



**CORE|CREDIT|UNION**  
-STRONGER TOGETHER-

## **Guide to our Mortgage Arrears Resolution Process**

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## Our Promise to You

Mortgage repayment difficulties? We're here to help.

We understand that sometimes people experience financial difficulties for any number of reasons.

Should you find yourself in a position where you are finding it difficult to manage your mortgage repayments please contact us as soon as possible;

### ***we promise to work with you and help in any way we can***

We also promise that at all times, our communications with you;

- Will be in clear language. Where we need to use specific terms, like those taken from law or regulations, we'll always try to explain what these terms mean.
- Will be proportionate. We will only communicate as much as we need to and will not bombard you with calls and letters. Where possible we will agree frequency of communications with you.
- Will be respectful and never aggressive, intimidating or harassing.
- Will be reasonable. Where we ask you to respond to us or provide further information, we'll always allow you reasonably sufficient time to do so.

This Information Booklet sets out guidance for our Members who have a mortgage with us and are;

1. In arrears on their repayments; or
2. Worried about falling into arrears

This Booklet firstly gives details on our Mortgage Arrears Resolution Process (MARP) and the steps involved. The most important thing in dealing with difficulties repaying your mortgage is to contact us as early as possible, we're here to help.

We then explore in more detail, some of the options that can be available under MARP, we call these Repayment Arrangements. There are some positives and negatives to each option so we'll set those out also. Please be aware that your individual circumstances will need to be assessed before deciding if any of these arrangements are suitable for your circumstances.

This Booklet also includes some handy additional information, like explanations for some of the common terms used when discussing mortgage arrears and useful supports and contact details available to anyone experiencing difficulties managing their mortgage repayments.

We have dedicated contacts if you are in mortgage arrears or worried about falling into arrears;

Telephone: 01 2725612

Email: [credit\\_control@corecu.ie](mailto:credit_control@corecu.ie)

In branch: Please call to arrange a meeting with a mortgage arrears support officer

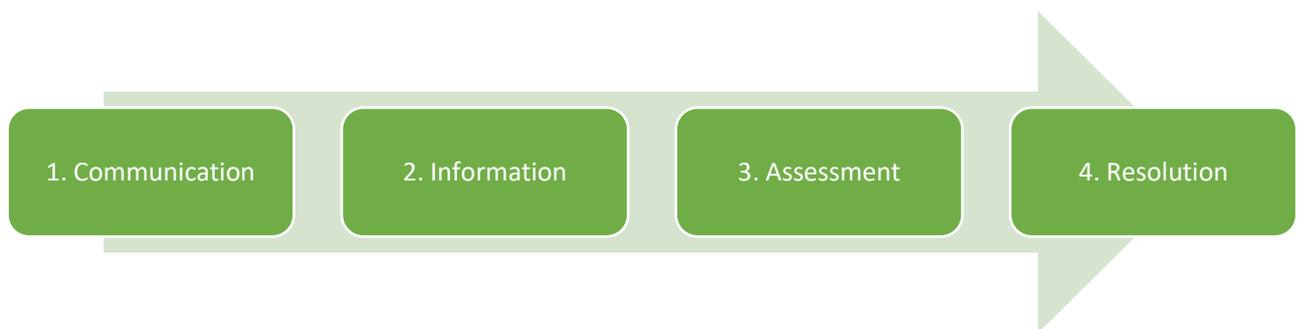
## Section 1 – The Mortgage Arrears Resolution Process

### 1.1 Introduction and Steps in MARP

Our Mortgage Arrears Resolution Process (MARP) aims to follow the Code of Conduct on Mortgage Arrears. This Code was published by the Central Bank of Ireland in 2013 and sets out the framework that lenders must use when dealing with borrowers experiencing difficulty in managing their mortgage repayments on their family home. The Code does not apply to Credit Unions; however, we will voluntarily follow the Code as best we can under our regulatory framework.

Under our MARP we will handle all mortgage arrears cases sympathetically and positively, with the objective at all times of helping people to meet their mortgage obligations.

There are 4 steps in our process;



- 1 **Communication** – the first step in the process is to engage with us. Whether you have missed a repayment or fear you might not be in a position to meet a repayment, it is important for you to engage with us as early as possible so that we can help.

We have dedicated contacts if you are in mortgage arrears or worried about falling into arrears;

Telephone: 01 2725612

Email: [creditcontrol@corecu.ie](mailto:creditcontrol@corecu.ie)

In branch: Please call to arrange a meeting with a mortgage arrears support officer

Our staff are trained, experienced and help people in loan arrears every day so there's no need to feel anxious when getting in touch. We promise that you will be treated with respect at all times and of course everything you tell us will be in strictest confidence.

It's very important that throughout the process you keep communicating with us so that we can work together to find a solution in a timely manner. If you wish, you can even instruct us to communicate with a third-party advisor acting on your behalf.

If you choose not to communicate with us, or if you do communicate but the information you provide to us is dishonest or incomplete, you risk being classified as 'not co-operating'. There are very serious consequences to this and we explore these in more detail in Section 3.

2 **Information** – the next step is for you to provide us with the information that we will need to carry out a full assessment of your circumstances. Primarily, this will involve completing a Standard Financial Statement (SFS). You can get a copy of our SFS;

- On our website
- By calling us
- By emailing us
- In branch

The SFS is quite long and might seem a little scary, but don't worry, our staff are available to help you complete it so please don't hesitate to make an appointment. You can also seek independent help and advice. For example, Abhaile is a State funded service for people whose home is in mortgage arrears. You can find more information about this service by calling 0761 07 2000 or at [www.mabs.ie](http://www.mabs.ie).

3 **Assessment** – Once you have submitted your SFS we will confirm with you that we have everything we need to conduct a full assessment of your circumstances. Where we need additional information or need to clarify some of the information provided before we can begin our assessment, we will inform you of this also.

Our assessment will take account of many different factors, including;

- The information provided in your SFS
- Your overall indebtedness
- Your current repayment capacity
- Your previous repayment history
- Your personal circumstances

Taking those and any other relevant factors into consideration, we will explore the various solutions that may be available. Our primary consideration is to find a solution that is appropriate for you. This means that repayments are sustainable for you for the duration of the solution.

Having conducted a full assessment we will decide on what we believe is an appropriate solution for you having considered your individual circumstances.

Once we have decided on a solution, we will inform you of this in writing. The time it should take between us beginning our assessment and informing you in writing of our decision will be around 2 weeks or 14 calendar days.

4 **Resolution** – Depending on the outcome of your Assessment conducted under Step 3, we have a number of solutions that we may offer to you. These solutions are called Repayment Arrangements and we will explain these in more detail in Section 2 of this Booklet.

Please be aware that the availability of a Repayment Arrangement is dependent on a full assessment of your individual circumstances and on you meeting our lending criteria for a sustainable solution.

## Section 2 – Repayment Arrangements

In this section we will provide more detailed information on the Repayment Arrangements that will be considered under our MARP. Again, please be aware that in deciding the solution we believe is most appropriate for you, we will conduct a full assessment of your individual circumstances.

The Repayment Arrangements we will consider will fall under 3 headings;

- 1 **Temporary Solutions** – these are short term solutions and will not be offered for a period of over 12 months. Generally, these solutions are designed to help you for a short while, to give us a chance to consider a long-term solution with you or where you have temporary financial difficulties and need a little while to get back on your feet.
- 2 **Long-Term Solutions** – these solutions are designed to help you over a longer duration and may apply to the full remaining term of the mortgage.
- 3 **Alternative Arrangements** – in some cases, none of the solutions considered above are appropriate. This means that when we consider even reduced repayments, we do not believe that a borrower can afford mortgage repayments while maintaining a reasonable standard of living. Alternative Arrangements may involve selling the property secured by the mortgage and we will describe the options below that we would consider facilitating. We will never force a member to take an Alternative Arrangement and they should only be considered in consultation with your legal and/or financial advisors, however, in some cases borrowers can decide that one of these Arrangements is the best option for them.

## 2.1 – Temporary Solutions

Solution	Description	Positive	Negative
<b>Interest Only</b>	<p>You pay the interest portion of your mortgage repayment for an agreed period of time, depending on the impact and your age.</p> <p>Because you are not paying anything towards your capital balance (the amount you borrowed), your repayments will be lower.</p>	Repayments are lower for a short period of time to allow you the chance to return to full repayments or enter a long-term solution.	<p>Because you have not been making payments against capital for the duration of the arrangement, when you return to making full payments;</p> <ul style="list-style-type: none"> <li>- The amount of your regular repayments will increase to make up for the lower payments made under this arrangement.</li> <li>- Your total cost of credit can increase because the capital balance was not reducing as quickly as expected.</li> </ul>
<b>Reduced Repayments</b>	For a limited period of time, the amount of your regular repayments will be reduced to a lower amount. The duration will depend on the impact of reduced repayments and your age.	Repayments are lower for a short period of time to allow you the chance to return to full repayments or enter a long-term solution.	<p>Because you have not been making full repayments for the duration of the arrangement, when you return to making full payments;</p> <ul style="list-style-type: none"> <li>- The amount of your regular repayments will increase to make up for the lower payments made under this arrangement.</li> <li>- Your total cost of credit can increase because the capital balance was not reducing as quickly as expected.</li> </ul>
<b>Temporary Repayment Break (Moratorium)</b>	For a limited period of time, your regular repayments will be suspended. This means you will not be making any repayment. The duration will depend on the impact of reduced repayments and your age.	Repayments are suspended for a short period of time to allow you the chance to return to full repayments or enter a long-term solution.	<p>Because you have not been making repayments for the duration of the arrangement, when you return to making full payments;</p> <ul style="list-style-type: none"> <li>- The amount of your regular repayments will increase to make up for no payments being made under this arrangement.</li> <li>- Your total cost of credit will increase because the capital balance was not reducing as quickly as expected.</li> </ul>

<b>Interest Moratorium</b>	For a limited period of time your interest repayments will be suspended. This means you will not be making any interest repayment. The duration will depend on the impact of reduced repayments and your age.	Interest repayments are suspended for a short period of time to allow you the chance to return to full repayments or enter a long-term solution.	Because you are paying principle only your repayments will Be reduced for the period of this arrangement.
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## 2.2 Long-Term Solutions

Solution	Description	Positive	Negative
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<b>Term Extension</b>	This means that the remaining term of your mortgage is extended, generally by adding a number of years.	Your regular repayments will be lower because you will be spreading your payments over a longer repayment period.	You will not repay your mortgage as quickly as expected. In some cases, this may not be an appropriate option, for example, for someone approaching retirement age.  Because the amount you borrowed is not repaid as quickly as expected, your total cost of credit will increase.

### 2.3 – Alternative Arrangements

Solution	Description	Positive	Negative
<b>Voluntary Surrender</b>	You move out of the property secured by the mortgage and give possession of it to the Credit Union. We will then sell the property and use the proceeds of sale against the outstanding mortgage amount.	<p>The amount that the property is sold for will be used to reduce the mortgage amount less any accrued interest and selling costs.</p> <p>You will not have to pay the legal fees associate with contesting a repossession application in court.</p>	<p>Should there be any shortfall between the sale price and the outstanding mortgage amount, you will remain liable for repaying that amount.</p> <p>We will work with you to agree an affordable repayment plan for any outstanding amount.</p>
<b>Assisted Sale</b>	You move out of the property secured by the mortgage and we will work with you in selling it. The proceeds from the sale will be used to pay down the outstanding mortgage amount.	<p>The amount that the property is sold for will be used to reduce the mortgage amount less any accrued interest and selling costs.</p> <p>You will not have to pay the legal fees associate with contesting a repossession application in court.</p>	<p>Should there be any shortfall between the sale price and the outstanding mortgage amount, you will remain liable for repaying that amount.</p> <p>We will work with you to agree an affordable repayment plan for any outstanding amount.</p>
<b>Trading Down</b>	This means that we will assist you in moving out of the property secured by the mortgage and purchasing a new property for a lower value.	You will be supported in purchasing a new home.	This option is only available where the proceeds of sale will cover moving to a lower value property. Should there be a requirement for a mortgage on the new property, the repayments must be affordable for you and you must meet our lending criteria.
<b>Mortgage to Rent</b>	A State backed scheme supporting homeowners in arrears stay in their home by selling the property to an Approved Housing Association and renting it back to them.	<p>You can remain in your home.</p> <p>The Credit Union will provide up to €500 for legal advice and up to €250 for financial advice.</p>	<p>You no longer own your home.</p> <p>The scheme has eligibility criteria and is not available to everyone, please visit <a href="http://www.mortgagetorent.ie">www.mortgagetorent.ie</a> for more information.</p>

## **Section 3 – Co-operating with Us**

Please communicate with us at all times openly and honestly. If you don't you risk being classified as 'not co-operating' and there are very serious consequences to this that we will explore in this section.

### **3.1 Definition of Not Co-operating**

The Central Bank's Code of Conduct on Mortgage Arrears defines how a person will be classified as not co-operating.

You will be at risk of being classified as not co-operating where;

1. You do not communicate with us or with a third party acting on our behalf.
2. You do communicate, but not fully, openly and/or honestly, preventing us from carrying out a full assessment of your circumstances. This applies especially if you withhold information that would have a serious impact on our assessment.
3. You fail to return a Standard Financial Statement or supporting documents within the timeframe we specify when requesting it from you.
4. For a period of 3 months, you do not make full repayments on your mortgage, or carry an arrears balance, and fail to engage with us in a way that allows a full assessment of your circumstances.

### **3.2 Implications of Not Co-operating**

Where you are classified as not co-operating, there are serious consequences, including;

1. A not co-operating borrower will be deemed to fall outside of the Mortgage Arrears Resolution Process and will no longer be in a position to avail of the protections or resolutions afforded under this process.
2. That we may commence legal proceedings for repossession of the mortgaged property immediately after classifying a borrower as 'not co-operating'.
3. Following repossession, we may dispose of the property to recover the outstanding amount owed under the mortgage. While every effort will be made by us to obtain the highest sale price possible under the given circumstances, should there be any shortfall between the sale price and the outstanding mortgage amount, you will remain at all times fully liable for repayment of such shortfall. The outstanding mortgage amount will include the outstanding debt together with any accrued interest, legal fees, selling fees or other related costs.
4. Being classified as 'not co-operating' may impact a borrower's eligibility for a Personal Insolvency Arrangement in accordance with the Personal Insolvency Act 2012.

## Section 4 – Useful Resources

### 4.1 Relevant Contact Details

Name	Description	Contact Details
<b>Credit Union Resources</b>		
<b>Core Credit Union Credit Control</b>	Dedicated team within the credit union offering mortgage arrears support	T: 01 2725612 E: creditcontrol@corecu.ie
<b>Appeals – Credit Committee Core Credit Union</b>	If you wish to make an appeal in writing	Credit Committee Core Credit Union. Clara House 37 Glenageary Pk Glenageary Co. Dublin.
<b>Complaints</b>	If you wish to make a complaint	T: 01 2725636 Email: complaints@corecu.ie
<b>Other Relevant Resources</b>		
<b>MABS (Money Advice and Budgeting Service)</b>	A State agency providing free and independent advice to people in debt	T: 0761 07 2000 W: www.mabs.ie
<b>Abhaile</b>	A State service offering free advice and support to people in mortgage arrears	T: 0761 07 2000 W: www.mabs.ie/en/abhaile
<b>Keeping Your Home</b>	Informational website operated by MABS and Citizens Information Board for people in mortgage arrears	W: www.keepingyourhome.ie
<b>Citizens Information Board</b>	A State body offering free and impartial advice on a range of public services and supports	T: 0761 07 4000 W: www.citizensinformation.ie

### 4.2 State Supports Available

Name	Description	Contact Details
<b>Central Bank of Ireland</b>	Information on the Code of Conduct on Mortgage Arrears	T: 1890 777 777 W: www.centralbank.ie
<b>Department of Social Protection</b>	Information on State income supports	W: www.welfare.ie
<b>Revenue Commissioners</b>	Information on tax supports such as Mortgage Interest Supplement and Mortgage Interest Relief	W: www.revenue.ie
<b>Mortgage to Rent Scheme</b>	A State backed scheme supporting homeowners in arrears stay in their home by selling the property and renting it back.	T: 0761 07 2000 W: www.mortgagetorent.ie
<b>Financial Services Ombudsman</b>	State office dealing independently with complaints from consumers about financial service providers	T: 1890 882 090 W: www.financialombudsman.ie
<b>Insolvency Service of Ireland</b>	Information on the options under the Personal Insolvency legislation	T: 076 106 4200 W: www.isi.gov.ie

<b>Competition and Consumer Protection Commission</b>	State body providing a range of information to consumers on their rights generally	T: 1890 432 432 W: www.ccpc.ie
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## Section 5 - Other Information

### 5.1 Making an Appeal

You can appeal the following decisions made by us under MARP;

1. Where we have offered you a Repayment Arrangement (as described in Section 2) but you are not willing to enter the arrangement we have offered;
2. Where we have decided not to offer you a Repayment Arrangement;
3. Where we have classified you as not co-operating (as described in Section 3).

Your appeal must be made in writing to our Credit Committee (address available under Section 4).

Your appeal should include your name, account number and must set out your grounds for appeal and any other information you feel the Board should consider.

You must appeal within 20 business days of receiving notice from us of the decision you wish to appeal.

Should we receive a written appeal we will write to you within 5 business days acknowledging receipt of your appeal and we will undertake to adjudicate on your appeal within 40 business days.

If you are not satisfied with the determination made by the Credit Union's Appeals process you have the right to contact the Financial Services Ombudsman (you can find their contact details in Section 4).

### 5.2 Making a Complaint

The Credit Union will always treat you respectfully and in a professional manner, providing you with all of the protections you are entitled to under our MARP. If you feel at any time that we or any of our staff or representatives have fallen short of the high standards you rightfully expect of us, you can make a complaint under one of the following categories;

- a) Our treatment of your case under the Code of Conduct on Mortgage Arrears; or
- b) Our compliance with the requirements of the Code of Conduct on Mortgage Arrears.

Please be aware that the Code of Conduct on Mortgage Arrears does not apply to Credit Unions, however, we will voluntarily follow the Code as best we can under our regulatory framework.

A complaint may be made in branch, in writing or by phone or email. Some direct contact details for lodging a complaint are set out in Section 4.

Once we receive a formal complaint, in accordance with our Complaints Policy we will respond to you in writing within 20 business days.

If you are not satisfied with our handling of your complaint, you have the right to contact the Financial Services Ombudsman (you can find their contact details in Section 4).

### **5.3 Confidentiality Agreements**

If we propose or offer any Repayment Arrangement as described in Section 2, or when we discuss those options with you, the Credit Union may require you to sign a Confidentiality Agreement. This may also be called a Non-disclosure Agreement.

The Confidentiality Agreement means that you may not disclose the fact that discussions or negotiations are taking place between you and the Credit Union or any information arising out of those discussions or negotiations. It also means that you may not disclose any details about the Repayment Arrangements that may be discussed with you or offered to you.

A Confidentiality Agreement will not prevent you from making any disclosure to an advisor acting on your behalf or, if applicable, from making disclosure to an agent, employee or director. It will also not prevent you from making any disclosure that may be required of you by law.

A Confidentiality Agreement may be incorporated as a clause to a letter from us offering you a Repayment Arrangement. Where this is done, we will clearly identify the confidentiality clause and advise you to take independent advice prior to signing it.

### **5.4 Payment Protection Insurance**

You may have taken out a policy of Payment Protection Insurance that would cover you if you are unable to repay a loan because of accident, illness or unemployment. Please be aware that this is a different policy to Mortgage Protection Insurance that you are generally required to obtain when taking out a mortgage and covers mortgage repayment in the event of death.

If you have taken out such a policy and are in financial difficulty, we would advise you to contact your insurance provider or broker to see if you can make a claim under that policy.

### **5.5 Information Shared with Credit Reference Agencies**

If you are in arrears on your mortgage loan this may affect your credit rating which may affect your ability to borrow money in the future. For example, you may have difficulty obtaining loans from us, other Credit Unions, banks or credit card providers.

If you are in arrears on your mortgage, we will report this to the Central Credit Register and the Irish Credit Bureau.

### **5.6 Possible Costs of Legal Proceedings**

We will only seek to repossess your home as a last resort. If we go to court to seek repossession of your property you will become liable for the legal fees. By way of general examples, if you were to contest repossession proceedings in the Circuit Court we would expect costs to be between €2,000 and €8,000. We would expect High Court costs to be between €3,000 and €10,000. Please be aware that these are general guidelines of costs only, if legal proceedings are complex and protracted, costs could be far more.

Irrespective of whether the repossession is contested in court or by a voluntary surrender, you will also be liable for; your own legal fees, selling fees and any shortfall between the outstanding mortgage amount and the amount the property is sold for

## Glossary of Terms

Term	Definition
<b>Arrears</b>	Arrears arise where you don't make a full repayment on your mortgage on a payment due day as agreed in your mortgage contract. If you only make a partial payment, the shortfall will be considered arrears.
<b>Borrower</b>	Where we refer to 'You' or the 'Borrower' in this Booklet it should be taken as referring to every named person on the mortgage including guarantors.
<b>Business Day</b>	Includes every day except Saturday, Sunday, bank holidays and public holidays
<b>Capitalisation</b>	This is where arrears are added to the loan. This means the loan gets bigger and you pay interest on the amount added to the loan.
<b>Code</b>	Any reference to 'the Code' means the Central Bank's Code of Conduct on Mortgage Arrears (July 2013)
<b>Communication</b>	Means every act imparting or exchanging information between Us and You whether verbally, in writing or by any other medium.
<b>Contested</b>	In the context of a repossession, contested means any repossession other than where there is a voluntary agreement from the borrower to surrender possession to the Credit Union or where the borrower abandons the property.
<b>Cost of Credit</b>	This is the total amount you will be charged for a loan. Generally, it is the amount you pay in interest but may also include other charges. Interest is charged on the amount you borrow for as long as you borrow it, so, if the amount you borrow increases, or if you pay it back over a longer period, your cost of credit will increase.
<b>MARP</b>	Any reference to 'MARP' means our Mortgage Arrears Resolution Process, being the process described in this Booklet
<b>Mortgage</b>	Means a loan secured on your primary residence. Secured means a lender has a legal claim to the property if you do not repay the loan as agreed in the contract.
<b>Pre-Arrears</b>	Pre-arrears arise where a borrower contacts the Credit Union to advise that they are worried that they may have financial difficulties or may fall into mortgage arrears. Otherwise they may arise if the Credit Union identifies that a borrower may be in danger of having financial difficulties.
<b>Primary Residence</b>	Means a property which is either; <ul style="list-style-type: none"> <li>a) Occupied by the borrower as their main residence in Ireland</li> <li>b) The only property owned by the borrower in Ireland</li> </ul>
<b>Repossession</b>	Means any situation where a lender takes ownership of a secured property because of a failure by a borrower to repay a mortgage.

<b>SFS</b>	Any reference to 'SFS' in this Booklet means our Standard Financial Statement.
<b>Term</b>	In the context of a mortgage means the length of time a mortgage will be over. Generally, this is measured in years.
<b>Variable Rate</b>	Where your mortgage is Variable Rate, this means a lender can adjust the rate (the amount you are charged in interest) up or down during the repayment term.