



# Standard Financial Statement User Guide

If you'd like help filling in this form more quickly  
**talk to one of our experts on 0818 280 280**




# User Guide for filling out your Standard Financial Statement (SFS)

The purpose of this guide is to assist you with filling out the Standard Financial Statement (SFS). The SFS is used to assess your case to decide whether or not to offer you an alternative repayment arrangement and what type of arrangement is appropriate to your circumstances.

The information provided in the SFS is a vital first step in helping you decide what to do next. It takes **around 44 minutes** to complete an SFS, but many of our customers complete it faster.

To complete this form please gather all relevant documents including **bills, statements, 1 months pay-slips and a calculator**. Please fill in the whole document, if there is a section that does not apply to you please write N/A in large letters across that section.

**The SFS contains 3 sections, please fill out each section as accurately as possible. These sections are:**

<p><b>Your Details &amp; Finances</b></p> <p>To ensure a quick response, you will need to complete some personal information. You also need to give us an up to date view of your finances.</p>	
<p><b>Your Borrowings</b></p> <p>To help us understand your borrowings we will ask for details of your current payments and assets. Please provide accurate information so we can process your situation correctly.</p>	
<p><b>Your Signature</b></p> <p>This section outlines how we will use the information provided. Please ensure all borrowers named on the loan account have signed and dated this section. This will ensure we can start to consider your application.</p>	

We have added notes on this document to questions that may be more difficult to answer. If you still do not understand what exactly is required please call us on 0818 280 280.

# Checklist for submitting your SFS

Below is a checklist to help you to ensure we can contact you quickly to update you on the progress of your application, please complete and tick each section.

## 1. Completed, Signed and Dated Standard Financial Statement

I have completed all of the following:

- All sections completed
- Ticked for consent
- Signed
- Dated

## 2. Bank Statements

Choose the most applicable option for you:

- 3 months of bank statements dated within the last 3 months (Haven current account statements not needed). Please ensure one page contains a name and address.
- 6 months of business account statements - if self employed

## 3. Evidence of Income

	If you are a PAYE worker	If you are Self-Employed	If you are Unemployed
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>PAYE Worker:</b>                      Most recent payslip                 </div>	<input type="radio"/> 1 full month's payslip (4 consecutive payslips if paid weekly/ 2 consecutive payslips if paid fortnightly)*	<input type="radio"/> Most recent Self-Assessment Certificate <b>or</b> Notice of Assessment  <input type="radio"/> Most recent Form 11	<input type="radio"/> Most recent social welfare receipt for each social welfare payment received.

\*If your income is made up of any non-basic income (e.g. shift/overtime etc.) or is performance related, we require 3 years Employment Detail Summaries or Salary Certs or Employers written confirmation to confirm your track record of earnings. (Salary Certificates are available in all branches and on haven.ie).



Please return along with the documents outlined to your local Haven branch or send to **ASU Team, Haven, 2 Burlington Road, Dublin 4, D04 WV00, Ireland.**

Please note that assessment of your SFS cannot commence until all required supporting documentation is provided

# Your Details & Finances

This Section asks for details about your personal circumstances, your name, address, occupation and household.

Account and Borrower Details		
	Borrower Information	Borrower 1
A1	Name	
A2	Correspondence Address	
A3	Property Address: (if different to correspondence address)	
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.	Y <input type="radio"/> N <input type="radio"/>
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.	Y <input type="radio"/> N <input type="radio"/>
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.	Y <input type="radio"/> N <input type="radio"/>
A14	Are you currently employed? [Yes/No]	Y <input type="radio"/> N <input type="radio"/>
	If you are self-employed, please provide details.	

A9: How many people live in the house? →

A14: Are you a sole trader, own a limited or unlimited company, or in a partnership? →

**A18:** What are the circumstances that led you to being in arrears? Please provide a summary.

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]	Y <input type="radio"/> N <input type="radio"/>
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 <input type="radio"/>
		Reduced Income <input type="radio"/>
		Illness <input type="radio"/>
		Divorce/Separation <input type="radio"/>
		Bereavement <input type="radio"/>
		School/College Fees <input type="radio"/>
		Household bills <input type="radio"/>
		Other (Please specify) <input type="radio"/>
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 <input type="radio"/>
		3-6 months <input type="radio"/>
		6-12 months <input type="radio"/>
		12+ months <input type="radio"/>

## Your Monthly Income

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.

My Mortgage			
	Borrower Information	Borrower 1	
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.	Fixed	<input type="radio"/>
		Variable	<input type="radio"/>
		Part fixed and part variable	<input type="radio"/>
B10	Arrears balance (€) (if applicable)		
B11	Is your mortgage currently restructured? [Yes/No]	Y <input type="radio"/>	N <input type="radio"/>
B12	Do you have a Payment Protection Insurance policy? [Yes/No]	Y <input type="radio"/>	N <input type="radio"/>

**B4:** What is the total amount you have left to pay on your mortgage? You can get this figure from us.

**B5:** How much would your house be worth if you put it on the market today? You can look at websites such as [www.myhome.ie](http://www.myhome.ie), or check the website of a local auctioneer and look at similar houses in your area.

**B6:** How much are you contracted to pay off your mortgage each month?

**B12:** Payment protection insurance (PPI) is insurance that will pay out a sum of money to help you cover your monthly repayments on your mortgage/other loans, if you are unable to work. This may be as a result of illness, accident, death or unemployment.

## Your Monthly Income

This Section asks for details of all your monthly income, e.g., your wages, social welfare benefits, rent and any other type of income you might receive.

- If you receive your income on a weekly basis, multiply the weekly figure by 52 and divide by 12 to get your monthly total.
- If you are paid every two weeks, multiply the figure by 26 and divide by 12

$$\frac{\text{Weekly amount} \times 52}{12}$$

$$\frac{\text{Bi-weekly amount} \times 26}{12}$$

Do not include any irregular income, such as shift allowance or overtime, as any arrangement made on the basis of this Financial Statement must be affordable and sustainable.

**C1:** This information will be on your payslip.

**C2:** Other deductions may include health insurance, pension contributions, union subscriptions, group savings schemes, council memberships (applicable to some public service employees), professional association fees, maintenance payments attached to earnings. You should not include loan repayments as these should be included in Section E under Monthly Debts.

**C5:** How much mortgage interest supplement are you receiving? This is also known as the Supplementary Welfare scheme.

**C7:** Do you receive any maintenance payments for your children? Please provide evidence of the payments e.g. bank statement with the payment being made into your account.

**C8:** 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 above.

**C9 & C10:** When you calculate these figures in F5 and G7, come back to this section and write down the amounts here.

Your Monthly Income	
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)
<b>C11</b>	<b>Total monthly income (sum of C2 to C10)</b>

## Monthly Household Expenditure

This Section asks for details of all of your outgoings, calculated on a monthly basis. There may be bills or other outgoings that you pay weekly, every 2 weeks, every 2 months, quarterly, every year or every two years. To get the monthly figure you should:

- Weekly: multiply the weekly figure by 52 and divide by 12 to get your monthly total.
- Every 2 Weeks: multiply the figure by 26 and divide by 12.
- Every 2 Months: divide the figure by 2.
- Quarterly: divide the figure by 3.
- Every Year: divide the figure by 12.

Weekly amount X 52	12
Bi-weekly amount X 26	12
Bi-monthly amount	2
Quarterly amount	3
Yearly amount	12

### Seasonal Bills

Remember you usually pay more for bills like heating and electricity in the Winter than in the Summer. For example you could take 3 bills from June /July/ August and add 3 bills from December/ January/ February and divide by 6. If you have been with your supplier for more than a year you can ask them to tell you the average monthly use. Remember to include details of any arrears as well.



### 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'.

	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.



## Your Borrowings

This Section asks for details of all of your debt payments, calculated on a monthly basis. There may be debts that you pay weekly, every 2 weeks, every 2 months, quarterly, every year or every two years. To get the monthly figure you should:

- Weekly: multiply the weekly figure by 52 and divide by 12 to get your monthly total.
- Every 2 Weeks: multiply the figure by 26 and divide by 12.
- Every 2 Months: divide the figure by 2.
- Quarterly: divide the figure by 3.
- Every Year: divide the figure by 12.

Weekly amount X 52	12
Bi-weekly amount X 26	12
Bi-monthly amount	2
Quarterly amount	3
Yearly amount	12

Each debt type is listed down the left-hand side of the sheet, please complete all boxes for each debt. This Section also asks for more detail about the type of debts you owe, the total balances, the reason you took out the debt, whether you have come to an alternative arrangement with any of your banks and whether you have Payment Protection Insurance in place. As there is a lot of detail, you should contact each of your banks to request the relevant information if you do not already have it before completing the SFS.

<b>Due €:</b> How much is your normal monthly mortgage payment to us?	<b>Remaining Term:</b> What is the amount of time left under your loan agreement in months?	<b>Total Outstanding Balance €:</b> How much money do you still owe on this loan?	<b>Arrears Balance €:</b> Your financial institution will be able to provide you with this.	<b>Provider:</b> Who do you make payments on this loan to?	<b>Purpose of Loan:</b> What did you use the money from this loan for? e.g family holiday
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Your Current 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 €							

<b>Being Paid €:</b> How much are you currently paying off your mortgage each month? If you are paying the full payment amount, this will be the same as the previous column.	<b>Is this Debt Secured? Y/N:</b> You may be aware that a mortgage is secured on your property. However there are other types of security for loans, e.g. is there a guarantor? Is your credit union loan secured against shares you have with your credit union? Is your car on a hire purchase or lease agreement? Did you pledge any property in order to get a loan?	<b>Is this Debt Currently Restructured? Y/N:</b> Has the organisation you got the loan with agreed to change the amount you have to pay back each month?
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## Property Assets (other than Primary Residence)

In this Section you are asked to give details of any other properties you own, whether on your own or with someone else and whether in Ireland or abroad.

If you do not make your repayments monthly, please refer to section D for how to calculate the amount you pay each month.

My other properties (other than primary residence)												N/A <input type="radio"/>	
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)													
F1	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 €		
	1								Y <input type="radio"/> N <input type="radio"/>				Y <input type="radio"/> N <input type="radio"/>

Same guidance as table above

**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.

**Estimated Current Value:** How much would your other properties be worth if you put it on the market today? You can look at websites such as [www.myhome.ie](http://www.myhome.ie), or check the website of a local auctioneer and look at similar houses in your area.

This section relates to properties you own or partially own which are not your primary residence.

Property Assets (other than primary residence)		
Property	Address	Date of Purchase
1		
2		
3		
4		



## Your Other Assets

This Section asks for details of all other assets you own, either on your own or with someone else. This includes savings, cars, shares etc.

	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)					
<b>G7</b>	<b>Total (sum of G1 to G6)</b>				<b>C10</b>	

**G2:** Do you have any company shares, credit union shares, or employee share schemes?

**G6:** Do you have a car loan? If you do make sure this is included in section E. You should indicate to your mortgage provider whether you need your car for professional reasons/work.

**Please give any relevant details:** any of these assets part of security for a loan or are they jointly owned?



## Summary of Financial Situation

This section will help you to review the figures you have inputted in sections B, C, D and E above.

To complete section H, you need to refer to the figures you provided under the relevant rows as mentioned in the table: C11, D17, B6 and E13.

This section is helping you to ensure that the previous figures are correct, for example, if your total monthly expenditure D17 is higher than your monthly income C11, you should verify the figures you have included.

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)	

## Your Signature

**I/we understand that the information provided will only be used for the purpose of assisting my lender to assess my 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 General Data Protection Regulation (2016/679) and Data Protection Acts 1988 to 2018.



For information in relation to how we collect personal information about you, how we use it and how you can interact with us about it, see our data protection notice in branches and online. It may change from time to time.

For more information on your rights under the Data Protection Acts, see the Data Protection Commissioner's website at [www.dataprotection.ie](http://www.dataprotection.ie)

We will use the information you have given us to search and to share information with credit reference agencies and/or credit registers, such as the Central Credit Register, to help with applications for credit and for ongoing credit review. The credit reference agencies will hold this information on a database and it may be accessed by other financial institutions.

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

Before signing the declaration at the end of the Financial Statement, make sure that you understand its effect.


Signed: Borrower 1	
	<input type="text"/> <small>Day Month Year</small> Date <input type="text"/>
Signed: Borrower 2	
	<input type="text"/> <small>Day Month Year</small> Date <input type="text"/>

Make sure you sign and date here so we can progress your application.

## Optional

Where I/we have provided information which comes under the definition of special categories of personal data (information regarding Race, Ethnic Origin, Political Opinion, Religious or Philosophical beliefs, Trade Union Membership, Biometric or Genetic Data, Health, Sex Life or Sexual Orientation) and/or information relating to criminal convictions/offences, I/we consent to its storage and use in relation to the mortgage(s) under consideration. I/we understand that the information will only be used for this purpose.

I/we may withdraw this consent at any time.

	<input type="checkbox"/> I confirm my consent to the use of my information as detailed above
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Please read the declaration and sign and date the optional form to confirm you understand the information.

**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 maintained 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 on [www.centralcreditregister.ie](http://www.centralcreditregister.ie). Copies can also be obtained at your local Haven branch and on [www.havenmortgages.ie](http://www.havenmortgages.ie).

