



FAQ Post Transfer

Transfer Queries:

Why has Start transferred my mortgage(s)?

Start Mortgages has transferred your mortgage as the administration and servicing of your mortgage has moved to Pepper Finance Corporation (Ireland) DAC (“Pepper”).

On what basis can Start transfer my loan?

The transfer of your loan is permitted by law and/or also by the terms and conditions of your loan.

If your loan is included in the transfer, we have written to you providing formal notification of the transfer.

You should continue to maintain repayments as per the agreed terms and conditions of your loan, up to and after the transfer date.

When did my loan transfer to Pepper?

Your loan transferred to Pepper on the 21 January 2022.

At that time, we assigned, transferred, and conveyed your Loan, the Loan Documents and all present and future rights relating to your Loan and the Loan Documents absolutely to Pepper.

We will no longer be responsible for servicing your loan. A formal notice was issued to you in November 2021 confirming this.

Who is Pepper? Can you provide me with information about Pepper?

Pepper is a Retail Credit Firm and has been regulated by the Central Bank of Ireland since 2012. As a Retail Credit Firm, Pepper is required to adhere to various legal and regulatory requirements, including:

- Consumer Protection Code 2012
- Code of Conduct on Mortgage Arrears 2013
- Central Bank (Supervision and Enforcement) Act 2013 (Section 14) (Lending to Small and Medium-Sized Enterprises) Regulation 2015

Your loan transferred to Pepper on 21 January 2022. From that date, Pepper has taken on responsibility for the servicing of your loan.

Start wrote to you in November 2021 to confirm that the transfer would take place.



How can I contact Pepper?

Pepper's contact details will be contained in the Hello letter Pepper issued to you.

They are contactable on 0818 818181 (+353 61 236928). Their lines are open from Monday to Friday 9 am to 5 pm.

How does this transfer affect me?

On 21 January 2022, all relevant details relating to your loan transferred to Pepper. Pepper will use these details for the continued servicing of your loan.

Your loan will remain in place until all amounts outstanding have been paid. Your obligations to repay such outstanding amounts will be owed to Pepper.

Your contractual rights (as contained within the loan documents and within any loan restructure agreements) transferred with your Loan. If your contractual rights were amended by any Start offers accepted prior to 21 January 2022, the amended contractual rights have transferred with your Loan.

What action do I need to take?

Your loan will remain in place until all amounts outstanding have been paid. Your obligations to repay such outstanding amounts will be owed to Pepper.

If you wish to make an electronic payment to your loan, you will need to change your beneficiary details to the following:

Bank: Bank of Ireland

Account Name: PEPPER FINANCE CORPORATION (IRELAND) DESIGNATED ACTIVITY COMPANY

BIC: BOFIE2D

IBAN: IE64 BOFI 9000 1733 0290 96

Note: Please ensure that you include your Mortgage Account Number(s) in the reference field to enable the payment to be allocated against your Mortgage(s) correctly. Pepper will provide you with a new Mortgage Number(s).

How will I know if my loan was included in the transfer?

If your loan was included in the transfer, we wrote to you in November 2021 notifying you of this.

Letters have been issued to every account holder with a loan included in the transfer. This letter represented the legal notification of the transfer as required under the Consumer Protection Code (CPC), and the expected transfer of loans to Pepper in early 2022.

We subsequently wrote to you on 24 January 2022 confirming the transfer of your loan to Pepper had completed.



I have not received any notification of the transfer - does this mean my loan did not transfer?

If your loan has been transferred, we wrote to you in November 2021 notifying you of this and we subsequently wrote to you on 24 January 2022 confirming the Transfer of your loan to Pepper had completed.

Will the Central Bank codes of conduct and regulations still protect me?

Yes, the Central Bank's consumer protection codes and regulations will continue to protect all customers after the transfer to Pepper.

There are no changes to the terms and conditions of any loan which transferred to Pepper.

What regulations will apply to my loan after the transfer?

Consumer protections cover any loans that are transferred. Pepper is a Retail Credit Firm regulated by the Central Bank of Ireland since 2012. When dealing with borrowers, Pepper is bound by the same regulations that apply to Start. Like Start, Pepper is required to comply with the Consumer Protection Code (CPC) and the Code of Conduct for Mortgage Arrears (CCMA) when dealing with borrowers who are in arrears.

You should continue to maintain repayments as per the agreed terms and conditions of your loan after the transfer date.

Please provide details of the personal data that will be shared with Pepper.

As part of the transfer, all relevant details relating to your loan, including your personal data, have been transferred to Pepper. Pepper will use these details for the continued administration of your loan and for related legal and regulatory purposes.

Start will retain details relating to your loan (including your personal data) for a minimum period after the transfer date in accordance with legal and regulatory requirements. During this period, Start may process your personal data where necessary for compliance with Central Bank of Ireland or other legal or regulatory requirements, including engaging with Pepper in relation to your loan where required for such purposes.

Start's Data Protection Notice provides a detailed explanation of how your personal data is processed. This provides additional information about how we collect, store, and use your personal data.

I would like to speak to Pepper now about my situation, is that possible?

Pepper's contact details will be contained in the Hello letter Pepper issues to you.

They are contactable on 0818 818181 (+353 61 236928). Their lines are open from Monday to Friday 9 am to 5 pm.



Settlement and Payment Queries

Will my monthly loan repayment remain the same?

Your monthly payment will continue in line with your current terms and conditions, unless:

1. any arrangement which you may have with Start has expired
2. a new arrangement has been put in place with your agreement
3. or there is an interest rate change applicable to your loan

I previously had an Alternative Repayment Arrangement with Start. What has happened to this agreement since the transfer?

The terms of any restructure agreement or Alternative Repayment Arrangement as agreed with Start are unaffected by this transfer. This agreement will continue with Pepper where you continue to maintain payments in line with the agreement.

What if I am currently in arrears?

If you are currently in arrears, we encourage you to contact Pepper's Arrears Support Unit. You can contact Pepper on 0818 818181 (+353 61 236928). Their lines are open from Monday to Friday 9 am to 5 pm.

How can I make a payment to Pepper?

Start wrote to you on 24 January 2022 and provided details of the various payment methods available to you. Please refer to this letter for specific details.

Pepper also wrote to you and provided details of the many ways you can make a payment to them.

You can contact Pepper on 0818 818181 (+353 61 236928). Their lines are open from Monday to Friday 9 am to 5 pm.



Title Deeds Queries:

Where are the deeds of my property?

The mortgage deed and title deeds of your property will be / have transferred to Pepper.

What if my solicitor requires the title deeds of my property after the transfer?

You should receive a letter from Pepper confirming the transfer has occurred. Pepper's contact details are contained in this letter. You can instruct your solicitor to contact Pepper on 0818 818181 (+353 61 236928). Their lines are open from Monday to Friday 9 am to 5 pm.

What if the title deeds of my property are currently with my solicitor?

Pepper will be in contact with your solicitor to complete the appropriate documentation allowing them to continue to hold the title deeds for the necessary period.

On the full repayment of your loan, Pepper will look to you or your solicitor for instructions as to where the title deeds should be sent.

Change in Circumstances Queries:

What do I do if I miss a payment, or my circumstances change?

From 21 January 2022, Pepper have taken responsibility for working with you to find the most appropriate and sustainable solution.

Pepper is regulated by the Central Bank of Ireland and all statutory codes of conduct relevant to your Loan will continue to apply. This means that all existing consumer protections remain in place following the transfer.

What will happen if my financial circumstances get worse and my account goes into arrears after the transfer date?

The transfer of your Loan will have no impact on the consumer protection afforded to you in relation to financial distress. If you miss a payment or believe that you are at risk of missing a payment after the transfer, engage with Pepper immediately to alert them to your financial circumstances.

When dealing with borrowers, Pepper is bound by the same regulations that currently apply to Start. Like Start, Pepper is required to comply with the Consumer Protection Code (CPC) and the Code of Conduct for Mortgage Arrears (CCMA).



What do I do if I am concerned about meeting my monthly repayments?

If you are concerned about meeting your monthly repayments, engage with Pepper immediately to alert them of your financial circumstances.

Bankruptcy / Personal Insolvency Queries:

I am currently adjudicated or have previously been adjudicated Bankrupt. How will the transfer of my loan impact my Bankruptcy?

Bankruptcy Legislation will continue to apply to any loan that is transferred. Pepper is a Retail Credit Firm regulated by the Central Bank of Ireland and is bound by the same regulations that currently apply to Start. Like Start, Pepper is required to comply with all applicable legislation.

You should continue to maintain repayments as per the agreed terms and conditions of your Bankruptcy, after the transfer date. If you require information regarding the terms of your Bankruptcy, please contact the Insolvency Service of Ireland.

I am engaged in the Personal Insolvency Process, how will the transfer of my loan impact this?

Personal Insolvency Legislation will continue to apply to any loan that is transferred. Pepper is a Retail Credit Firm regulated by the Central Bank of Ireland and is bound by the same regulations that currently apply to Start. Like Start, Pepper is required to comply with the applicable legislation.

You should continue to maintain repayments as per the agreed terms and conditions of your Insolvency Arrangement, after the transfer date. If you require information regarding the terms of your Personal Insolvency/Debt Settlement Arrangement, please contact your own Personal Insolvency Practitioner or alternatively the Insolvency Service of Ireland.

My mortgage loan was restructured as part of my Bankruptcy / Personal Insolvency Arrangement. Will the terms of this restructure be maintained after the transfer?

Yes, the terms of any restructure agreement or Alternative Repayment Arrangement as agreed with Start are unaffected by this transfer. The agreement will continue with Pepper where you continue to maintain payments in line with the agreement.

Pepper is regulated by the Central Bank of Ireland and all statutory codes of conduct relevant to your Loan will continue to apply. This means that all existing consumer protections have remained in place following the transfer.



Complaints Queries:

I have an outstanding complaint with Start. What will happen to my complaint?

Your complaint will not be impacted by the transfer of your loan. If we did not resolve your complaint before the transfer of your loan to Pepper, we will continue to explore all resolution options to resolve your complaint irrespective of the transfer of your loan.

Additional Information

Who do I call to update my information?

It is important to let Pepper know if your contact information changes (e.g., postal address or telephone number) after the transfer date.

I have a tracker rate on my mortgage – will Pepper change the interest rate after the transfer?

Pepper is required to comply with the terms and conditions of your loan, including the tracker rate.

Pepper is regulated by the Central Bank of Ireland and all statutory codes of conduct relevant to your Loan will continue to apply. This means that all existing consumer protections remain in place following the transfer.