



# WELCOME

to Permanent TSB Asset Finance

Your Asset Finance Transfer Booklet

  
permanent tsb  
Asset Finance

# Nice to Meet You

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Permanent TSB has a long banking history in Irish communities, with roots that stretch back over 200 years. As you are aware, Permanent TSB has been working together with Ulster Bank to support them in their phased withdrawal from the Republic of Ireland and have acquired certain elements of their Retail, SME and Asset Finance business in the Republic of Ireland. We are delighted to say we are now open for business as Permanent TSB Asset Finance following the transfer of the (now) former Lombard business operations, facilities and colleagues to Permanent TSB. We will continue to offer the same products and services that were available to you before the transfer and are here to provide you with any support you may need to keep you moving in the right direction. Our experienced and dedicated colleagues are committed to continuing to deliver exceptional customer experiences to you.

In the coming weeks and months, please do reach out to us for any assistance with your banking needs. This booklet contains important information about your Asset Finance Agreement (“Agreement”) and will guide you through the benefits of being a Permanent TSB Asset Finance customer. You should read this booklet in conjunction with the letter enclosed.

If you require any further information related to your Agreement transfer to Permanent TSB Asset Finance, 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 your Relationship Manager or our Asset Finance Support Team on 0818 210 263. Lines are open Monday to Friday, 9am to 5pm (excluding public holidays).



Eamonn Crowley  
Chief Executive Officer  
Permanent TSB

# Contents

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Key Information and Actions Required	1
Business Current Account and Explore Current Account	2
Supporting Customers	3
Enhanced Customer Support	4
Useful Contact Details	5
Frequently Asked Questions	6
Important Information	7

# 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 Asset Finance and we've summarised some key information.

1. Permanent TSB plc has acquired the Republic of Ireland activities of the business that traded as Lombard.
2. The name Ulster Bank Ireland DAC, trading as Lombard ("Lombard"), will not continue after 24th July 2023 ("Transfer Date"). The business will be operated by Permanent TSB plc trading as Permanent TSB Asset Finance after the Transfer Date and will be open for business.
3. Your unique agreement number printed on the letter enclosed with this booklet will remain the same. You should use this number in any correspondence with Permanent TSB and on other documentation such as payment instructions.
4. If you pay your Agreement by methods other than a direct debit i.e. by standing order or electronic funds transfer, you need to take action – please refer to the letter enclosed with this booklet for important information on what steps you need to take.



# Business Current Account and Explore Current Account

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Your Ulster Bank transactional accounts i.e. your current, savings, deposit, and credit card accounts have not transferred over to us with your Agreement, so you may be looking to open new banking facilities such as a Personal or Business Current Account.

We're here to support your move to us and all your long term financial needs and encourage you to start your move today.

Our dedicated Moving Bank Online Hub will give you all the information you need to start your move. Visit [permanenttsb.ie/movingbankhub](https://permanenttsb.ie/movingbankhub) for a step by step guide to opening an Explore Current Account or Business Current Account.

## Supporting Customers

### Helping customers in or facing financial difficulties

If you are concerned about a repayment on your Agreement, you are in arrears, or you are about to enter into arrears, please contact us as soon as possible. This will give you and Permanent TSB time to begin planning a workable solution together, to support your financial difficulties or arrears.

### Business and Commercial Customers

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.

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)

### Personal Customers

If you are having trouble meeting your Agreement repayments or are worried that you may have trouble in the future, please get in touch. We are here to help. Our guide on facing financial difficulty as a personal customer will help you understand the important information relating to your options.

**To access this guide, please visit our website at:**

[permanenttsb.ie/borrowing/asset-finance/consumer-hire-purchase/](https://permanenttsb.ie/borrowing/asset-finance/consumer-hire-purchase/)

## 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 Agreement 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.



#### 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

### Any queries related to Asset Finance

0818 210 263 or +353 1 608 5499 from outside the Republic of Ireland. Lines are open Monday to Friday, 9am to 5pm (excluding public holidays)

### For Arrears Support

0818 210 263 or +353 1 608 5499 from outside the Republic of Ireland. Lines are open Monday to Friday, 9am to 5pm (excluding public holidays)

Email Address: [AssetFinance@permanenttsb.ie](mailto:AssetFinance@permanenttsb.ie)

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



# Frequently Asked Questions

- » **I'm an Ulster Bank 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 Agreement. At Permanent TSB, we provide supportive and convenient banking services to suit your needs. Visit [permanenttsb.ie/movingbankhub](https://permanenttsb.ie/movingbankhub) for more information on how to start your move.

- » **If I have a nominated Authorised Third Party on my Agreement to act on my behalf, has this authority been transferred to Permanent TSB?**

If you have a nominated Authorised Third Party on your Agreement to act on your behalf, Ulster Bank cannot transfer this authority to Permanent TSB. If you require an Authorised Third Party to be in place on your Agreement to act on your behalf, you will need to contact our dedicated Asset Finance team on the numbers listed in the Useful Contact details section of this booklet and they will send you out the relevant form.

- » **I anticipate that I may be in financial difficulty in the near future and am in danger of falling into arrears. How can I get help?**

We are committed to assisting you with meeting your Asset Finance payments. Our priority is to work with you to support you in any circumstances where you may be facing or are in financial difficulties or arrears. If you are experiencing or anticipating financial difficulties or arrears, please contact us to discuss your Agreement(s) on the contact details listed in the 'Useful Contact Details' section on page 6 of this booklet.

- » **Where can I find more information about fees and charges or terms and conditions of my Agreement?**

Interest and lending charges are shown on your original Agreement and remain unchanged. To find out more about the fees, charges and any third-party costs incurred that may apply, please review the booklet entitled "Personal and Business Banking Charges" which can be accessed on our website [permanenttsb.ie/legal-information/fees-and-charges](https://permanenttsb.ie/legal-information/fees-and-charges)

# Important Information

**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR CREDIT FACILITY AGREEMENT, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT IN THE FUTURE.**

**WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A HIRE PURCHASE AGREEMENT EARLY.**

**WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU REPAY EARLY, IN FULL OR IN PART, ON A FIXED RATE CREDIT FACILITY.**

**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR HIRE PURCHASE AGREEMENT, 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.**

## 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 our Customer Resolution Centre in writing at, Permanent TSB, Churchyard Lane, Douglas, Cork or,
2. Phone 0818 818 700, to speak to a member of the team or,
3. Complete and submit an online complaint form available at [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 the arrears amount, 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 arrears amount and will be added to the outstanding balance of the agreement.

## Important Information for fees and charges

Interest and lending charges are shown on your finance agreement. Fees and charges may apply. In addition, customers may be liable for any third-party costs incurred. Third party fees

are costs incurred by agents working on behalf of Permanent TSB plc, trading as Permanent TSB Asset Finance but not incurred by Permanent TSB plc directly. These include costs such as those associated with the repossession of an asset and management of an account that has defaulted on a payment. Permanent TSB plc will not generate any income from these fees.

For further information on our asset finance products, visit [permanenttsb.ie/asset-finance](https://permanenttsb.ie/asset-finance)

