Mallow Credit Union Limited

Financial Difficulties ….talk to us

Facing mortgage repayment difficulties? Please contact us as early as possible, we are here to help

Support for our members:

1. We understand that changing economic circumstances can cause some homeowners to experience difficulty managing their mortgage repayments. We are fully committed to working with any member who runs into such difficulties and the sooner you contact us the easier it will be for us to help you.

2. We have introduced a four step process called our Mortgage Arrears Resolution Process (MARP), please ask a member of our dedicated support team for a copy of our MARP booklet or please note that you can access same on our website. Our MARP booklet aims to find a resolution for our members in arrears or who may be at risk of going into arrears.

3. When you contact us we will ask you to complete a Standard Financial Statement (SFS), this is designed to provide us with an oversight of your current finances and we will use the information to fully assess your situation.

4. Once we have assessed your particular situation we will consider a number of options to deal with same. We will agree an approach with you however you will always have the option to appeal our approach/decision.

Helpful Advice: Please keep the lines of communication open with us we are here to help

Helpful Contacts:

Money Advice and Budgeting Service (MABS*)*

MABS (mabs.ie) offers free and confidential independent advice and assistance with managing your finances.

You may wish to seek assistance from Money Advice and Budgeting Service (MABS) **Telephone 0761 07 2000**.

A website – www.keepingyourhome.ie is provided by the Citizens Information Board and the Money Advice and Budgeting Service (MABS)

This website aims to provide comprehensive information on the services and entitlements available to mortgage borrowers who may be experiencing difficulties making mortgage repayments.

Stepchange Debit Charity Ireland Stepchange Debit Charity Ireland (**www.stepchangedebtcharity.ie**) is a free and independent telephone advice service for people who are struggling with debt or mortgage payments. They will review your financial circumstances and recommend the best way for you to deal with your debts. **Their Freephone**

helpline number is 1800 937 435. The line is available Monday to Friday from 9am until 5pm, and is free to call from landlines and mobiles.

The Central Bank

The Central Bank's website provides independent information on financial products and includes a consumer guide to dealing with your lender on the Code of Conduct on Mortgage Arrears and the Consumer Guide to Completing a Standard Financial Statement

Telephone 1890 777 777 www.centralbank.ie

Citizens Information

The Citizens Information Board is the statutory body which supports the provision of information, advice and advocacy on a broad range of public and social services including health, employment, social welfare and money.

If you are in mortgage arrears or are worried about mortgage arrears, you can contact the Citizens Information's new dedicated Mortgage Arrears Information help line, phone **0761 074 050** (9.30am–5pm Monday to Friday).

www.citizensinformation.ie

Department of Social Protection

The Social Welfare website provide information relating to job seekers allowance, mortgage interest supplement and other welfare benefits you may be eligible for.

www.welfare.ie

Mortgage Interest Supplement

Mortgage Interest Supplement provides short term support to help pay mortgage interest repayments. You should contact the Community Welfare Officer at your local Health Centre who will advise if you qualify and what documentation is required. You may be eligible but are required to submit certain information, such as a copy of the original loan documentation with your claim. This can be arranged by contacting your branch who will forward the request to our central Home Mortgage Operations Unit who will follow up on these queries.

Office of the Revenue Commissioners

This website will provide you with information on all tax credits and benefits you may be entitled to.

www.revenue.ie

Financial Services & Pensions Ombudsman Bureau

3rd Floor Lincoln House Lincoln Place

Dublin 2.

Phone: **1890 88 20 90 (lo call)**

Fax: **01 662 0890**

E-mail: **enquiries@financialombudsman.ie**

Insolvency Service of Ireland

Under the Personal Insolvency Act 2012, you have the right to consult with a Personal Insolvency Practitioner. For more information please refer to their website at **www.isi.gov.ie**

Itsyourmoney.ie
Itsyourmoney.ie provides consumer information and education functions from the Central Bank of Ireland.

Consumer Helpline: 1890 432 432 Website: www.itsyourmoney.ie