



**Haven Mortgages Limited is regulated  
by the Central Bank of Ireland**

Chief office of Haven:  
2 Burlington Road, Dublin 4.  
Registered No. 438829

#### USEFUL CONTACT DETAILS:

##### Citizens Information Board

Lo Call: 1890 777121  
[www.citizensinformation.ie](http://www.citizensinformation.ie)

##### Department of Social and Family Affairs

Lo Call: 1890 662244  
[www.welfare.ie](http://www.welfare.ie)

##### Irish Banking Federation (IBF)

[www.ibf.ie](http://www.ibf.ie)

##### Financial Regulator

[www.centralbank.ie](http://www.centralbank.ie)

##### Other useful websites:

[www.helpinghomeowners.ie](http://www.helpinghomeowners.ie)  
[www.economiser.ie](http://www.economiser.ie)  
[www.itsyourmoney.ie](http://www.itsyourmoney.ie)



# a guide to the mortgage arrears resolution process (marp)

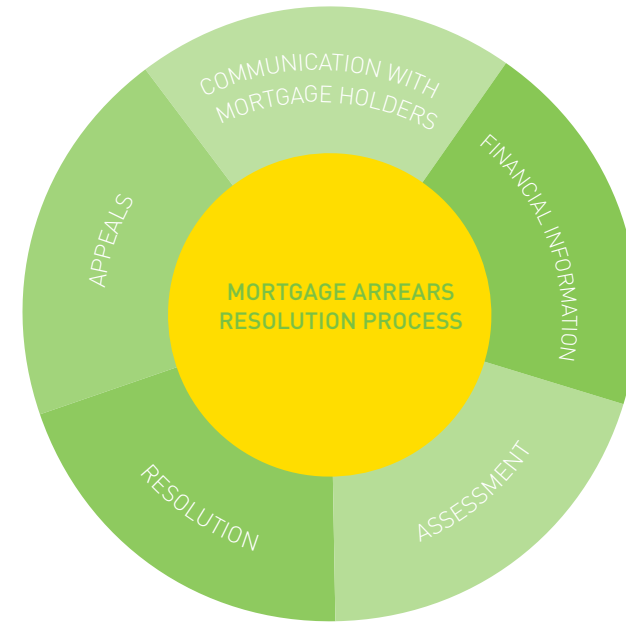
# the mortgage arrears resolution process

The mortgage on your property is one of the most important financial commitments you're ever likely to make. Recognising this, Haven works closely to support all mortgage holders throughout the life of their mortgage. In today's economic climate, it's more important than ever to work with mortgage holders as some will be experiencing financial difficulties.

With a mortgage comes responsibilities for both the lender and borrower. All lenders in Ireland are regulated by the Central Bank of Ireland and are required, under the Code of Conduct on Mortgage Arrears, to put in place a Mortgage Arrears Resolution Process (MARP) for their mortgage holders.

The purpose of the MARP is to set out clear guidelines for both mortgage holders and Haven in relation to dealing with mortgage holders who are currently having difficulty, or feel they may have difficulty in the future in making their mortgage repayments. The MARP applies to mortgages on the mortgage holders primary residence only.

## The Mortgage Arrears Resolution Process



### How it all works...

Haven has a dedicated team in the Arrears Support Unit (ASU) who work closely with mortgage holders under the Mortgage Arrears Resolution Process. The MARP is made up of five steps which are explained in more detail in this booklet. They include;

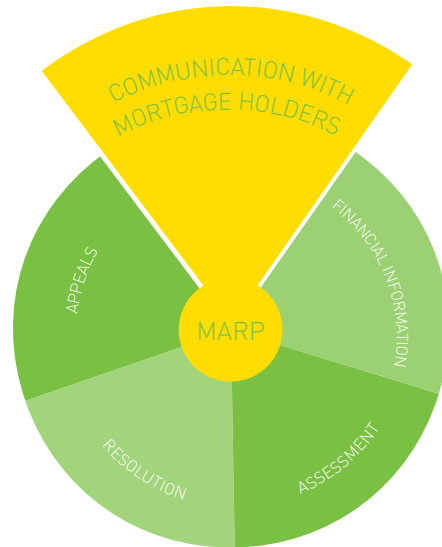
- Step 1: Communication with mortgage holders** - How we will stay in touch with you
- Step 2: Financial Information** - Getting a better understanding of your financial position
- Step 3: Assessment** - Examining each case on an individual basis
- Step 4: Resolution** - Finding a solution together
- Step 5: Appeals** - What to do should you find it necessary to appeal your case

This booklet also includes useful contacts and links to helpful websites and agencies.

## Step 1: Communication with mortgage holders

### Talk to us

You should contact us immediately if you are concerned about meeting your mortgage repayments, or if you already find yourself in arrears.



### Are you experiencing financial difficulties?

Financial difficulties can affect anyone at anytime. You may be facing challenging times ahead if at any time you're experiencing any of the following;

- Redundancy
- Shorter working hours
- Reduced overtime or bonuses
- Bills are unpaid or paid late
- You've no savings or what you do have is running out
- You only pay off the minimum on your credit card each month
- You're using credit cards to do the weekly shopping or pay bills
- You've lost track of what you owe

If you're affected by any of these circumstances, please pick up the phone and talk to us because the more we know, the more we can help.

### We are here to help...

- Call the Arrears Support Unit on 1850 654 329
- Email us on [asu@havenmortgages.ie](mailto:asu@havenmortgages.ie)
- Visit our website [www.havenmortgages.ie](http://www.havenmortgages.ie)

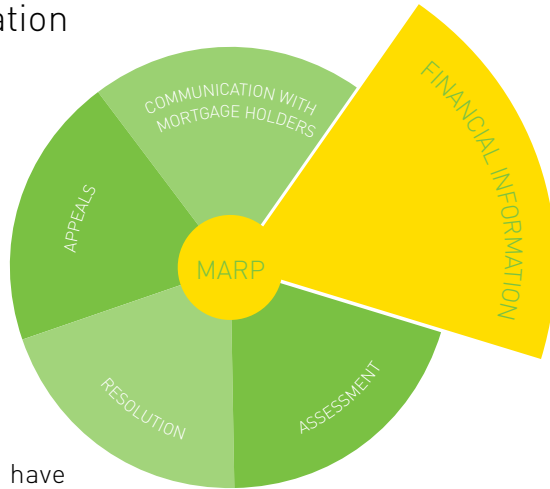


If you prefer to meet with someone face to face in your own home, Haven representatives are available to visit you. If you would like to arrange a visit please phone 1850 654 329.

Throughout the Mortgage Arrears Resolution Process, Haven will keep you fully up to date on your situation. We will write to you on a regular basis, and at all times, you will know who to contact if you have any questions.

## Step 2: Financial Information

Once you make contact with us, we will ask you to complete a Standard Financial Statement (SFS). This is essentially a budgeting tool, which lists all of your monthly household income and outgoings in their various categories. A representative can explain how to complete the SFS.



By writing down all the money you have coming in and going out each month, you'll see if you have enough to meet your monthly commitments. The SFS will also help us get a better understanding of your financial situation.

Once we receive your completed SFS, we will review it to make sure we fully understand your financial circumstances. We may also require other documentation such as payslips, current account statements and welfare certificates. The Standard Financial Statement is available on our website, or by calling 1850 654 329.

### Need independent financial advice?

It may help to get some independent financial advice to complete the SFS from your local MABS office (Money Advice Budgeting Service) or an appropriate alternative.

To contact MABS, phone lo-call 1890 283 438 or visit their website on [www.mabs.ie](http://www.mabs.ie)

### Tips for managing your budget

- Take a look at your completed SFS and see if there are any expenses you can reduce or cut out all together.
- List all your spending, no matter how small, throughout the month.
- Be realistic about what items cost.
- Shop around for better deals.

At the end of each month, compare your planned incomings and outgoings against your actuals and, if necessary, adjust next month's budget.



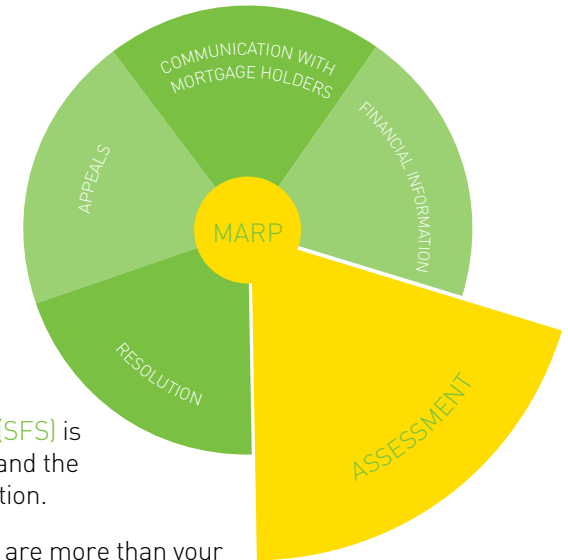
## Step 3: Assessment

The Haven Arrears Support Unit (ASU) works closely with all mortgage holders who are experiencing financial difficulties in relation to their mortgage repayments. We will talk through the options available to you and together decide on the best course of action.

The Standard Financial Statement (SFS) is an important tool to help us understand the problem and decide on the best solution.

If the SFS shows that your outgoings are more than your income, we will look at ways to address the situation. No two situations are the same, which is why the ASU looks at each case on an individual basis. The right solution for one mortgage holder may not be the right solution for you.

The assessment process will take into account your personal circumstances such as your overall level of borrowings, information provided in the SFS, your current repayment ability, previous payment history and other personal information provided. Looking at each of these areas, the ASU explore a realistic solution for both the mortgage holder and Haven.

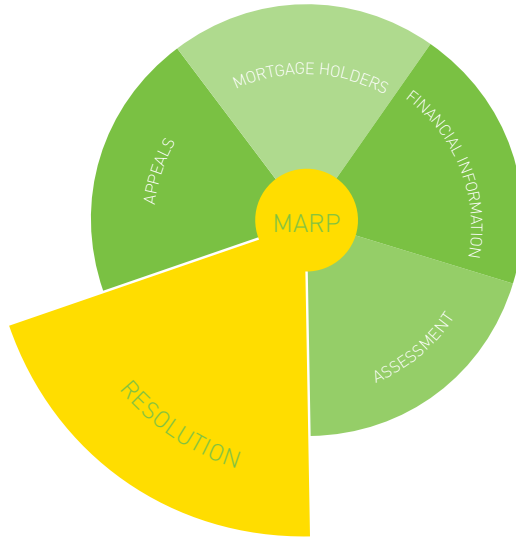


## Step 4: Resolution

The Haven Arrears Support Unit will explore a number of alternative repayment options to find the most suitable for your circumstances.

### Options may include:

- Reducing your monthly repayments for a specified period.
- Extending the term of your home loan, which will reduce your monthly repayment.
- Paying interest only for a specified period of time, which will reduce your monthly repayment. This means that you will only pay the interest owed on your loan during this period and not the capital amount owed. At the end of the agreed period, we can adjust the monthly repayment to make sure the balance will be repaid over the term of your mortgage.
- If you are already behind in your repayments, we can increase your monthly repayments to pay off any arrears built up, where you can afford to do so.
- We may be able to add some or all of the arrears to the total loan amount borrowed and adjust the monthly payment so that they are repaid along with the original loan amount over the life of the mortgage.
- Changing the type of mortgage, for example, from a fixed rate to a variable rate. However, it is important to note that a fixed rate breakage charge may apply. Mortgage holders on a tracker mortgage will not be required to move from the tracker mortgage.
- The Deferred Interest Scheme could also be an option providing qualifying criteria are met.
- It is important that you fully understand the implications of any new arrangement before you go ahead with it.



Once an arrangement is agreed, Haven will monitor each case on an ongoing basis with a formal review at least every six months. This will help us to see if there has been any change in your circumstances since the arrangement was put in place. A review will take place immediately if you do not stick to the terms of the arrangement. Provided that Haven and the mortgage holder can work together, the threat of legal action will be some way down the road.

Once a plan has been agreed, it is really important that you stick to it. If, for any reason, you are unable to stick to the plan you need to tell us immediately.



We cannot ignore the fact that you may be in arrears, write off your arrears or ignore broken arrangements, but we can help you deal with your financial challenges.

Mortgages are, by their nature, long term loans. Should your financial circumstances improve, you may decide to accelerate your payments to repay your mortgage over a shorter term, or make lump sum payments (if you're on a variable rate). Options and arrangements made today do not necessarily have to stay in place for the remainder of the life of your mortgage.

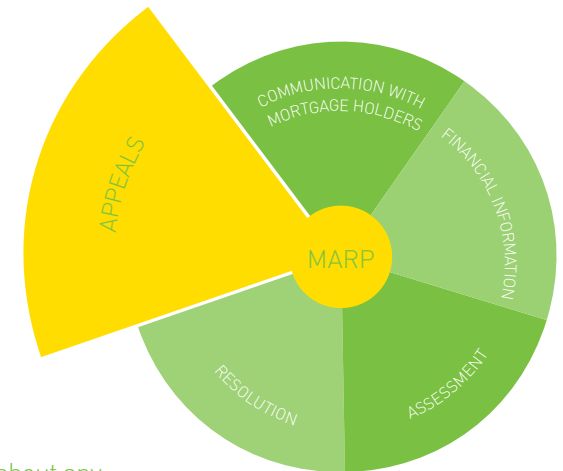
## Step 5: Appeals

An Appeals process has been set up by Haven to independently review:

- The decision of the Arrears Support Unit (ASU).
- Treatment of the mortgage holders case under the MARP, or
- Compliance with the requirements of the Code.

Should you wish to make an appeal about any aspect of the MARP, please follow the steps below:

**Step A:** Raise the issue with us within 21 business days of receipt of our decision letter. Any additional or updated information that you can provide will assist this review.



**Step B:** In the unlikely event that you remain unhappy with the outcome of the review you may refer your case to the Appeals Board. Appeals must be made in writing and posted to: Customer Relations Manager (MARF), Haven Mortgages Limited, 2 Burlington Road, Dublin 4. You can also email [appealsboard@havenmortgages.ie](mailto:appealsboard@havenmortgages.ie)

Within 48 hours of receiving a written appeal we will confirm that we have received it. All issues raised will be fully investigated. The final decision of the Appeals Board will be made no later than 30 days after receipt of the appeal. If we need more time to investigate your appeal, we will let you know and keep you up to date with our progress.

**Step C:** If you have followed steps A and B above and are still not satisfied you can ask the Financial Services Ombudsman to investigate. This is an independent office that investigates unresolved complaints against financial institutions. Before taking a complaint to the Financial Ombudsman you must make sure you have followed steps A and B above.

You can contact the ombudsman by phone, fax, post or email.

**Phone:** 1890 88 20 90 (to call)      **Fax:** 01 6620890

**Post:** Financial Services Ombudsman's Bureau, 3rd floor,  
Lincoln House, Lincoln Place, Dublin 2

**Email:** [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

## Other useful information....

### Get some independent advice from MABS (Money Advice & Budgeting Service)

Are you claiming all of the benefits that you are entitled to? There may be additional benefits that you could be entitled to but not currently claiming. With offices nationwide, MABS offer a free and confidential service covering all areas of personal finance. Their team of professional Money Advisers can help draw up a budget, renegotiate repayments with other lenders and advise you on any benefits you maybe entitled to.

To contact MABS, phone their lo-call number – 1890 283 438 or visit their website on [www.mabs.ie](http://www.mabs.ie)

[www.keepingyourhome.ie](http://www.keepingyourhome.ie) is a website provided by the Citizens Information Board and the Money Advice and Budgeting Service (MABS). The site provides comprehensive information on the services and entitlements available if you are having difficulties making your mortgage repayments.

**Visit your local Social Welfare Office** Make an appointment with your local Social Welfare office to find out if you are entitled to any benefits such as jobseekers allowance or mortgage subsidy allowances.

## Glossary of terms

**Arrears** Arrears arise on a mortgage loan account where a borrower has not made a full mortgage payment or only makes a partial mortgage payment, as per the original mortgage contract, by the scheduled due date.

**Arrears Support Unit (ASU)** The ASU is the unit within Haven responsible for dealing with mortgage holders currently in arrears or in danger of going into arrears (pre arrears).

**Business day** means any day except Saturday, Sunday, bank holidays and public holidays

**Capitalisation** Process of adding some or all of the arrears to the total loan amount borrowed and adjusting the monthly repayment so that they are repaid along with the original loan amount over the life of the mortgage.

**Code of Conduct on Mortgage Arrears (CCMA)** The CCMA was published by the Central Bank of Ireland, effective from 1st January 2011. The Code sets out how mortgage lenders must treat mortgage holders in or facing mortgage arrears. A copy of the Code can be downloaded from the Financial Regulator's website [www.financialregulator.ie](http://www.financialregulator.ie).

**Fixed Rate** Under a fixed rate mortgage, the interest rate remains constant throughout an agreed term – irrespective of the changes in base rate – and the borrower pays the same amount each month during that term. A borrower may switch from a fixed rate mortgage but a fixed rate redemption charge may apply.

**Mortgage** A mortgage describes a loan provided to a borrower by a lender, for which a legal claim against property acts as security for the loan. The lender becomes the legal owner of the property being used as security which the borrower is the beneficial owner. When the loan is repaid the legal ownership is given to the borrower.

**Mortgage Holder** Also referred to as the 'Borrower'. Includes all parties named on the mortgage loan account.

**Pre Arrears** A pre arrears case arises where the borrower contacts the lender to inform them that they are in danger of going into financial difficulties and/or is concerned about going into mortgage arrears.

**Primary Residence** means a property which is:

(i) a residential property which the borrower occupies as his/her primary residence in this State, or (ii) a residential property in this State which is the only residential property owned by the borrower.

**Repossession** means any situation where a lender takes possession of a property either by way of voluntary agreement with the borrower, through abandonment of the property by the borrower without notifying the lender, or by Court Order.

**Standard Financial Statement (SFS)** The SFS is a budgeting tool which lists all monthly household income and outgoings. It is used by the ASU as part of the assessment process under the MARF.

**Term** The period for which the mortgage was taken out.

**Variable rate** Variable rates go up and down in response to changes in the ECB's base rates, lender's costs and market forces. This means that the amount the borrower pays goes up and down with the rate changes.

**Tracker mortgage** this kind of mortgage has an interest rate which follows the European Central Bank's base rate. The monthly mortgage repayment go up when the base rate goes up, and go down when the base rate goes down.