSB and we've summarised 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 business loan ('Loan') Lender, making you a valued Permanent TSB business banking customer.

2.

You will have a new Loan Account Number and IBAN issued to you, which is printed on the letter enclosed with this booklet. You should use this number in any correspondence with Permanent TSB and on other documentation such as payment instructions.

3.

If not already done so, you will need to **take immediate action** to redirect your payments from your current account to your new Permanent TSB Loan account number. Please refer to the letter enclosed with this booklet for further information.

4.

Business24 is our dedicated online and telephone banking service that helps you manage your business funds. You'll find more information further on in this booklet to assist you with registration or linking your transferring Loan details to your existing Business24 online account profile.

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.



# Daily Banking – Business Current Account

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Your day-to-day business banking is easily managed with our Business Current Account, complete with a range of services to help you manage your cash flow and expenses.

## Business Current Account

Your day-to-day business banking is easily managed with our Business Current Account, complete with a range of services to help you manage your cash flow and expenses. With benefits like:

- » Simple payments - ways to make payments and pay bills
- » Business Visa Debit Card - Contactless Card for everyday purchases
- » Access to dedicated Business24 Online Banking
- » Apply for a Business Overdraft - manage your cash flow
- » Chequebook and lodgement book available upon request
- » Cash and Coin lodgement service available at Connect Branches\*

\*A full list of branch services is available on our website.

Accounts are subject to transaction fees and quarterly charges. Please see our Terms and Conditions for further information, available on our website [permanenttsb.ie/legal-information/fees-and-charges/](https://permanenttsb.ie/legal-information/fees-and-charges/).

The process of opening an account is subject to proof of identification and address. Please visit our website for more information [webpage permanenttsb.ie/help-and-support/help-with-banking/required-documents/business-accounts/](https://permanenttsb.ie/help-and-support/help-with-banking/required-documents/business-accounts/).

## Visa Business Debit Card

Manage your everyday expenses with our Business Visa Debit Card. Pay for goods or services directly from your business current account wherever you see the Visa symbol displayed.

- » Pay for goods online, over the phone and in over 30 million stores worldwide
- » Additional security for purchases online with Verified by Visa/Visa Secure
- » Mobile Payments- With your payment-enabled mobile device you have the freedom to securely spend without a €50 limit, touch free

Use your Apple device to pay with your Visa Debit Card wherever you see the Apple Pay or contactless logo in store, online or in-app. Simply log in to the Permanent TSB app or Apple Wallet to register.

Use your Android device to pay with your Visa Debit Card wherever you see the Google Pay or contactless logo in store, online or in-app. Download Google Pay and follow the instructions to register.

Available to sole traders, limited companies and partnerships

# Managing your Permanent TSB Loan

## Business24 Online Banking

Business24 is Permanent TSB's dedicated online and telephone banking service. Separate to Permanent TSB's Open24 service for personal customers, Business24 is a bespoke service for business customers.

Through the Business24 online banking service, functionality for lending customers includes viewing your remaining balance or term, interest rate, repayment amount, next payment date available and more as referenced in the Business24 features and benefits section. Please note, you cannot see transaction history on your Loan through Business24 online banking.

If you are **already registered** for Business24

**ACTION REQUIRED**

If you are an existing Permanent TSB business customer, please call us so we can ensure that your migrated Loan is linked to your existing Business24 profile. You can contact us on 0818 200 100 or +353 1 215 1363, open 9am to 5pm, Monday to Friday (excluding Public Holidays).

If you are **not registered** for Business24

**ACTION REQUIRED**

Here are the simple steps you will need to take to get set up on Business24 if you wish to avail of the service:

**1. Visit your local branch**

Visit your local branch, along with any other signatories on your account who may require online access, and complete the registration form. You can find a list of branches on our website. To do this, you will need to book an appointment in your local branch by calling 0818 200 100 or +353 1 2151363, open 9am to 5pm, Monday to Friday (excluding Public Holidays).



## 2. Provide supporting documentation

Once we receive your proof of address, form of identification (e.g. current valid passport, current valid Irish, UK, or European driver's licence, Irish Government Travel Document) and a completed registration form (available in-branch), for all internet users, we will issue you each with a unique Business24 number. The submitted documentation will be sent to our registration team and will take 24 hours to process.

## 3. Call us

24 hours after submission of your forms, please phone us on 0818 200 100 or +353 1 215 1363, open 9am to 5pm, Monday to Friday (excluding Public Holidays), provide your Business24 number and we will give you a temporary internet password. Your temporary internet password is the first step to logging into Business24 online banking. Once you are logged in, you will need to change your temporary password to a unique password of your own choosing.

## 4. Choose a Personal Access Number

- » Think of 6 digits for your personal access number. We'll ask you to enter the access number using your phone keypad.
- » Once this is complete, you will be registered for Business24 and you will be able to view any of your business accounts through our desktop site at [business24.ie](http://business24.ie).

## Features and benefits of Business24 Online Banking

- » Access your accounts at any time through the Business24 desktop site
- » View account balances and transactions
- » No on-going subscription fees for use
- » Transfer funds between your accounts, domestically and within the Eurozone
- » Set up and manage third-party payees, standing orders and utilities
- » Search and filter transaction history for up to 12 months by amount, date and description
- » Manage payroll and suppliers using our Bulk Payment facility by uploading a payment file rather than setting up each transaction individually every month. This is provided through our partner Sentenial and can be accessed through Business24.ie.

Note: Transaction limits apply to payments made from business accounts. Transaction fees may apply.

\*Certain services are only available on money transmission accounts.

# Other Value Adding Services

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## Invoice Finance – Bibby

At Permanent TSB, we are continuously looking for new ways to develop solutions to support our business customers. That is why we are working together with Bibby Financial Services Ireland to provide Invoice Finance Services to our business customers. Invoice finance can release capital tied up in your invoices to supply an injection of cash flow.

By joining forces, we can offer you a tailored funding approach to suit the ever changing needs of any business.

To find out more about this service please visit [permanenttsb.ie/business-banking/invoice-finance](https://permanenttsb.ie/business-banking/invoice-finance).



## Merchant Services - Worldpay

At Permanent TSB, we understand your business is unique and your Merchant Solutions should be too. Today's rapidly evolving payments landscape requires solutions that connect with customers in all the ways they expect to pay – anywhere, anytime. That's why we have partnered with Worldpay from FIS, a leading payments provider, trusted by over 1 million merchants globally, to provide a range of card payment solutions to business customers.

Together with Worldpay, we can help you reach your business goals:

- » Payments expertise: With vertical knowledge and payments expertise, Worldpay can guide merchants through payment challenges, with 24/7 support.
- » Manage funds flow: Great rates and flexible settlement options.
- » Payment efficiencies: With access to business tools, Worldpay Dashboard and Xero integration, Worldpay can help ease the process of taking, making and managing payments.

For more information about Worldpay, please visit [permanenttsb.ie/business-banking/merchant-solutions](https://permanenttsb.ie/business-banking/merchant-solutions).

# Business Customer Support

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## Helping customers in or facing financial difficulties

Many businesses throughout Ireland can face numerous challenges from time to time which can put financial pressure on the day-to-day operations of a business.

Permanent TSB encourages you to get in contact with us as early as possible if you're concerned about repayments on your Loan. This will give you and Permanent TSB time so we can begin planning a workable solution to your financial difficulties or arrears.

We have developed a guide for small and medium enterprises in or facing financial difficulties that sets out details of Permanent TSB's framework for assisting customers. This framework forms a part of our obligations under the Central Bank of Ireland (Supervision and Enforcement) Act 2013 (Section 48) (Lending to Small and Medium-Sized Enterprises) Regulations 2015.

To access this guide, please visit our website at [permanenttsb.ie/help-and-support/help-with-banking/repayment-difficulties/small-medium-enterprises](https://permanenttsb.ie/help-and-support/help-with-banking/repayment-difficulties/small-medium-enterprises).

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

#### **Call Us:**

Our Arrears support is open Monday to Friday, 8.45am - 6pm.  
Call 1800 855 010 or +353 21 601 3800.

#### **Visit Us:**

We have 98 branches across Ireland. Visit [permanenttsb.ie/contact-us/find-a-branch](https://permanenttsb.ie/contact-us/find-a-branch) to find the one closest to you.

## 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 from time to time. 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. For more information, you can 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 business banking customers

#### Any queries related to existing business account or Business24

0818 200 100 or +353 1 215 1363 - Lines open 9am to 5pm, Monday to Friday (excluding Public Holidays).

#### For Arrears Support

1800 855 010 or +353 21 601 3800

Lines open 8.45am to 6pm, Monday to Friday (excluding Public Holidays) or write to Arrears Support Unit, Permanent TSB, 56-59 St. Stephen's Green, Dublin 2.

#### 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 10am to 5pm, Monday to Friday (excluding Public Holidays). Cash Desks in full-service branches are open from 10am to 3pm, Monday to Friday (excluding Public Holidays).

To find a Permanent TSB branch visit [permanentsb.ie/contact-us/find-a-branch](https://permanentsb.ie/contact-us/find-a-branch).

To find out more about the Ulster Bank Acquisition visit:  
[permanentsb.ie/ulsterbank](https://permanentsb.ie/ulsterbank).

# Frequently Asked Questions

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

Our dedicated Business Banking team are here to assist you with any information you need to know about your loan. Call on 0818 200 100 or +353 1 215 1363 - Lines open 9am to 5pm, Monday to Friday (excluding Public Holidays).

» **I'm an Ulster Bank business current account customer; what can Permanent TSB do for me?**

It is important to note that any Ulster Bank transactional accounts you may have (business or personal current, savings, deposit, and credit card accounts) have not transferred with your Loan. At Permanent TSB, we provide supportive and convenient banking services to suit you and your business needs. Our Business Current Account allows you to manage your business's daily banking easily with low maintenance fees. Visit [permanentsb.ie/business-banking/current-accounts](https://permanentsb.ie/business-banking/current-accounts) to find out more.

» **Does the transfer of my Loan impact my Life Assurance policies and do I need to do anything?**

As part of the transfer of your Loan, Ulster Bank's interest in the Life Assurance policies associated with your Loan has been reassigned to Permanent TSB. To ensure that your life policy reassignment has been processed for you by Ulster Bank, we recommend you contact your life assurance policy provider, who will confirm the status of the re-assignment to Permanent TSB.

» **Ulster Bank sent my statements via email. How will I receive them now?**

Permanent TSB will issue your statement to you via post to the business address on your Loan that Ulster Bank provided us with. Your statement frequency will remain unchanged from what it was when your loan was with Ulster Bank. You can request to change your statement frequency if you wish by contacting us on the numbers provided in the useful contacts section of this booklet.

» **I have an outstanding maintenance request with regards to my Loan. Will this be transferred over?**

Where you have made a recent request (e.g. a change of address or application on your Loan to Ulster Bank), this will be passed on to Permanent TSB by Ulster Bank. We will endeavour to act on your request at the earliest opportunity and avoid any unnecessary delays and you should monitor your account to ensure resolution of your request.

» **I have a fixed repayment with a variable interest rate. Am I at risk of shortfall at the end of my term?**

Where your interest rate is variable but your repayments are fixed, it is important that you closely monitor your interest rate and adjust your repayments if required. This will reduce your risk of having excess funds falling due on your account (a 'residual balance' or 'shortfall') on expiry of your Loan.



# Important Information

**WARNING: THE COST OF YOUR REPAYMENTS MAY INCREASE.**

**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: 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.**

**WARNING: THE ENTIRE AMOUNT THAT YOU HAVE BORROWED WILL STILL BE OUTSTANDING AT THE END OF THE INTEREST-ONLY PERIOD.**

**WARNING: MISSED PAYMENT DATA WILL BE REPORTED TO THE CENTRAL CREDIT REGISTER (CCR), AS REQUIRED BY LAW, IN THE LEGITIMATE INTERESTS OF PERMANENT TSB AND THE CCR. THIS MAY AFFECT YOUR FUTURE ABILITY TO BORROW.**

## 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 Customer Resolution Centre in writing at, Permanent TSB, Churchyard Lane, Douglas, Cork or by phoning 0818 818 700, or by completing and submitting an online complaint form available on [permanenttsb.ie/online-complaint-form](https://permanenttsb.ie/online-complaint-form)

## Important information on Arrears

Please note that in the event your account falls into arrears, additional interest will accrue on your account, at the interest rate applicable, from the time the account falls into arrears and will continue to accrue in most cases on a daily basis until such time as the arrears are fully discharged. Interest will be applied to the outstanding balance

of the loan. This balance includes any element of unpaid interest and charges which will accrue and be capitalised to the account.

### Term loans

If you do not pay any amount due on time:

- (a) The Bank may impose a charge of 1% per month (minimum €1.25) on the amount of the arrears, which will be debited and compounded in the same manner as the interest charge.
- (b) The Bank may, having served on you a default notice in accordance with the Consumer Credit Act 1995, demand immediate repayment of the Loan together with interest thereon and any other monies outstanding under the Credit Agreement where upon all such monies shall immediately fall due for payment.

### Central Credit Register Reporting

Permanent TSB is required to send personal and loan information on Mortgages, Credit Cards, Personal Loans and Overdrafts to the Central Credit Register (CCR). Credit reports based upon the information supplied by lenders will be available from the CCR and may be accessed by you and by lenders. A score or grade will not be calculated on the credit report. It is important to note that if you do not keep up repayments on loans you have with us, the missed repayments will be reported to the CCR and will appear on your credit report. This may affect your future ability to borrow.

Terms, conditions, fees and charges apply (see our 'Terms & Conditions and Personal & Business banking charges' brochure for details). Credit interest is not available on Current Accounts for business customers. Please note calls may be recorded.

Lending applications are subject to lending criteria. Variable interest rates apply and are subject to change. Information correct as at close of business Date, subject to change.

permanent tsb p.l.c. is regulated by the Central Bank of Ireland.



