



Your guide to applying for Commercial Property Finance

1. PEPPER LOAN APPLICATION PROCESS

STEP 1

Call us at **0818 866 666**. Our team will do an initial fact find which should take no longer than 5-10 minutes. If your proposal is suitable for Pepper you will be transferred to a Relationship Manager or we will arrange for a call back at a time that suits you.

STEP 2

Your Pepper Relationship Manager will consider and help you progress your proposal. We understand that no two proposals are the same and are happy to meet in person or complete this discussion over the phone depending on what suits you.

STEP 3

Your Relationship Manager will outline our basic information requirements for your specific proposal and help prepare you for completing a formal application. Based on your proposal and the initial information you provide, your Relationship Manager will discuss your proposal with our Underwriting & Property Teams and conduct an initial assessment. This initial assessment will take 2-5 days (depending on the complexity of your proposal).

STEP 4

If this initial assessment is successful, the Relationship Manager will revert to you to discuss the specific details of Pepper's proposed Heads of Terms and any outstanding information requirements we may have. At this point, should you wish to proceed with the Heads of Terms, you will be required to pay an Arrangement Fee that will apply to a successful loan application. Upon receipt of this fee, we will issue the Heads of Terms, the loan application form and a list of any outstanding items you need to provide to proceed.

STEP 5

Within 2-5 days of the return of your completed application form together with any outstanding items, we will complete our final assessment. If this final assessment is successful you will be advised of this and we will then issue a formal Letter of Offer.

STEP 6

Once you accept and return the Letter of Offer and pay any remaining fees, we will instruct a solicitor to complete our legal requirements and an independent valuer to complete a valuation on the properties to be provided as security. The loan funds will issue once all outstanding loan conditions are satisfied and our solicitors and valuers are satisfied with the security offered as collateral for the loan.

2. INFORMATION REQUIREMENTS

We provide commercial finance to Professional Property Investors, Property Companies and Sole Traders/Trading Companies. Our general information requirements are set out below:

Information Required	BORROWER TYPE		
	Professional Property Investor	Property Company	Sole Trader or Trading company
1. Borrower Details			
a. Borrower name and structure/proposal	✓	✓	✓
b. Ownership & shareholder detail	✓	✓	✓
c. Name & address verification	✓	✓	✓
d. Cert of Incorporation and Memos & Arts	x	✓	✓
e. Partnership agreement	✓	x	x
2. Income Details			
a. Income verification for borrower/guarantor	✓	✓	✓
b. Certified net worth Statement for borrower/guarantor	✓	✓	✓
c. Confirmation of tax affairs	✓	✓	✓
3. Property & Rental Income			
a. Property details	✓	✓	✓
b. Rental schedule	✓	✓	x
c. Copy of leases	✓	✓	x
d. 6 months bank statements for rental income	✓	✓	x
e. Any proposed lease details	✓	✓	✓
4. Company Accounts			
a. 3 years signed accounts	x	✓	✓
b. 2 years projections	x	✓	✓
c. 3 month bank statements for company	x	✓	✓
d. Business plan	x	✓	✓
5. Deposit -Equity Input			
a. 3 months statements for balance of funds	✓	✓	✓
6. Refinance Cases			
a. 18 months statements for loan(s) to be refinanced	✓	✓	✓
b. Original purchase price & costs	✓	✓	✓

3. BUSINESS PLAN

For sole traders and trading companies, we may require a business plan. This is your opportunity to outline your future plans, to provide details that you believe are relevant but which may not be evident from your historic accounts and which are key to your future prospects. Key points to provide in any business plan are:

- Additional information which will help us understand your business and future plans
- Key customers or contracts that were recently won/lost
- Future prospects and sustainability of the business
- Key risks that concern you and how you plan to deal with them

4. PEPPER SECURITY REQUIREMENTS

All Pepper SME Loans require the security being provided to be valued in excess of the loan amount being advanced.

When assessing your application, the security you offer and the associated income are key elements to a successful application. The greater the value of the security you can provide, the lower the margin we can offer. You can discuss this with your Relationship Manager. The Pepper Heads of Terms & Letter of Offer will both outline the full security requirements necessary to drawdown your loan. All security documents must be executed prior to loan drawdown.

Pepper recommends that all customers seek independent legal advice when applying for a secured loan. This is particularly helpful for understanding your responsibilities arising from the loan and security requirements.

All security releases will require Pepper's written consent. Where you have repaid all associated loans to Pepper's satisfaction, the security you provided will be released. Security will only be released when all liabilities to Pepper have been discharged to Pepper's satisfaction. If you have a number of properties and sell one or more, Pepper will require the full sales proceeds to reduce the balance of the loan(s). Pepper may consider a repayment of less than full sales proceeds but this is on a case by case basis and is subject to adherence to Pepper's lending policies.

If an Event of Default occurs on your loan, Pepper may seek to enforce its security. This may include taking possession of and/or selling any asset provided as security and using the sales proceeds to reduce the balance of the loan.

5. APPEALS PROCESS

Where Pepper declines your application, you will be provided with clear reasons in writing for the decline. A declined application will not have an adverse impact on your credit rating. We are happy to work with you on alternative solutions or alternatively you may wish to appeal the following items:

- a) The refusal or decline of your application;
- b) A special term or condition which is required by Pepper in order to grant credit, including the security and guarantees required; or
- c) The withdrawal or reduction of a credit facility

To appeal, you need to write to us within 30 business days from the date of notification of our decision. You should outline your reasons for your appeal and please supply any additional information which you deem relevant to your appeal. We will acknowledge your appeal within 5 business days of receipt. We will consider your appeal and respond in writing within 15 business days. Appeals should be sent to:

SME Appeal Board, Pepper Money, PO Box 690, Shannon, Co. Clare

6. COMPLAINTS PROCESS

If you wish to complain about the service received, please contact your Relationship Manager. We have procedures for handling all complaints and will communicate regularly with you during our investigation of your complaint.

7. CONTACT DETAILS

Please contact your Relationship Manager through our main phone line 0818 866 666 or our email commercial@peppermoney.ie

Warning: If you do not meet the repayments on your credit facility agreement, your account will go into arrears. This may affect your credit rating, which may limit your ability to access credit in the future.

Warning: The cost of your repayments may increase.

Warning: This new credit facility may take longer to repay than your previous credit facilities. You may pay more than if you paid over a shorter term.

Warning: Interest-only repayments - The entire amount that you have borrowed will still be outstanding at the end of the interest-only period.