

ARE YOU A
SMALL BUSINESS,
SOLE TRADER
OR FARM ENTERPRISE
HAVING DIFFICULTY
GETTING CREDIT?





THE CREDIT
REVIEW OFFICE
MAY BE ABLE TO
HELP YOU
GET THE CREDIT
YOU NEED

CREDIT REVIEW OFFICE



The Minister for Finance announced in the budget that a simple, effective review process was to be put in place for small and medium-sized enterprises (SMEs), including sole traders and farm enterprises, who have had requests for credit refused or reduced or who have had credit facilities withdrawn.



The review process covers all applications for new loans or restructured credit facilities from €1,000 up to €250,000.

SMEs are businesses with less than 250 employees, and which have an annual turnover of less than €50 million, and/or a balance sheet total of less than €43 million.

At present the likely participating banks are those which are SME lenders and will be participating in NAMA. Other institutions may choose to join this scheme voluntarily.

The Credit Review Office invites applications from borrowers who have had their written application for credit refused or reduced, and feel that the bank's decision is unjustified.

The review process will operate after the borrower has unsuccessfully appealed through the bank's own internal loan appeals process.

If an internal appeal is unsuccessful, the Credit Review Office will undertake an independent and impartial re-evaluation of the bank's decision.

The Credit Review Office has no regulatory or statutory powers to override bank lending decisions, which are a matter for the internal policy and governance of the banks. The outcome of the review process for the borrower will be an independent and impartial opinion on the credit decision.

If the Credit Review Office's opinion is that the lending could have been made within acceptable risk boundaries, the bank will be required to comply with the recommendation or explain to the Credit Review Office why they will not do so.

HOW DOES THE PROCESS WORK?

If a borrower believes that the bank has:

- unfairly refused a written request for a loan
- unfairly offered a smaller loan than requested
- reduced or removed existing credit facilities, or
- attached terms and conditions to the loan such that the loan cannot be accepted

then the borrower should ask for the decision to be appealed through the bank's appeals process.

If that appeal is unsuccessful, then the borrower can apply for review to the Credit Review Office.

You can begin your application by downloading an application form from the Credit Review Office website (www.creditreview.ie). The application has two main sections:

1. Factual information on the borrower and the details of the loan application. These facts will be entered onto the application form by the borrower and at a later stage by the bank; and these facts are to be agreed and signed off by both the borrower and the bank.
2. The second section is for the bank's opinion on why the lending has been declined, and the borrower's opinion on their ability to service and repay the debt.

If you are unable to download an application form from the website, please contact the Credit Review Office and one will be posted to you.

FEES

A fee of €1 per thousand of the loan request will be charged for the Credit Review Office's service, with a minimum charge of €100, and a maximum charge of €250.



Application forms and additional information can be found on the Credit Review Office website:

www.creditreview.ie

The Credit Review Office can be contacted by:

EMAIL: info@creditreview.ie

PHONE: 1850 211 789