



Pepper Asset Servicing on behalf of Tanager Designated Activity Company (“Tanager”) Variable Interest 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.

This statement outlines why and how the variable interest rate on your mortgage with Tanager may change.

About us

Tanager is an Irish company, set up on 04/12/2013. It does not engage in new mortgage lending. However, it holds mortgage loans (mortgages), which it acquired from other lenders.

Pepper Asset Servicing (“**Pepper**”) acts as the regulated servicer for Tanager’s mortgages and is the main day-to-day point of contact for customers.

What does Tanager consider when setting its variable interest rates?

Tanager considers a range of factors when setting variable interest rates, subject to individual mortgage terms and conditions*.

Tanager considers factors relating to its own business including:

- **Business costs:** This relates to the operating costs of running the business, including costs that Tanager anticipates in the future, and to borrowing costs to fund the mortgages.
- **ECB Rates:** Many Tanager variable rates are price-promised not to move above a certain margin above ECB, in this case the ECB rate may be a significant factor in setting the rate.
- **Legal and regulatory compliance costs:** This refers to the costs of meeting legal and regulatory requirements (both currently and in the future). It also relates to the minimum amount of capital which Tanager is required to hold.
- **Default risk:** This relates to the risk that some customers may not pay their mortgages and the fact that Tanager may suffer a loss as a result.

Tanager also considers general factors when setting rates including:

- **Economic stability and inflation:** This relates to the state of the economy and current or potential changes in the inflation rate.
- **Housing and market conditions:** This relates to trends in the property (real estate) market. It includes how easily properties are selling and prices of properties. Consideration is also given to the number of other active mortgage lenders and potential changes in interest rates in the market.

Pepper Asset Servicing, PO Box 698, Shannon, Co. Clare

www.peppergroup.ie



Changes to any of these factors could result in changes to the variable interest rates that Tanager applies.

In addition to the factors listed above, the variable interest rate on a mortgage may be varied as part of an alternative repayment arrangement or restructure of the mortgage agreed with a customer through Pepper. This will be decided on a case-by-case basis and will depend on the customer's circumstances and their mortgage.

The factors that are considered in setting variable interest rates can change from time to time. If this occurs, Pepper will publish Tanager's updated policy on setting variable interest rates and send a copy to Tanager's customers.

How does Tanager make decisions when setting variable interest rates?

Tanager has an Advisory Committee that will meet should any of factors listed above significantly increase the cost to Tanager of maintaining its variable rate mortgages. The Advisory Committee considers the above factors to decide whether any change to variable interest rates should be made. The Advisory Committee can recommend changes to variable interest rates to Tanager. Tanager then decides whether or not to make the recommended change to the variable interest rate.

Why does Tanager have different variable interest rates?

Tanager acquired mortgages from an existing lender which had different variable interest rates. In most cases, the variable interest rates which existed when Tanager acquired the mortgages continue to apply.

The variable interest rate on an individual mortgage may change as part of an alternative repayment arrangement or restructure of the mortgage agreed with the individual customer through Pepper.

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

Tanager is not involved in new lending, and so it does not offer a range of variable interest rates.

Where a customer is in arrears (meaning they have fallen behind on repayments) or in financial difficulty, changes to the variable interest rate may be offered as part of an alternative repayment arrangement or restructure of the mortgage. Any arrangement is based on the individual customer's circumstances, and is subject to the customer agreeing to it.



If you are in arrears or have difficulty paying back your mortgage, we strongly recommend that you contact Pepper to discuss your situation. A new variable rate may be agreed, in certain circumstances, as part of an alternative repayment arrangement. If you have not already done so, please call Pepper on **1890 818 858** (or **+353 61 236 949**, if calling from outside the Republic of Ireland).

This statement applies to customers on mortgages with Tanager which are not related to the customer's business, trade or profession. Please note that this statement does not apply where a mortgage has a tracker interest rate. A tracker interest rate is based on, and tracks, another interest rate such as the European Central Bank rate.

WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

Variable Rate loans

WARNING: THE PAYMENT RATES ON THIS HOUSING LOAN MAY BE ADJUSTED FROM TIME TO TIME.