

Standard Pre-Application Information Sheet

In connection with your proposed application for asset finance, please note the following:

1. Supporting information may be requested from you by Lombard. This potentially may include banking information and financial information.
2. In some cases, a Business Plan may also be requested in support of an application for credit. Where a Business Plan is requested, it should contain an overview of your business, its Management, its markets, and historic and forecast financial information.
3. The timeline that will apply to the assessment of a credit application will normally be within 15 working days of receipt of a formal application, when complete with all information requested by Lombard. If you request to meet with Lombard, a more exact timeline can be provided at that meeting.
4. If you are seeking a credit facility from Lombard, we will meet with you to discuss the proposed credit application at your request.
5. A refused application for credit will not result in a negative impact on your credit record.
6. Lombard may seek security beyond the asset being financed. Such security may include Indemnities, Guarantees and / or charges over assets.
7. With regard to your information with The Central Credit Register, you have the right to:
 - (a) Obtain your credit report from the CCR
 - (b) Add an explanatory statement to your credit report
 - (c) Apply to have your information corrected or updated
 - (d) Place a notice of suspected impersonation on your credit report

If you wish, you can get more information on your rights from the Data Protection Commission at www.dataprotection.ie

NOTICE: Under the Credit Reporting Act 2013 lenders are 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 more information, including on how your data is processed, see www.centralcreditregister.ie

Additional Information relating to Agreements

IMPORTANT CUSTOMER NOTICE: Ulster Bank Ireland DAC T/A Lombard is notifying you that the Bank has commenced a phased withdrawal from the Irish banking market, which will likely result in the transfer of your product to another provider

Before entering into any agreement, you need to think about a number of things.

1. Is the product right for me?

Does the proposed product/facility meet your needs and circumstances?
Do you understand how the agreement will work?

2. How much it will cost me?

Interest is payable at a fixed rate and rentals remain the same over the life of the agreement. Interest is calculated upfront on the total amount of credit for the term of the agreement, is capitalised and added to the opening balance on the agreement.

3. How will the credit be drawn down?

Once your credit application is approved and the documentation (including all required Anti-Money Laundering Customer Due Diligence) is provided by you and the agreement is signed, we will arrange for payment of an invoice provided by the supplier of the asset in question and your first regular repayment will be scheduled to be paid on the agreed dates thereafter.

4. What could happen if I can't keep up repayments?

Missing payments could have severe consequences for your finances. It is very likely to make obtaining credit more difficult in the future as we are likely to report non-payment to the credit reference agencies and this will adversely affect your credit rating (which most lenders consult when assessing any borrowing application).

5. What debt recovery action may be taken if I stop repaying the loan?

If you are having trouble paying your agreement, we will work with you to put reasonable payment plans and timeframes in place to repay what is owed. If we cannot come to an acceptable agreement in this respect, we may seek to recover our asset and if necessary, take legal action. This is likely to affect your ability to obtain further credit.

Fraud Awareness:

Before entering into any transaction it is your responsibility to ensure that you have /possess sufficient expertise to have specified, and ordered the goods from the supplier you have chosen and that you are satisfied that the goods you wish to purchase are in good order and fit for the purpose of your business. It is important also that you are satisfied that the supplier that you have chosen to order these goods from, is engaged in supply of such goods as their main business.

Collateral:

Lombard may seek to obtain additional collateral on lending where the asset does not provide enough security for the funding provided. This is determined by credit as part of the decision-making process. Additional collateral can often take the form of personal guarantees, liens on deposits and security or an unencumbered asset. If you provide a personal guarantee, you will be personally liable for any repayments which are not made by the hirer/lessee. If you are unsure of the full implications of providing a guarantee, you should seek independent legal advice. If you provide additional security, it may be repossessed to cover any repayments which are not made by the hirer/lessee. If you are unsure, you should seek independent legal advice.

Interest Calculations:

Interest is payable at a fixed rate and rentals remain the same over the life of the agreement. Interest is calculated upfront on a 365 days basis on the total amount of credit and this fixed amount is added to the opening balance of the agreement and then divided by the term to calculate the rental payment amount.

Annual Review:

Your relationship manager will be happy to complete an annual review with you to discuss your current financial situation and address any concerns/questions you may have. This can be arranged by contacting us on 01 6085499 and an appointment can be made. During this review we will be happy to discuss any security we hold against your facilities.

Our Service:

Applications for credit approval may take up to 15 working days for approval once all the necessary information has been received. An offer for Credit is valid for a period of 90 days. For more complex deals the application process may take longer. We strive to provide the highest level of service to all customers and we will keep you informed if delays occur in the process.

Our Products

Information on our products can be found here:

<https://www.lombard.ie/lombard-ireland/finance-options.html>

Terms of Business

Introduction

These Terms of Business set out how we, Ulster Bank Ireland DAC trading as Lombard ("Lombard"), will provide services to you. Please read this document carefully. If you have any questions, we would be delighted to address them. Simply call us on (01) 6085499.

Status & contact details:

Ulster Bank Ireland DAC trading as Lombard ("Lombard") registration status can be verified with the Central Bank of Ireland at **01 224 5800** or on www.centralbank.ie.

Lombard is a member of NatWest Group. Please address any queries in writing to Lombard, Ulster Bank Head Office, Block B, Central Park, Leopardstown, Dublin 18, D18 N153 or by telephone at (01) 6085499 or by fax at (01) 6085001.

Services Lombard provides:

Lombard is a specialist provider of asset finance and offers a range of financial service products to cater for business requirements. Our product range includes business hire purchase, business lease, and contract hire agreements.

Events of default:

If you are experiencing financial difficulties that may affect your obligations under your agreement, please call us as soon as possible so that we can discuss any options with you. Details of what to do if you feel that you may be facing financial difficulties can be found on our website www.lombard.ie

Lombard will exercise its rights to recover any payments due to it from customers and may seek to recover our assets where necessary when agreements are in default.

Conflicts of interest:

Where conflicts of interest occur between staff and customer, it is the policy of Lombard to ensure that customers are fairly treated. Lombard will, at all times, act to the best advantage of its clients.

What to do if you have a complaint:

If you wish to register a complaint, please contact us either in writing to:

Complaint Handling Centre, Ulster Bank Ireland DAC, 95 O'Connell Street, Limerick, Co Limerick, or fax number 069 79712 or by telephoning 061 608119.

We will try to resolve your complaint immediately and with the minimum of inconvenience to you. If we have given you our final response to your complaint and you are still dissatisfied, you may also refer your complaint to The Financial Services and Pensions Ombudsman in writing to 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, D02 VH29 or by telephone at 01 6620899.

What to do if you are unhappy with the terms of your facility:

If you are unhappy with the terms of the Facility you should speak to your Manager/Relationship Management team. If you are still unhappy, you may be able to appeal within 30 days of the final decision being notified to you, or until the Facility is used (whichever is soonest) through any of the following channels.

Visit: <https://lombard.ie/lombard-ireland/contact-us.html>

Email: creditappeals@ulsterbank.com

In Writing: Credit Appeals Manager, Ulster Bank, 33 Eyre Square, Galway.

If your appeal is unsuccessful you may, subject to eligibility, refer the Bank's decision to the Credit Review Office, which provides an independent, impartial credit appeals process for small and medium sized businesses (SMEs). Please take time to review eligibility criteria set by the Credit Review Office by referring to its website www.creditreview.ie or call them on 0818 211 789.



Fees & Commissions

Information on fixed charges which we may apply to your account during the term of your agreement can be found below. These charges are approved by the Central Bank of Ireland.

Fixed Charge	Amount
Unpaid direct debit (per item)	€10.00
An unpaid charge (also known as an unpaid item fee or unpaid transaction fee) is charged for each item your bank returned unpaid. An item (e.g. a direct debit or a cheque) would be returned if the payment could not be met from funds in your account or any unused arranged overdraft facility. You can avoid incurring this charge by ensuring you have funds available in your bank account to meet your repayment.	
Accountant's / Auditor's enquiry fee	€25.30
Re-scheduling of account fee	€253.00 per reschedule or 0.25% (whichever is the greater)
Account management fee for defaulting payment (per hour)	€126.00
Duplicate statement (per sheet)	€6.30
Certificate of interest (per copy)	€6.30
Documentation fees – leasing	€120.00 +Vat
Documentation fees – instalment credit	€120.00
Documentation fees – instalment credit consumer	€63.33
Unpaid cheque	€10.00
An unpaid charge (also known as an unpaid item fee or unpaid transaction fee) is charged for each item your bank returned unpaid. An item (e.g. a direct debit or a cheque) would be returned if the payment could not be met from funds in your account or any unused arranged overdraft facility. You can avoid incurring this charge by ensuring you have funds available in your bank account to meet your repayment.	
Repossession charge	€634.00
Cancellation fee	€253.00
Takeover fee	€190.00
Substitution fee	€190.00
Termination fee	€190.00
Hire purchase instalment	€63.33
Interest on any instalment payment due & not paid on its due date (penalty interest)	1.50%

Interest and lending charges are shown on the finance agreement.

If you are eligible and wish to switch your account out of Ulster Bank t/as Lombard, please contact Lombard Customer Services on 0818 210 263 who will be able discuss the process.

Lombard will appoint some suppliers as introducers of new business and will pay these Suppliers a commission fee for introducing the new business. Where a commission fee has been paid to a supplier, it will be disclosed under the Goods Details section of your Asset Finance Agreement.