

Standard Financial Statement

We at ICS Mortgages are committed to working with customers who are in or facing financial difficulties to find a solution where that is possible. Before you complete this Standard Financial Statement (SFS), please read the following information which will assist you with understanding the document.

What is this Standard Financial Statement?

This SFS helps you set out your financial situation. After you complete it, we will assess your information as part of the Mortgage Arrears Resolution Process (MARP). We will then explore what type of alternative repayment arrangement (ARA), from the options we offer, is appropriate and sustainable for your individual circumstances. While it may look like a lot of information to provide, we only ask for the information we really need to help us to assess your financial situation and find, when possible, a suitable solution for you.

Where can I find more information on the MARP?

Our MARP booklet can be found [here](#). The MARP booklet also provides useful information where no alternative solution is offered to you.

The Central Bank's guidance on mortgages in financial difficulty outline your protections when experiencing difficulties with your mortgage and can be found [here](#).

What supports are available to help me complete the SFS?

Check our website for the range of the supports we provide [here](#). The Central Bank's Guide to completing a Standard Financial Statement can be found [here](#).

The Money Advice and Budgeting Service (MABS): MABS is a free, confidential and independent service which will help you to complete the SFS. They will talk you through the document and give advice about the supporting documents you may need to provide. Call the MABS Helpline on 0818 07 2000 and/or visit the website of MABS [here](#).

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) is a government scheme to help homeowners who are at risk of losing their homes due to mortgage arrears. The MTR scheme is a social housing option only available if you are eligible for social housing support and your mortgage is unsustainable. For more information visit [here](#).

Other debt advisory services like a financial adviser. If you decide that you want a MABS adviser or a lawyer, accountant or financial adviser to act for you, we ask that you agree in writing for us to contact them. We will then work with them directly and no longer contact you except in relation to matters other than your arrears situation.

Other resources: You can also check the website of the Competition and Consumer Protection Commission (CCPC) for useful information about loans and mortgages [here](#).

Who do I contact if I have a question?

If you have any questions, please contact us at 0818 542 542. We have specially trained staff to deal with customers experiencing financial difficulties and can help you with completing your SFS.

What's in the SFS?

Please fill out all sections of the SFS fully and accurately and provide any documents that we may need to assess your financial circumstances. Any missing documents will slow down the assessment of your SFS.

The Table below outlines the content of each section of the SFS along with key points for you to note.

For information, all the terms in [blue](#) are explained in Appendix 1 available at the end of this document. Please refer to this Appendix as you complete the SFS. Appendix 2 provides a checklist of all documents which may be required to complete your SFS.

Please note we may request additional documents from you if necessary to the assessment of your SFS.

Section	This section asks for?	Tick when completed
Section A My details	Details about your personal circumstances, your name, address, occupation and the number of people living in your household.	<input type="checkbox"/>
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 you own. This section also helps you to better understand the key elements of your mortgage.	<input type="checkbox"/>
Section C My monthly income	Details on all your monthly income.	<input type="checkbox"/>
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	<input type="checkbox"/>
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).	<input type="checkbox"/>
Section F My other properties	Details on properties you own which are not your primary residence.	<input type="checkbox"/>
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.	<input type="checkbox"/>
Section H Summary of your SFS	This section will help you to review the figures you inputted in sections B, C, D and E.	<input type="checkbox"/>

Section A: My details

Section A: My details				
			Borrower 1	Borrower 2
A1	Name			
A2	Correspondence address			
A3	Property address (if different to correspondence Address)			
		Please indicate preferred contact method		
A4	Home telephone			
A5	Mobile			
A6	E-mail			
A7	Marital status			
A8	Date of birth			
A9	Total number of all persons in household			
A10	No. and age of dependents	Dependent 1 Dependent 2 Dependent 3 Dependent 4		
A11	Are any of these dependents in third level education? [Yes/No] If Yes, please provide the number of expected years remaining.			
A12	Are any of these dependents or persons living in the household without being a dependent financially contributing to the household on a monthly basis? [Yes/No] If Yes, please include the monthly contribution in field C8.			
A13	Do any of these dependents have medical or care needs that have an impact on your financial situation? [Yes/No] If Yes, please include the monthly cost of any related medical expenses in field D4.			
A14	Are you currently employed? [Yes/No] If you are self-employed, please provide details.			
A15	What is your current occupation? If you are unemployed or retired, please include your previous occupation.			
A16	Are you in permanent employment? [Yes/No]			
A17	Name of current employer and your length of service			

Section A: My details *continued*

<p>A18</p>	<p>For what reason(s) are you having, difficulty meeting your mortgage and/or other debt repayments?</p> <p>Please select all that apply.</p>	<p><input type="checkbox"/> Unemployment <input type="checkbox"/> Reduced Income <input type="checkbox"/> Illness <input type="checkbox"/> Divorce/Separation <input type="checkbox"/> Bereavement <input type="checkbox"/> School/College Fees <input type="checkbox"/> Household bills <input type="checkbox"/> Other (Please specify)</p>	<p><input type="checkbox"/> Unemployment <input type="checkbox"/> Reduced Income <input type="checkbox"/> Illness <input type="checkbox"/> Divorce/Separation <input type="checkbox"/> Bereavement <input type="checkbox"/> School/College Fees <input type="checkbox"/> Household bills <input type="checkbox"/> Other (Please specify)</p>
<p>A19</p>	<p>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)</p>	<p><input type="checkbox"/> 0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> 12+ months</p>	<p><input type="checkbox"/> 0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-12 months <input type="checkbox"/> 12+ months</p>

Section B: My mortgage

Section B: My mortgage		
This section relates to the mortgage on your primary residence, that is, the residential property you occupy as your primary residence, or the only residential property in the State you own.		
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)	
B5	Estimated current value of primary residence (€)	
B6	Monthly mortgage repayments due (€)	H4
B7	Monthly mortgage repayments being paid (€)	
B8	Remaining term of mortgage	
B9	Current Interest Rate (%) Is this rate fixed, or variable? Please select Variable for tracker rate.	<input type="checkbox"/> Fixed <input type="checkbox"/> Variable <input type="checkbox"/> Part fixed and part variable
B10	Arrears balance (€) (if applicable)	
B11	Is your mortgage currently restructured? [Yes/No]	
B12	Do you have a Payment Protection Insurance policy? [Yes/No]	

Section C: My monthly income

Section C: My monthly income				
If you face seasonal or irregular income, please engage with your mortgage provider for further assistance on completing this section.				
Please consult the SFS consumer Guide on how to calculate monthly income.				
		Borrower 1	Borrower 2	TOTAL €
C1	Gross monthly salary (for self-employed please refer to Revenue Form 11)			
C2	Net monthly salary (for self-employed please refer to Revenue Form 11)			
C3	Monthly social welfare benefits Please list under rows C3 a, b and c.			
C3 (a)	Benefit (please specify)			
C3 (b)	Benefit (please specify)			
C3 (c)	Benefit (please specify)			
C4	Child Benefit			
C5	Mortgage Interest Supplement			
C6	Working Family Payment			
C7	Maintenance received			
C8	Other (please specify)			
C9	Monthly rental income (from other properties) (report figure from F5)			
C10	Monthly income from non-property assets (report figure from G7)			
C11	Total monthly income (sum of C2 to C10)			H1

Section D: My monthly household expenditure – *Guidance*

The figures you include in section D 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.

	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	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.

Section D: My monthly household expenditure

Section D: My monthly household expenditure				
Please read the guidance above before you fill in this section.				
		Average Monthly Cost €		Arrears (where applicable) €
D1	Food			
D2	Clothing			
D3	Personal care			
D4	Health			
D5	Household goods			
D6	Household services			
D7	Communications			
D8	Education			
D9	Transport			
D10	Household energy			
D11	Insurance and pension			
D12	Savings			
D13	Social inclusion and participation			
D14	Childcare			
D15	Rent			
D16	Other (please specify)			
D17	Total Monthly Expenditure (sum of D1 to D16)		H2	

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

Section E: My monthly debt payments										
	Debt type	Monthly repayments		Remaining term	Total outstanding balance €	Arrears balance €	Provider	Purpose of loan/debt	Is this debt secured [Yes/No]	Is this debt currently restructured? [Yes/No]
		Due €	Being paid €							
E1	Court mandated debt (Please specify)									
E2	Credit union loan									
E3	Personal bank loan									
E4	Moneylending loan									
E5	Loans from family/friends									
E6	Hire purchase/PCP agreement									
E7	Credit card									
E8	Mortgage repayments on other properties (see F5)									
E9	Revenue Debt									
E10	Other debt (please specify)									
E11	Other debt (please specify)									
E12	Other debt (please specify)									
E13	Total (sum of E1 to E12)		H5							

Section F: My other properties (other than primary residence)

Section F: My other properties (other than primary residence)

This section relates to properties you own or partially own which are not your primary residence.
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)
- The figures for monthly mortgage repayments due and being paid should also be included in Section E (My Monthly Debt Payments)

	Property (include details below)	Property type	Ownership type	Estimated current value €	Loan balance €	Arrears balance €	Monthly rental income €	Monthly expenditure	Is this debt currently restructured? [Yes/No]	Monthly mortgage repayments		Mortgage provider	Is this property currently for sale? [Yes/No]	
										Due €	Being paid€			
F1	1													
F2	2													
F3	3													
F4	4													
F5	Total							C9			E8			

My other properties (other than primary residence)		
Property	Address	Date of purchase
1		
2		
3		
4		



Section G: My other assets

Section G: My other assets					
	Asset Type	Original cost/ value €	Estimated current value €	Net monthly income	Please give any relevant details
G1	Savings/deposits/current account				
G2	Shares				
G3	Redundancy payment(s)				
G4	Long-term investment (s) (for example, a pension fund)				
G5	Other investment(s)				
G6	Other assets (for example, vehicles, stock, machinery)				
G7	Total (sum of G1 to G6)				C10

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



Section H: Summary of financial situation *(to be completed by the borrower)*

Section H: Summary of financial situation (to be completed by the borrower)		
H1	Total Monthly Income (C11)	
H2	Total Monthly Expenditure (D17)	–
H3	Sub-Total (H1 minus H2)	=
H4	Monthly Mortgage Repayments Due (B6)	–
H5	Other Monthly Debt Repayments Due (E13)	–
H6	Total Surplus/Deficit (Take away H4 and H5 from H3)	=



If you are unable to provide all the documentation listed below, or depending on your own circumstances you may be required to provide additional documentation or information.

Checklist

Please find below a listing of all the documents that should be returned with the signed and completed Standard Financial Statement.

Employee

- Your current account statements (last 3 months).
- Your credit card/other loan statements (last 6 months).
- Proof of benefits.
- Your 3 most recent consecutive payslips.
- Details of your pension (other than state pension).
- Copy of separation/divorce agreement (if applicable).

Self employed will also need to provide the following:

- Most recent audited accounts.
- Notice of assessment.
- Bank statements for business (last 6 months).
- Accountant's confirmation that tax affairs are up to date.

I/we understand that the information provided will only be used for the purpose of assisting my lender to assess my/our financial situation under its Mortgage Arrears Resolution Process.

Protecting Your Information

Your lender will keep your information confidential and will only use this information for the purpose of assisting you in accordance with its Mortgage Arrears Resolution Process in accordance with your lender's obligations under the Data Protection Acts 1988 and 2003. For more information on your rights under the Data Protection Acts, see the Data Protection Commissioner's website at www.dataprotection.ie

I/we declare that the information I/we have provided represents my/our financial situation, and commit to informing my lender if my/our situation changes.

I/we consent to conducting a credit reference check.

Signed: _____

Date: _____

Signed: _____

Date: _____

Note: Declarations confirming the accuracy of the information provided and consent to a credit reference check must be completed for every SFS. Any other declarations requiring the consumer's signature (for example to give permission for the lender to contact other parties regarding the borrowers financial situation) must be optional (i.e., a lender cannot deem the SFS to be incomplete if such declarations are not signed by the consumer).

NOTE: COMPLETED FORM MUST BE RETURNED WITHIN 20 BUSINESS DAYS OF RECEIPT.



Guiding principles for completing the SFS

1. We are fully committed to working with customers who are in, or are facing, financial difficulties with their mortgage repayments in order that a mutually-acceptable arrangement can be agreed. We will actively encourage contact with such customers through web sites, media and printed material.
2. We have specially-trained personnel in our offices, including specialised telephone contact points, to deal with customers facing or in financial difficulties.
3. This Standard Financial Statement (SFS) is designed to assist you in setting out your current financial circumstances.
4. We consider that the completion of the SFS is a serious undertaking and we will work with you to ensure that the information is accurate, enabling us to work with you to determine the most appropriate and viable option in each particular customer case.
5. The easiest way to see where you stand financially is to gather all the relevant information and documents so that you can write down all the money you have coming in and going out each month and complete an SFS. (If your income is weekly, multiply it by 52 and divide the result by 12 to get your monthly income.)
6. In the SFS you will have to provide information on your current income, expenses and other amounts you owe and any assets you own. It is important that you include all of your basic living expenses. You are also encouraged to ensure that you are maximising your income, including what social welfare entitlements you may be eligible for such as Mortgage Interest Supplement (see www.keepingyourhome.ie).
7. It is important to fill out the SFS fully and accurately and to provide any relevant documentation that we may need to assess your situation; we will only seek information that is relevant to this assessment.
8. Your completed SFS and other factors relating to your case will be assessed by our Arrears Support Unit which will decide whether or not an alternative repayment arrangement is necessary and, if so, what type(s) of alternative repayment arrangement(s) appropriate to your circumstances can be made available.
9. If an alternative repayment arrangement is not offered to you, we will give you a reason for that decision in writing. You will have the right to appeal that decision; you may appeal to us initially and subsequently to the Financial Services and Pensions Ombudsman.
10. If you require further information, you can avail of support material available through a number of sources including our website www.icsmortgages.ie or www.keepingyourhome.ie. You can also seek independent advice from MABS (www.mabs.ie) or an appropriate alternative. If you give us your written consent we will liaise with a third party, nominated by you, to act on your behalf.

Appendix 1 - Glossary

Please find below useful guidance (terms explained and examples) to help you to complete your SFS.

Section A My details		
A2	Correspondence address	This address will be used for all correspondence relating to this SFS.
A10	Dependent	A person who financially relies on you.
Section B My mortgage		
B11	Restructured	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.
Section C My monthly income		
C1	Gross monthly salary	Before tax and any other deductions at source
C2	Net monthly salary	If you have a deduction from your salary at source for example for health insurance, pension, credit union or Revenue payments do not include them again.
C5	Mortgage Interest Supplement	If you were previously eligible for and receiving this payment under the Mortgage Interest Supplement scheme, you should now receive it as part of the Supplementary Welfare Scheme.
C8	Other	For example pension, room rent (for primary residence), grants, financial contribution from dependents. Please do not repeat any monthly income already covered under previous headings.
Section E My monthly debt payments		
	Secured	Select yes if a security for example a property, a vehicle or a guarantee is attached to the debt.
	Restructured	Select yes if you have previously agreed with your loan provider to change the terms and conditions of your loan due to financial difficulties for example reduced monthly payments.
E1	Court mandated debt	For example, fines, instalment orders, judgements.
E4	Moneylending loan	Typically small loans at a high rate of interest over a short period of time.

E6	Hire purchase/PCP agreement	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 cards	Including credit cards linked to shops.
E9	Revenue Debt	For example all arrangements you may have in place with the Revenue to pay taxes you were not in a position to pay fully.
E10 E11 E12	Other Debt	For example additional loans or credit cards, overdrafts, payment of arrears on utilities, Buy Now Pay Later or shop credit.
Section F My other properties(other than primary residence)		
	Ownership Type	For example, sole or joint ownership. Where you do not 100% own a property, please state the % of the property that you do own.
	Monthly Expenditure	For example, upkeep, maintenance, property tax.
	Restructured	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.
Section G My other assets		
G2	Shares	For example, credit union shares, bank shares, employee share schemes.



Appendix 2

Please see below list of all documents needed to support your SFS.
Please note we may request additional documentation if needed to assess your financial circumstances.

Section	Documentation needed to complete this section (You only need to provide the documents relevant to your individual situation with your completed SFS)	Tick when completed
Section A My details	No document required to complete this section	
Section B My mortgage	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 Your mortgage provider should be in a position to give you with all the above information, so please engage with your mortgage provider. Print out showing current estimated value of your property	
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 11 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 dependents and/or non-dependents 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 your properties Statement from your mortgage provider showing the full amount left to pay on each mortgage Statement of arrears on your mortgage accounts Proof of rental income Statement of mortgage payments or confirmation from your mortgage provider(s) of the amount of monthly mortgage payment	
Section G My other assets	Receipts and/or statements of purchase price for any asset Statement of current estimated value	

