



## ARREARS SUPPORT

Are you having trouble repaying your loans?



## **Arrears Support**

At AstroBank we recognize that the current financial crisis has caused financial difficulties for some of our customers and we have adopted the provisions of the "Code of Conduct for the Handling of Borrowers in Financial Difficulties" of the Central Bank of Cyprus.

We've outlined a simple 4-step process to help you cope with difficult times.

### **Step 1: Contact us as soon as possible**

As soon as you realize that you are having trouble fulfilling your obligations with the Bank, please contact us. At AstroBank we have experienced staff to guide you through a solution. Contact immediately the responsible officer handling your account.

### **Step 2: Complete the Personal Financial Statement**

The next step is to complete and submit your PERSONAL FINANCIAL STATEMENT (PFS - as defined by the Central Bank of Cyprus) to give us a detailed view of your new financial data. Our experienced staff is at your disposal to help you with any queries you may have.

### **Step 3: Assessment of your financial situation**

After receiving your financial information we will be able to properly evaluate your financial situation and consider restructuring solutions based on your new financial data and your repayment ability.

### **Step 4: Appeals Committee**

If you do not agree with the Bank's proposed restructuring solution, or if the Bank reaches a negative decision, you have the right to submit an appeal, within one month from the date that such decision was notified to you, to the Bank's Appeals Committee as set out in the Code of Conduct on the handling of borrowers facing financial difficulties of the Central Bank of Cyprus.



## **USEFUL ADVICE**

- It is important to maintain frequent contact with the employee handling your account and to inform him on time when you encounter or estimate that you will face financial difficulties in fulfilling your obligations to the Bank.
- It is also important to provide promptly, complete and accurate financial information regarding your financial situation.