

## **Guide to Dealing with the Repayment of a Seniors Money Lifetime Loan**

### **Our commitment to our borrowers**

We are committed to providing a flexible, open and transparent approach to dealing with the repayment of your Seniors Money Lifetime Loan.

### **When your loan falls due for repayment**

Your Seniors Money Lifetime Loan is designed to last until such time as you sell your home, die or permanently cease to reside in your property. The repayment of your Lifetime Loan is therefore most likely to be repaid by your heirs or personal representatives. In many cases this will be through the sale of your property. Your Lifetime Loan agreement allows for a 12 month period following your death or you permanently ceasing to reside in the property for such a sale to take place and repayment to be made.

### **Possibility of an extension**

Seniors Money recognises that in some cases the 12 month repayment period may be insufficient for you, your heirs or personal representatives to deal with the repayment of the Lifetime Loan. Therefore we are willing to consider extending this period for a further period, up to 12 months maximum. We would take into account whether or not you or your representatives were making genuine efforts to engage with us and to repay the loan, and if an extension is likely to facilitate the repayment of the loan. You should at all times recall however that the loan balance will continue to grow until the loan is repaid, so it is always better to repay the loan as soon as possible.

### **What you or your personal representatives should do**

#### ***Contact us if the property is being sold***

If the property is being sold, then under the terms of the loan agreement Seniors Money must be informed of this and of the proposed sale price. Any sale agreement or offer likely to result in a shortfall between the proposed sale price and the loan balance must first be forwarded to us for consideration and approval. Under the loan agreement we have the right to seek an independent valuation if a shortfall is likely to occur.

#### ***Obtain a redemption figure***

Shortly prior to the loan being repaid, you should contact us for an exact redemption figure. On receipt of payment the charge held by Seniors Money over the title of the property will be vacated.

***Provide relevant details***

If the loan is being repaid due to the death of the last surviving borrower, and you have not already done so, please forward us a copy of the death certificate together with confirmation of who has been appointed as Executor or will be acting on behalf of the estate in relation to repaying the loan.

If the loan is being repaid because the last surviving borrower has ceased to reside in the home, contact us as soon as it becomes clear that the borrower will not be returning home and confirm the date that they moved out of the home.

***Confirm the planned timeframe for repaying***

Please contact us on (01) 261 5400 as soon as possible to confirm your expected timeframe for repayment of the loan. The phone lines are open from 09:00 until 17:00 Monday to Friday. We then request that you please keep in contact with us regularly (e.g. every 2-3 months) until the loan is repaid to keep us informed of progress. **If at any time you become aware that the loan is unlikely to be repaid in full by the due date you must inform us of this and of the reasons why.**

**Key points**

- Contact us before your home is sold or if you are planning on selling your home.
- Contact us as soon as soon as possible after the death of the last nominated resident or after the last nominated resident ceases to reside in the property.
- Respond promptly to any correspondence from us. You should not ignore such correspondence.
- Contact us as soon as possible to agree a repayment extension if you experience any difficulty in repaying the loan within the allowed 12 months.

**If the loan remains unpaid**

If the loan remains unpaid twelve months after the date of death, we would be entitled to enforce our mortgage. This would involve us taking possession and selling the property and using the proceeds to discharge the loan. Any excess sales proceeds (less associated costs) would be returned to the estate.

**General terms on the repayment of a Lifetime Loan**

A Seniors Money Lifetime Loan must be repaid:

- When the mortgaged property is sold; or
- Following the making of a demand for repayment by Seniors Money.

Seniors Money can only make a demand for repayment if:

- 12 months have elapsed since the death of the last nominated resident (see note 1);
- The last nominated resident has ceased to reside in the property on a permanent basis meaning the absence for 12 months from the property (see note 1);
- There is a default (see note 2)

*Note 1:* Seniors Money may consent to an extension of the initial 12 month period for a further period of up to 12 months.

*Note 2:* A Lifetime Loan is in default if any one of the following occurs:

- The borrower does not pay Seniors Money an amount when it is due and payable;
- The borrower does something material that they have agreed not to do;
- The borrower does not do something material that they have agreed to do;
- The borrower provides Seniors Money with incorrect or misleading information; or
- The borrower acts fraudulently.

If the borrower is in default, Seniors Money can give notice of the default and time to remedy the default failing which Seniors Money can demand repayment of the Lifetime Loan.

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