Standard Financial Statement (SFS)

We at Nua Money Limited, trading as Núa, are fully committed to working with our customers who are in or may be facing financial difficulty.

This Standard Financial Statement (SFS) helps you set out your current financial circumstances and helps us assess what potential arrangement is most suitable. We understand that this process can be quite challenging, and we have specially trained staff available to assist you, so please contact us if you have any questions or if you need any help when completing this form. You can contact us at the dedicated support line **1800 946 279**, via secure chat function in your Client portal, or by email at arrears.support@nuamoney.com

You may also like to refer to 'Mortgage Arrears – A Consumer Guide to Completing a Standard Financial Statement', which is an important guide issued by the Central Bank of Ireland here: Consumer Guide to Completing the SFS (centralbank.ie)

Before you start to complete this Standard Financial Statement (SFS), please read the following information which may assist you with understanding the document.

What is a Standard Financial Statement (SFS)?

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 review what type of alternative repayment arrangement (ARA), from the options we offer, that is most appropriate and sustainable for your individual circumstances.

Where can I find more information on the MARP?

- Our MARP guide can be found at https://www.nuamoney.com/assets/website/documents/Nua_Money_MARP_Guide.pdf
- The Central Bank's guide to the CCMA which outlines your protections when experiencing difficulties with your mortgage can be found at https://www.centralbank.ie/docs/default-source/consumer-hub-library/mortgage-arrears/mortgage-arrears---a-consumer-guide-to-dealing-with-your-lender.pdf

What other supports are available to help me?

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 www.mabs.ie

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 a serious mortgage arrears situation. The MTR scheme is a social housing option which is only available if you are eligible for social housing support and your mortgage is unsustainable. For more information visit www.mortgagetorent.ie

Other advisory services like a financial adviser – if you decide that you want a MABS adviser or a solicitor, accountant or financial adviser to act for you, we ask that you agree in writing for us to contact them. This can be done via the Customer Support section of your Client portal. We will then work with them directly in relation to your arrears situation.

Other resources:

- The Competition and Consumer Protection Commission (CCPC) for useful information about loans and mortgages: www.ccpc.ie
- Citizens Information: www.citizensinformationboard.ie
- Data Protection Commissioner: www.dataprotection.ie
- Department of Social Protection: www.welfare.ie
- Financial Services and Pensions Ombudsman (FSPO): www.www.fspo.ie
- Free Legal Advice Centres (FLAC): www.flac.ie
- Revenue: www.revenue.ie

Next Steps

Completing the SFS:

Please fill out all sections of the SFS fully and accurately and provide and documents that we may need to assess your financial circumstances. Any missing documents will slow down the assessment of your SFS. The table on the next page 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 the document. Please refer to this Appendix as you complete the SFS. Appendix 2 provides a checklist of all documents which are required to complete your SFS. Please note we may request additional documents from you if necessary to the assessment of your SFS.

Uploading the Documents:

When you have fully completed your SFS, signed the Signature(s) Section at the end of the SFS, enclosed the relevant documentation (see Appendix 2) you can upload all documents via your client portal or send to us by email at arrears.support@nuamoney.com

Assessment

On receipt of your completed SFS we may contact you to discuss your request and the potential solutions. Following this, a decision on your request will normally be made within 5 working days of receipt of all necessary information and documentation.

If an arrangement is approved, you will receive a Letter of Variation (the document that outlines the terms of your alternative repayment arrangement). If you are satisfied with the offered alternative repayment arrangement, it should be signed by all borrowers and returned to Núa for your repayment arrangement to be implemented. Your monthly repayment will be adjusted to reflect the terms of the arrangement.

If we are not able to offer an arrangement, we will give you our reason in writing and advise you of the other options that may be available to you.

Section	Description	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.	[ ]
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.	[ ]
Section C My monthly income	Details on all your monthly income.	[ ]
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.	[ ]
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).	[ ]
Section F My other properties	Details on properties you own which are not your primary residence.	[ ]
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.	[ ]
Section H Summary of your SFS	This section will help you to review the figures you inputted in sections B, C, D and E.	[ ]

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 (DD/MM/YYYY)			
A9	Total number of all persons in household			
A10	No. and age of dependants	Dependant 1		
		Dependant 2		
		Dependant 3		
		Dependant 4		
A11	Are any of these dependants in third level education? (Yes/No). If Yes, please provide the number of expected years remaining.			

A12	Are any of these dependants or persons living in the household without being a dependant 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 dependants 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		

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

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 (in months)		
B9	Current Interest Rate (%) Is this rate fixed, or variable? Please select Variable for tracker rate.	[ ] Fixed [ ] Variable [ ] 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

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'. To calculate your monthly average costs consult the SFS Guide here. 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. 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										
	Debt type	Monthly repayments		Remaining term in months (if applicable)	Total outstanding balance €	Arrears balance €	Provider Name	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 (sum of E1 to E12)**	H5								

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 (fill in the table below)	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 (see below)										
F2	2 (see below)										
F3	3 (see below)										
F4	4 (see below)										
F5	Total				C9				E8		

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

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)		
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)	=

Declaration, Authorisation and Consent

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

Protecting Your Information

We 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 General Data Protection Regulation (2016/679) and Data Protection Acts 1988 to 2018. For more information on your rights under the Data Protection Acts, see the Data Protection Commissioner's website at www.dataprotection.ie.

For information on how Núa collects and processes personal information about you, please visit our website and review our privacy notice at www.nuamoney.com/privacy-policy

The Central Credit Register:

In accordance with the Credit Reporting Act 2013, Núa is required to provide personal and credit information for credit applications and credit Agreements of €500 and above to the Central Credit Register. This information will be held on the Central Credit Register and may be used by other lenders when making decisions on your credit applications and credit agreements. The Central Credit Register is owned and operated by the Central Bank of Ireland. For information on your rights and duties under the Credit Reporting Act 2013, please refer to the factsheet prepared by the Central Bank of Ireland. This factsheet is available at www.centralcreditregister.ie

I /we declare that the information I have provided represents my/our financial situation.	
Name: Sign Here:	Date:
Name: Sign Here:	Date:

Declaration, Authorisation and Consent (continued)

Customer Consent – Special Category Data (Health - Related Information)
Please note: Only applicable where health-related personal data is disclosed.

I/we have provided specific health-related information in the form above which I/we feel is relevant to my/our situation. I/we understand that Nua Money will only use this information in deciding the most appropriate option available. I/we understand that Nua Money will retain this information as part of the record of this decision.

I/we hereby consent to Nua Money using my/our personal health information in the decision process. You have the right to withdraw your consent to Nua Money using your personal health information in the decision process. This does not affect the lawfulness of the processing before your consent withdrawal.

To withdraw consent, please email dpo@nuamoney.com

Name: Sign Here:	Date:
Name: Sign Here:	Date:

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	Dependant.	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 dependants. 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	No document required to complete this section.	[ ]
Section C My monthly income	**Employee**: proof of income in the form of 2 recent payslips; **Self-employed**: audited or certified accounts, last 6 months 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 dependants and/or non-dependants 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. Statements for the last 6 months 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. Last 6 months statements for any personal or business saving or deposit accounts.	[ ]