



Start Mortgages Variable Rate Policy Statement

WARNING: We may change the interest rate on this loan. This means the cost of your monthly repayments may increase or decrease.

What do we consider when setting our variable interest rates?

Start Mortgages currently considers the following when setting variable interest rates:

- The terms and conditions of your letter of loan offer including, where relevant, agreed variations to those terms;
- The requirements of applicable law and regulation, including Central Bank of Ireland conduct of business requirements, and good industry practice;
- Market interest rates; and
- Commercial factors including the cost of funding your loan.

Changes in any of these factors and criteria could result in changes to your variable interest rate.

How do we make decisions when setting variable interest rates?

The Board of Start Mortgages has ultimate responsibility for setting the variable interest rate on your loan. The Board has in place an approved policy and governance arrangements in relation to variable interest rate setting.

The management team of Start Mortgages are responsible for implementing the procedures arising from the policy approved by the Board. The management team of Start Mortgages meet quarterly, or as required, to review variable interest rates and changes in the factors set out above. Rate change decisions require a quorum of appointed officers made up of senior managers and representatives from Start Mortgages' governance functions.

Customers are notified in advance of rate changes in accordance with relevant regulatory requirements.



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Why do we have different variable interest rates?

Start Mortgages applied different variable interest rates to different borrowers at the time of loan drawdown having regard to the following circumstances:

- The financial circumstances of the borrower (including credit history and other debt);
- The nature of the loan and the type of property secured. Specific factors considered included whether the property to be secured was a primary residence or an investment property and the valuation of the property relative to amount borrowed (i.e. loan to value or "LTV").
- The repayment type at drawdown, for example capital and interest or interest only.

Borrowers' loans are grouped into portfolios each of which has a different source and cost of funding. Changes in cost of funding are considered when setting interest rates.

Could you get a different type of interest rate or a lower interest rate?

Please note that Start Mortgages does not offer new lending products.

You should keep your mortgage arrangement(s) under review as there may be other options that could provide savings for you including increasing your regular repayments, making a lump sum payment towards your mortgage or switching to another mortgage provider to avail of savings.

If you are considering switching mortgage provider, further information is provided by the Competition and Consumer Protection Commission on their website:
www.consumerhelp.ie/switching-mortgage

For customers who are having difficulties meeting their mortgage repayments now, or who feel they may have repayment difficulties in the future, Start Mortgages follows the 4 steps of the Mortgage Arrears Resolution Process (MARP) in accordance with the requirements of the Code of Conduct on Mortgage Arrears.

You can contact the Start Mortgages Arrears Support Unit as follows:

Phone: Lo Call 1800 818 000 or (01) 209 6300.

Email: customerservices@start.ie