

# Financial Difficulties for Personal Credit Customers

At Revolut we understand that sometimes customers may experience financial difficulties which prevent them from being able to make their repayments from time to time.

We understand that experiencing financial difficulty can be stressful, so we want to help you through this period.

It's always better to deal with your financial difficulties and arrears as early as possible. This will help to reduce the number of repayments that you miss.

If you have already missed some repayments, you likely have already received correspondence from us. You should always engage with us because we may be able to help you with repayments that are more manageable.

The best approach you can take is to pay back the missed repayments as soon as you can. Missed repayments can affect your credit rating, which might make it more difficult for you to access credit in the future.

If you are experiencing such financial difficulties, or indeed if your account is in arrears, it's important that you make contact with us immediately so we can help find the most sustainable solution available for you.

## Contact us

If you are currently experiencing financial difficulty, please contact us as soon as possible using the options set out below. Once you contact us, we will arrange for a customer support agent to get in touch with you as soon as possible.

You may contact us by any of the below channels:

**Email:** [collections-ie@revolut.com](mailto:collections-ie@revolut.com)

**In app chat:** Engage with a customer support agent via the chat function in our app

## Missed Payment Fees and Charges

**Personal Loans:** If your loan is in arrears we will continue to charge interest at the rate that applies to your loan on any overdue amount:

- We will not charge any fees on your loan for entering arrears.
- We will not charge a late payment fee.
- We will not charge surcharge interest.

**Pay Later Instalment Account:** If your account is in arrears you will be charged Late Interest on any Credit Borrowed that is in arrears at a rate of 12% per annum (once the Grace Period has expired). Please see your credit agreement for your Pay Later Instalment Account for further details.

If you do not meet your minimum payment on your Credit Card you will continue to accrue interest on the outstanding balance on your credit card account at the applicable rate(s), as

described in more detail in your credit agreement. You will also be charged a late payment fee. Late payment fees:

- are charged at the lower of your minimum payment due or €10.
- are charged each time you miss your minimum payment due.
- are not subject to interest charges.

## Free Independent Help

The **Money Advice and Budgeting Service (MABS)** provides free independent financial advice for people in financial difficulties. We have included the contact details for MABS below should you wish to avail of their services.

**Phone 0818 07 2000** (Monday - Friday from 9am to 8pm), email [helpline@mabs.ie](mailto:helpline@mabs.ie) or visit their website at <http://www.mabs.ie>

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

**NOTICE: Under the Credit Reporting Act 2013 lenders are required to provide personal and credit information for credit applications and credit agreements of €500 and above to the Central Credit Register. This information will be held on the Central Credit Register and may be used by other lenders when making decisions on your credit applications and credit agreements.**

The Central Credit Register is owned and operated by the Central Bank of Ireland. For more information, including on how your data is processed, see [www.centralcreditregister.ie](http://www.centralcreditregister.ie)  
Revolut Bank UAB is authorised by the Bank of Lithuania in the Republic of Lithuania and by the European Central Bank and is regulated by the Central Bank of Ireland for conduct of business rules.