

Money Matters

Ulster Bank's
no nonsense guide to:

Managing Debt

 Ulster Bank

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1 Know your options

Anyone can get into difficulty managing their debt. Even small changes in circumstances can put huge pressures on your finances and can quickly result in missed loan repayments and mortgage arrears.

But there are solutions. And with the right people behind you, getting in control of your debt and back on track could be easier than you think.

We've produced this guide to show you the many helpful services we offer that could help if you're trying to stay on top of your finances. Whether your debt is with us, or another bank or mortgage provider, you'll find helpful and practical solutions.

So have a look and see for yourself the steps you can take should you find yourself having difficulty managing debt. **But remember the most important thing is to talk to us if you feel debt is becoming a problem so we can give you as much help as possible.**

2 What can you do about problem debt?

If you find yourself falling behind in a loan or mortgage, talk to us or your lender as soon as possible.

Being in financial difficulty can leave you in a constant state of worry and it's easy to panic and ignore your situation. But the longer you're struggling the more debt mounts, so it's better to act fast. By letting us know where you stand we can explore all your options and look at ways of working out a solution with you. You can either call into your local branch or if your problem relates to your Ulster Bank mortgage call us on 1800 435 763. Our staff will be happy to talk to you and help you take the first steps to managing your debt.

Here are some of the other steps you should take if you find yourself in difficulty:

- Work out a personal budget and stick to it.
- Make sure that you're claiming all the benefits and tax credits you're entitled to. Contact your local Community Welfare Officer or local Citizens' Information Centre for advice on what your individual entitlements are.
- Tackle your priority debts first (for example, your mortgage and secured loans).
- See if you can work out a repayment timetable that suits everyone.
- Get free independent money advice from agencies such as the Money Advice & Budgeting Service (MABS) or **www.itsyourmoney.ie** – especially if you're thinking of borrowing money to pay off debts.

And finally, here are some things that you should never do if you find yourself in difficulty:

- Never ignore missed repayments, they won't go away.
- Don't ignore correspondence from your financial institution.
- Don't avoid calls from your financial institution as talking to your bank is the first step in helping you get the situation under control.

3 How do you get into financial difficulty?

There are many factors that can bring about arrears. Below are some examples of just a few of the circumstances that can have a profound effect on your ability to pay your bills.

Job loss

These days, many people are losing their jobs or having their hours cut. If you've lost your job, or if your partner has lost their job, you'll know that there's an instant and extreme effect on your finances. If you have savings, you may

be able to put these towards meeting your repayments while you look for a new job; but if you don't, it can be a stressful situation trying to make all the ends meet.

Reduction in Working Hours

It is becoming more and more common for people to find their hours cut or a reduction to a two or three day week. In some circumstances you may be able to supplement your income with Social Welfare payments. To find out more, contact your local Social Welfare Office.

Reduction in Salary

Many companies have been forced to cut employees' salaries in an effort to reduce operating costs. This can have an instant effect on your monthly budgeting efforts. Use the Budget Plan included later in this booklet to help you analyse your outgoings against your reduced income. This may help you identify areas where you can cut back on non-essential spending.

Redundancy

If you've been made redundant and you received a lump sum, you should work out a budget to see how to make the best use of the money until you're working again. For example, if it's possible for you to clear your mortgage with this money, it may be a good idea to do so.

Relationship Breakdown

When one partner leaves, the other can be left to face paying a mortgage or loan(s) on their own. In this case, it's very easy to end up in arrears.

However, you should remember that both partners took on the mortgage and are 'jointly liable' which means they must both pay back the loan, regardless of who lives in the property.

In the event of death

When in financial difficulty, people sometimes stop paying their life assurance policy – but it's not a good idea. The fact is if you die and don't

have life assurance, your debts can be passed on to those close to you – so it's much better to keep up to date on your life cover payments. If you are in severe financial difficulty, there are policies which are less expensive, but offer less cover; however, at least the majority of your capital will be paid off. Before changing your life assurance policy you should get advice on your financial situation.

Remember, it's vital to be accurate with your life policy application, don't leave out any 'material facts'. For example, if you put down that you are a 'non smoker' when your records show that you're a smoker, it could result in a very small sum being paid – or there may be no payment.

Illness

If you or a member of your family becomes ill, the cost of treatment can be very expensive and have a crippling impact on your life and your finances. That's what makes having adequate health insurance so important. Some Life Assurance policies include a Critical Illness cover which may pay a benefit to you in the event of you or your spouse/dependants contracting a serious illness. If you find yourself in this situation, you should check the terms of your policy.

Other ways debt can pile up

There are many ways for debts to start building up. You may simply be having problems managing your finances and keeping enough money in your accounts to meet your payments. You may be encountering financial difficulties as a result of having taken on more debt than you're able to pay. Extra expenses involved in having a new baby and one partner being out of work for a while can also put a huge strain on your ability to meet your expenses.

Whatever the reason for your being unable to pay your bills, the most important thing is not to pretend it's not happening. As you'll see in the next section, there are many things you can do to effectively manage debt.

4 Danger signs of debt

Below is a list of financial warning signs. If some of the following statements sound familiar, you could soon find yourself facing a debt problem:

You pay for your weekly groceries by credit card or cheque.

You borrow from friends or family without knowing when you'll be able to pay them back.

You borrow money to pay off other debts.

You're not sure how much you owe.

You only pay the minimum amount due on your credit card(s) every month.

You're paying late payment fees on credit or store cards.

You regularly pay referral fees due to being overdrawn.

5 What can you do to control your debt?

If you find yourself in financial difficulty for whatever reason, see if any of these options could help you:

- Watch what you spend and work on ways to make your money go further by planning a budget.
- Ensure you're getting all of your social welfare entitlements. Contact the Department of Social and Family Affairs and let them know where you stand.
- If you have an income protection insurance policy, check if you can make a claim. This may provide a regular income for the duration of your illness, injury or disability, until you return to work or until retirement.
- You may also be able to claim on some other protection policies you have taken out to cover you if you are made redundant. For example, mortgage repayment protection insurance may be able to help.

Planning a budget

Planning – and sticking to – a budget can be tough but it can really help you to clear your arrears. If you know how much money is coming in and going out, you'll know just how much you need to meet your bills.

Make sure you count everything in your income and outgoings and remember that it's essential you keep your figures as accurate as possible.

Below is a sample budget plan that you can use to help you with your budget. Put all figures in monthly amounts; to work out the monthly amounts here's a handy little tip:

- For weekly payments, multiply by 52 and divide by 12
- For quarterly payments, multiply by 4 and divide by 12
- For yearly payments, divide by 12.

My Budget Plan

Monthly Income:	Now	Future
Your income after tax		
Your Partner's income after tax		
Child Maintenance		
Family Income Support		
Benefits (e.g. Child/unemployment/lone parents)		
Mortgage Interest Supplement		
Rental Income		
Savings Income/Share Dividends		
Other Income		
Total income	€	€

Monthly Outgoings:	Now	Future
Mortgage or rent		
Utility bills (rates, gas, electricity, refuse)		
Loan and credit card repayments		
Food or household shopping		
Childcare		
Insurance (Life, home, medical, etc.)		
Medicines and medical expenses		
Home maintenance and household goods		
Other expenditure (mobile phone, broadband, satellite TV)		
*Emergency Fund		
Total outgoings	€	€

Summary	Now	Future
Total income		
Less total bills		
What's left for saving or spending	€	€

Non-essential spending	Now	Future
Regular Savings		
Lunch, coffee or papers		
Travel, expenses and petrol		
Clothes		
Socialising or hobbies		
Children – pocket money or trips		
Ad hoc spending (birthdays, holidays and so on)		
Emergency fund**		
Total non-essential spending	€	€

**Emergency fund should allow for any additional personal incidentals.

Notes/Calculations

Maximise your income

Once you've worked out a budget, you can look at different ways of increasing your household income. There are many ways to do this:

- Claim all Tax Credits you're entitled to, for example:
 - Incapacitated child/relative
 - Service Charges (waste charges, etc.)
 - Trade Union Subscriptions
- Claim all the state benefits or allowances you're entitled to, for example:
 - Job Seekers Allowance
 - Child Benefit
 - Carers Allowance
 - Family Income Supplement
 - Mortgage Interest Supplement
 - Supplementary Rent Allowance
- Claim tax relief on any expenses you're entitled to, for example:
 - TRS, Tax Relief at Source
 - Medical and Dental Expenses
 - Rent out a room in your home if possible
 - Gross annual rental income of up to €10,000 in 2009 is exempt from tax

You'll find a huge amount of information on what you're entitled to at

www.revenue.ie

How to reduce your spending

To reduce the amount you spend, start by asking yourself: 'what can I cut from my spending?' Take a cold look at your outgoings and see what you can

do without. Most of what you spend can be put into one of the following categories:

**Priority Responsibilities,
for example:**

- Mortgage
- Rent
- Essential utility bills (Gas, Electric, etc.)
- Insurance and Protection
- Standard every day spending costs (as outlined below)

**Everyday Spending Costs,
for example:**

- Food
- Clothing
- Petrol
- Children and associated expenses

**Secondary Responsibilities,
for example:**

- Personal Loan
- Overdraft
- Credit Cards
- Store cards

**Occasional Costs,
for example:**

- Car Maintenance
- Birthdays
- Christmas

**Discretionary Spending,
for example:**

- Golf subscriptions
- Gym subscriptions
- Holidays and gifts

Once you've filled out your budget, highlight any areas that aren't essential to see where you can cut back on your spending.

Other ways to reduce your spending:

Here are some more simple ideas you can follow to cut down on your monthly spend and have more money to meet the essentials:

Keep a 'spend diary'

There are some things you *have* to pay: your mortgage, loan repayments, rent and bills. But think how much you could save on non-essential items like nights out, magazines and takeouts. By keeping a diary of what you're spending you might find you buy a lot of things you just don't need.

Shop around

The best way to get more from your money is to shop around. Compare the best costs for your phone and internet connection at www.callcosts.ie. Make a point of shopping around for your everyday groceries and see how much you can save.

Bank online

Banking online is a great way of getting on top of your spending. For example, with Ulster Bank's online banking service Anytime Banking, your balances and statements are updated in real time. So you can accurately check your balance and your outgoings as well as pay your bills anytime you wish, helping you budget more effectively.

Save your energy

Making small changes can mean big savings on your energy bills. For example, if you lower your thermostat by 10°–15° for 8 hours, you could save 5%–15% a year on your heating bill. Also, start switching off anything you're not using – lights, computers, TVs, etc. – and you'll soon see a difference. For more handy tips on saving money and energy, visit www.sei.ie

TV subscriptions

Do you really need so many dedicated movie and sports channels? If you only watch movies now and then, it may be cheaper to just rent a DVD instead.

Travel smarter

Instead of driving to work, it may be cheaper to use public transport. Even better, buy an annual travel ticket and save even more. Check with your employer to see if they're involved with the Tax Saver scheme which deducts

the cost of your annual ticket from your salary and can save you up to 51% tax. You'll find more information at www.taxsaver.ie

If you live near work, why not cycle or walk? It's a healthy option and it costs nothing so your finances will be healthier too!

Downsize

If you have to drive, why not trade your car for a model with cheaper running, tax and insurance costs? Making small changes to your lifestyle in the short term can help you get back on your feet.

Compare your insurance

You may be able to save quite a bit on insurance costs by comparing quotes across providers. It's important to ensure you have adequate cover for your circumstances. For example, you should have sufficient home and contents insurance to safeguard you against everyday accidents and more serious problems like fire or theft. You may be able to pay your insurance premiums in monthly instalments rather than a lump sum which could make budgeting easier for you. You'll find a cost comparison online at www.itsyourmoney.ie. Review your existing insurance cover – you may actually need less cover if your circumstances have changed.

6 Talk to us

Getting into difficulty with debt? Then get in touch.

If you're going through a rough time, pick up the phone or call into your Ulster Bank branch manager straight away – it could lead to a new repayment schedule being organised. The number of your local branch can be found in the phonebook or on www.ulsterbank.ie. For Ulster Bank mortgage related queries, please call us on **1800 435 763**.

But that's not all we can do. Here's a list of other ways Ulster Bank can help you control your debt . . .

7 How can we help you?

If you're in financial trouble, we're here to help. Ulster Bank has introduced a unique financial review which is designed to evaluate your financial situation and give you a helping hand when you need it most:

Our **Flex** review is designed to help customers who are trying to continue to meet their debt repayments but due to a change in their personal financial situation cannot afford to meet their full monthly repayments.

This face-to-face discussion can help you by working with you to provide a suitable solution, especially if you are struggling to meet your mortgage repayments. Specially trained Ulster Bank staff will take you through a step by step budgeting process, matching your expenditure to your income. They can then assess your current financial situation and discuss suitable alternatives such as:

- Extending your loan term
- Temporarily moving to interest only payments
- Reduced payments on a temporary basis
- Postponement of monthly repayments for a defined period of time

Here's an example of how **Flex*** could work for one family:

Their monthly budget is as follows:

Income:	
Salary	€2,700
Child Benefit	€332
Total Income:	€3,032

Expenditure:	
Mortgage	€1,500
Car loan	€250
Car tax, insurance and running costs	€300
Home Phone	€70
Electric and Fuel	€150
Food and Clothes	€600
Mobile phones	€50
Home and Life Insurance	€150
Health Insurance	€200
Credit Card	€100
Total Outgoings:	€3,370

This results in a monthly shortfall of €338

Following a **Flex** review in their local Ulster Bank branch it was agreed that their monthly mortgage repayment would decrease to €1,107.50 for six months.

This resulted in a monthly excess of €54.50 for the customer.

In this example, Ulster Bank agreed to reduce the monthly mortgage payments temporarily. It's important to remember that the reduced repayment is less than the amount required to cover the monthly mortgage payment and so the mortgage balance and the interest due will continue to increase until such time as this shortfall is fully repaid. This arrangement will then be reviewed by Ulster Bank within six months, at which time it is hoped that the customer's situation will have improved and normal payments can begin once more. If it's necessary to extend the reduced repayments term longer than six months, we'll assess the situation based on the customer's individual circumstances.

How we can help you with your mortgage or loan?

- Term adjustment*

If you're behind in your mortgage payments, in some circumstances it may be possible to extend the term of your loan. This means you'll pay less each month (although you'll pay more interest over the course of the loan). Be aware however that there are some restrictions, such as your current age.

- Interest only*

This is a loan where you only pay the interest, not the capital. At the end of the term, however, you will still owe the full amount so this option should only be considered if it's really necessary.

- Reduced Payment*

Why not let us review your current Ulster Bank mortgage? We might be able to propose a new payment structure for you depending on your circumstances that would suit you better.

*All options outlined in this section are subject to specific terms and conditions. Every customer's circumstances are different so our Ulster Bank staff will review your situation and then discuss solutions potentially available to you.

8 Other help available

Where else can you turn when you're in financial difficulty? A good start is to find out your social welfare entitlements. You may be eligible for assistance with, for example, the Mortgage Interest Supplement:

Mortgage Interest Supplement

If you're unemployed or your wages have been reduced, there is a Mortgage Interest Supplement available that can help you with your mortgage interest repayments. You'll have to meet a number of conditions to qualify, such as:

Mortgage Interest Supplement criteria:

- When you began your mortgage, you could afford the repayments
- Your house is not up for sale
- You are habitually resident in this State (see www.citizensinformation.ie)

Income taken into account for Mortgage Interest Supplement include:

- Net Income from employment
- Social welfare payments (with some exceptions)
- HSE payments (there are some exceptions, see 'Income not taken into account')

Income not taken into account for Mortgage Interest Supplement includes:

- Supplementary Welfare Allowance (SWA) rate for your household circumstances
- Child Benefit
- Mobility Allowance

To find out if you're eligible for this supplement, contact your local Community Welfare Officer at your Local Health Centre or visit www.welfare.ie. And remember – if your application is unsuccessful for whatever reason, you're entitled to appeal it.

9 What happens if you're in arrears?

Ulster Bank and most other lending institutions will contact you when you miss your first repayment to discuss why you are in arrears and help you to plan to clear the outstanding payment.

If your outstanding repayments or arrears are not cleared or your situation worsens we will continue to contact you by phone, post and home visits to offer solutions. Where a solution cannot be reached or we are unable to get in touch with you for a customer service review, we may need to start legal proceedings which could result in your home or property being repossessed.

Remember, if you have not yet missed a payment but think you will soon have difficulty, you should contact us as soon as possible to see if we can offer a solution.

10 What happens if you don't pay?

It's just not worth defaulting on your debts – as some of the consequences on the list below prove ...

● Your Credit Rating

If you end up with a bad credit rating, it may affect your future chances of getting a loan – or even a contract mobile phone! Your Credit Rating is affected when payments owed are missed and this record remains on the Irish Credit Bureau (ICB) for five years, or seven years if a court order is obtained.

● Legal Fees

If the bank begins legal proceedings you may be liable for legal costs which are likely to exceed €3,000 and may be considerably higher depending on the circumstances. You may also be liable for any legal costs where you retain your own legal advisers.

- Public Record

If a Civil Bill is issued, your arrears are then a matter of public record and you could end up being named in papers such as the *Stubbs Gazette*.

- Repossession

If your house is repossessed, you'll still be liable for the full amount of the debt, including any shortfall if the sale of the house doesn't clear the mortgage. If your mortgage is for an investment property, you could face a charge on your family home meaning it could only be sold with the lender's permission. Otherwise, a judgement might be made which leaves you responsible for the debt.

- Bankruptcy

If you're unable to pay your debts, you can declare yourself bankrupt. This is where your property or assets are transferred to a trustee and sold. The results of this sale are then split between your creditors.

It's worth remembering that if you're made bankrupt in Ireland, you'll stay bankrupt unless you're discharged by the court. Besides this, there are many other disadvantages:

- A court could order part of your salary or pension to be deducted to your creditors.
- Refusal of credit facilities.
- You won't be allowed to inherit. Any inheritance must be used to pay your creditors.
- Your name and address would be recorded on the Bankruptcy Register kept by the Examiner's office. Even if you are eventually discharged from bankruptcy, your name will remain on the register and anyone involved in buying or selling property normally conducts a search on this register.
- You can't be a director of a company without permission of the court.
- You won't be able to hold certain positions as an elected representative.

11

What would repossession actually mean?

Repossession is where you lose your property when you can't pay your mortgage. For Ulster Bank, this is usually a last resort, but can happen if you miss a certain number of mortgage payments. With repossession, your home is usually sold at a public auction and whatever the sale proceeds are, this is used to pay your debt. Repossessions take several months to complete and will end with your home being taken.

What is the repossession process?

Whether your mortgage is with us or another lending institution, the procedure is generally as follows:

1: Court choice

Cases for the repossession of houses may be taken in the High Court or the Circuit Court.

2: Letter before action

Before any action is taken, you'll receive a Letter of Demand from your bank advising you of your outstanding debt and that legal action will be taken if it is not paid within a certain time.

3: Issue of Proceedings

This is a Civil Bill in the case of the Circuit Court and an Equity Summons in the High Court. The proceedings are then served upon you, by pre-paid registered post in the case of the Circuit Court and by personal service in the High Court.

4: Enter Appearance

If proceedings are served upon you, you will need to appear in court at the time and day scheduled in the Issue of Proceedings. If you don't, it may automatically result in judgment in default and could result in repossession.

5: Enter a defence

Once you enter an appearance you then file a defence. You may wish to get your own legal representation at this stage (if not before).

6: Court date/hearing

If you are unsuccessful at the hearing in your defence of the action, an order for possession may be granted. Alternatively, the judge may enforce a payment agreement between you and your lender.

Voluntary Surrender

Some people think that by handing back the keys to a property they no longer have an obligation on the debt owed to their bank. This isn't true. There are a number of implications associated with handing your house keys to your bank:

- The physical return of keys has no legal significance – the amount you owe on the mortgage will still be outstanding
- Even if you hand back the house keys the bank will still have to gain a possession order and the process will be similar to that outlined for repossession. Returning your keys does not make this process any faster.
- As with all repossessed properties if the bank sells the property and the sale amount is less than the mortgage amount owed, the bank has the option to then proceed through the courts system against you for the shortfall.
- As outlined in Section 10 your credit rating will still be affected even if you have given your house keys to the bank.

Remember, speaking to your lender about your financial difficulties is the best option as it can result in a solution that could mean you keep your home.

12 Useful Contacts:

It can be hard to know where to turn when you're in financial difficulty but we want you to be aware of all the options. So here's a helpful list of agencies that can offer you help and guidance on controlling your debt. Remember to make the most of the assistance available as early as possible.

Ulster Bank Branches

As mentioned earlier, the first step in managing debt is to talk to us. If you find yourself falling behind in payments to an Ulster Bank loan, contact your local Ulster Bank branch as soon as possible. You can find your local contact numbers in the phone book or by visiting www.ulsterbank.ie.

Ulster Bank Collection and Recoveries Department

You can get in touch with us if you are already in arrears to discuss your situation. By talking to our qualified team, together we will look to help you find a solution to getting out of debt in the short term as well as look into ways to manage your money.

Phone: 1800 Help me (1800 4357 63)

MABS (Money Advice and Budgeting Service)

As soon as money becomes a problem, we recommend you also make an appointment with MABS. A Government agency with offices all over Ireland, MABS (Money Advice and Budgeting Service) can give you free, confidential and independent advice on your debt problems. MABS advisers can assess your overall financial situation and offer valuable advice.

MABS 2nd Floor, Commercial House, Westend Commercial Village,
Blanchardstown, Dublin 15
1890 283 438 (Mon–Fri 9am to 8pm)

www.mabs.ie

Court Service

The Courts Service can give you detailed information on the courts system and can answer any questions you have.

15–24 Phoenix Street North, Smithfield, Dublin 7

01 888 6000

www.courts.ie

Legal Aid Board

This organisation aims to provide professional, efficient, cost-effective and accessible legal aid. They'll also provide you with legal advice.

Quay Street, Cahirciveen, Co. Kerry

1890 615 200

www.legalaidboard.ie

info@legalaidboard.ie

Code of Conduct for Mortgage Arrears:

All banks operating in Ireland must follow a code of conduct.

To see the Code of Conduct that we are bound by, visit the Financial Regulators' website **www.financialregulator.ie** or call 01 410 4000.

Recession Survival Guide

The Financial Regulator has put together a free 'Recession Survival Guide' with tips and legal information that could come in handy. You'll find this guide on **www.itsyourmoney.ie**.

Knowing Irish Law

If you're in debt and you're worried, it's a good idea to know your rights. A helpful reference website which will help you get an understanding of Irish law is **www.irishstatutebook.ie**. It's especially worth looking up the Consumer Credit Act 1995.

The Law Society (Official Solicitor Organisation)

If you've read through this guide and you think you'll need to find a solicitor, you'll find a link to a directory of solicitors on the Law Society's homepage at **www.lawsociety.ie**.

Free Legal Advice Centres

If you need legal help but don't have the money FLAC is an independent organisation offering free services on a range of legal issues such as social welfare and credit and debt.

13 Lower Dorset Street, Dublin 1, Ireland
1890 350 250

www.flac.ie

Social Welfare Agencies

As mentioned in Section 8, you may be entitled to help with your situation so you should be aware of any entitlements. For a list of social welfare agencies that may be able to assist you, visit **www.welfare.ie**.

13 How to cut through the jargon

To know exactly where you stand, it's important that you understand the terms involved. The Financial Regulators' website www.itsyourmoney.ie has a 'jargon buster' section which you may find helpful. Here is a list of the most common terms you will come across when dealing with us or other banks:

Arrears

This is money you owe when you fall behind on your loan or rent repayments.

Mortgage lender

This is simply the company you take out your mortgage with.

Repayment mortgage

A mortgage in which you pay off the loan amount (capital) and interest at the same time.

Term

The length of your mortgage, normally stated in years.

Credit history

This is your track record of repaying loans. An agency called the Irish Credit Bureau keeps files on borrowers, and uses the information it gets from lenders to build up each borrower's credit history.

Moratorium

A moratorium is a temporary arrangement between the customer and the bank to defer repayments and suspend collections activity until such time as the arrangement ends. A moratorium may sometimes be referred to as a repayment break and can be considered by the bank for a variety of reasons including as part of a solution to help customers get back on their feet where they find themselves in financial difficulty due to unforeseen circumstances.

Ulster Bank Ireland Limited

References to Ulster Bank and Ulster Bank Group in this booklet relate to Ulster Bank Republic of Ireland and also to First Active.

14 Get in control of your debt. Get in touch today

We hope you have found this guide helpful. Remember, you shouldn't have to face debt alone – together we'll try and find a way of making things more manageable.

So if debt is becoming a problem, why wait? To talk to one of our staff members about your finances, don't hesitate to pick up the phone or call into your local Ulster Bank branch today and get the right people behind you.

15 Meet with one of our staff members

When you make an appointment to speak with one of our staff members, we would recommend that you read the checklist overleaf and gather all the relevant information in advance of your meeting. This will help you to provide a full picture of your situation to our staff member and help us to identify some solutions that are potentially available to you.

Checklist for your appointment:

As requested an appointment has been booked with

_____ on _____ the _____
of _____ in _____ branch.

Please have the following information with you:

1. Telephone Number(s): Mobile/Home/Work:
2. Mortgage Account Number(s)
3. Other Ulster Bank loan account numbers
4. Last 3 months current account statements
5. Last two payslips, if your salary is not paid to your current account
6. Letter from accountant confirming your income, if you are self employed and your salary is not paid to your current account

Based on your financial situation we may need to review some of the following items, so it is a good idea to bring them with you:

- Credit Card statements
- Personal loan statements
- If you have recently had a reduction in income – Letter of Confirmation from your employer
- If you have recently become unemployed – P45 and confirmation of any severance payments from your former employer

During the meeting we will also help you complete a Budget Planner to get a full picture of your finances. It would therefore be useful if you could bring details of your regular expenditure, examples below.

- Electricity/Fuel
- Food/Clothing
- Home Insurance/Life Assurance/Health Insurance
- Car tax and insurance
- Other loan payments
- Telephone/Broadband
- Club subscriptions
- Childcare
- Other occasional costs
- Credit Card Details – Provider/Limit/Usage/Monthly payments

www.ulsterbank.ie

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Calls may be recorded.

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