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



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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-to-date 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 www.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 www.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 www.centralbank.ie/consumer-hub/consumer-guides

Information about Mortgages Arrears and the CCPC Money Hub:

www.ccpc.ie/consumers/money/mortgages/mortgage-arrears/

Competition and Consumer Protection Commission: www.ccpc.ie

Citizens Information: www.citizensinformationboard.ie

Data Protection Commissioner www.dataprotection.ie

Dept. of Social Protection: www.welfare.ie

Financial Services and Pensions Ombudsman (FSPO): www.fspo.ie

Free Legal Advice Centres (FLAC): www.flac.ie

Revenue: www.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 66 44 44, Monday to Friday 9am - 6pm

To complete the SFS online: www.permanenttsb.ie/standard-financial-statement/

To upload you supporting documents online: www.permanenttsb.ie/standard-financial-statement/sfs-document-uploader-form/

If you wish to return the completed SFS via post our address is: Arrears Support Unit, Permanent TSB Head Office, 56-59 St. Stephen's Green, Dublin 2.

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 Permanent TSB 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 Ioan (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: www.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 page10 - 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 a this SFS.	all correspondence relating to
A3	Property Address (if its different to corresp	ondence address)		
	Please indicate the preferred please provide details of states of the preferred states states of the p			
A4	Home Telephone			
A5	Mobile			
A6	E-mail			
A7	Marital Status			
A8	Date of Birth		DD/MM/YY	DD/MM/YY
A9	9 Total Number in Household		A9 Please provide the total num household including you, your pa other dependants who may live dependants.	artner, your children and any
A10		Dependant 1	A10 A dependant is a person who financially relies on you. Please include your children and any other dependants who live in the household with you such as adult/elderly dependants.	
	No. and age of Dependants:	Dependant 2		
	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	2 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 any 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 indicate if you are a sole trader, own a company (limited or unlimited), or are in partnership.		
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 () Reduce Income () Illness () Divorce Separation () Bereavement () School/College fees () Household bills Other (Please specify) 	 () Unemployment () Reduce 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)			
B3	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 your mortgage accounts. You can get this information from your mortgage provider.		
B5	Estimated Current Value of Primary Residence (€)	B5 How much would your house b it on the market today? This is an help you to estimate the value of y can do some research on websites myhome.ie or www.daft.ie, or chec local auctioneer and base your est houses in your area.	estimate only. To Your property, you Is such as www. Is the website of a	
B6	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 that 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 provide	formation can be	
B9	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 mort obtain this figure.	gage provider to	

B11	Is Your Mortgage Currently Restructured? Yes 🗆 No 🗆	B11 Please 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.
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 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 = fortnighly 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.		
C3	Monthly Social Welfare Benefits	C3 and C3 a, b and c Please indicate the name of each social welfare benefit for example Disability Allowance or One-Parent Family Payment.		
C3(a)	Benefit (please specify)			
C3(b)	Benefit (please specify)			
C3(c)	Benefit (please specify)			
C4	Child Benefit			
C5	Mortgage Interest Supplement		eligible for and receiving th ment scheme, you should r re Scheme.	

C6	Working Family Payment			
C7	Maintenance received	C7 Include any regular maintenance received; please provide evidence of the payments e.g. bank statement with the payment being made into your account.		
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 other assets first, and then copy them across to this section.		
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 www.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 www.ccpc.ie.

To get the monthly figure you should:

Weekly: multiply the weekly figure by 52 and divide by 12 to get your monthly total: Monthly figure weekly figure x 52 = 12 Every 2 Weeks or fortnightly : multiply the figure by 26 and divide by 12 to get your monthly total: Monthly figure bi-weekly figure x 26 12 Every 2 Months: multiply the figure by 6 and divide by 12 to get your monthly total: Monthly figure bi-weekly figure x 6 12 Quarterly: divide the figure by 3 to get your monthly total: Monthly figure quarterly figure 3 Every Year: divide the figure by 12 to get your monthly 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 others 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.

Debt	Monthly Repayments	lents	Remaining term	Total	Arrears Balance £	Provider	Purpose of	Is this Debt Secured? [Vec/	Is this Debt
	Due €	Being paid €		oustantung Balance €				No]	contentry restrucured? [Yes/No]
	This is the	What are	Duration	This is the	Please	Name of your	Please	Select yes if	Select yes if
	amount your	you currently	of time (in	total amount	engage with	loan provider	explain the	you have pro-	you previously
	loan provider	paying each	months) you	left to pay on	your loan		reasons for	vided security	agreed with
	expects	month? If you	still have	your Ioan. You	provider to		each loan	for any loans	your loan
	to receive	are paying	to pay your	can get this	get the exact		you have	you have e.g.	provider to
	from you	the expected	loan. This	information	amount of		e.g. family	a property,	change the
	each month.	amount, this	information	from your	arrears owed		holiday.	a vehicle or	terms and
	Where	figure will be	can be	loan provider	on any other			where there	conditions of
	you have	the same as	provided by	(do not	loans you			is a guarantee	your debt due
	previously	in the Due	your loan	include	have.			attached to	to financial
	negotiated	column. If you	provider.	arrears)				the debt.	difficulties,
	a reduced	are paying							for example,
	payment	a different							changing
	with your	amount							the monthly
	loan provider,	that the one							repayment.
	insert the	reported							
	agreed	in the Due							
	reduced	column, it is							
	payment	this different							
	here.	amount you							
		are paying							
		that you have							
		to insert here.							

E	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.
ES	Loans from Family/ Friends	
EG	Hire purchase/ PCP agreement	EG 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)	
Eð	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)	H5 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 abroad.

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)

ls this property Currently	for Sale? [Yes/No]	
Mortgage Provider		
tgage	Being paid €	See Guidance provided sections B and E above
Monthly Mortgage Repayments	Due€	See Guidance provided sections B and E above
ls 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 e.g. income tax on rent, non-residential property tax. See www. revenue.
Monthly rental income £		Your mortgage provider may ask you to provide proof income such as copies of rent receipts
Arrears balance €		See Guidance provided sections B and E 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 property that you do own
Property type		For example, rental property
Property		(include details below)

Total sum of F1 to F4			6 0		E16	

My Other Properties (Other than my Primary Residence)

	Property	Address	Date of purchase
H			УҮҮ / М М / О О
2			р и м м / үүүү
ო			р и м м / үүүү
4			ΥΥΥ / 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.

	Net monthly income € Please give any relevant details	Please give your mortgage provider any relevant details relating to your assets in the context of your financial situation - for	G2 For example, credit union shares, bank shares, employee share schemes example if the asset is used as a security for a loan.				G6 You should indicate to your mortgage provider whether you need your car for professional reasons/work.	C E
_	Estimated current value €		union shares, bank shares					
-	Original cost/ value €		G2 For example, credit					
	Asset Type	Savings/deposits/current account	Shares	Redundancy payment(s)	Long-term investment (s) (for example, a pension fund)	Other investment(s)	Other assets (for example, vehicles, stock, machinery)	Total (sum of G1 to G6)
		G1	G2	G3	G4	G5	G6	G7

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

This se verify t	This section is helping you to ensure that the previous figures are correct, fo verify the figures you have included.	are correct, for example, if your total monthly expenditure D17 is higher than your monthly income C11, you should
Ŧ	Total Monthly Income <mark>(C11)</mark>	
H2	Total Monthly Expenditure (D17)	
H3	Sub-Total (H1 minus H2)	11
H4	Monthly Mortgage Repayments Due <mark>(B6)</mark>	
H5	Other Monthly Debt Repayments Due (E13)	
НG	Total Surplus/Deficit (Take away H4 and H5 from H3)	11

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.

Notes			

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

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