

Risks of excessive indebtedness

Loan instalments constitute regular expenses of the family budget of bank customers. It is essential for bank customers to previously weigh up whether they have the financial capacity to meet the payment of instalments derived from loans that are intended to be raised.

For further information on family budget management see the portal “**Everyone Counts**”, at www.todoscontam.pt.

Risk of default

Default on credit liabilities occurs when the bank customer does not pay an instalment of a concluded loan contract on the established date.

Customers with loans in a situation of default are subject to penalties and their assets can be attached.

The bank customer should have a **preventive attitude**, anticipating any situation of default. **If customers anticipate difficulties in the payment of their charges, they should warn the credit institution immediately.**

If bank customers report that they have difficulty in paying their charges, the credit institution is obliged, through force of **Decree-Law 227/2012, of October 25th**, to assess their risk of default. The credit institutions should propose solutions to prevent breach of the loan contract, whenever feasible.

To inform **ActivoBank** of the existence of difficulties in the payment of your charges, contact your Branch or call 210 030 700, 918 788 486, 965 998 486 or 935 228 486 (personalised attendance on business days from 8 to 22 hours, Saturdays from 10 to 20 hours, and Sundays and public holidays from 12 to 20 hours).

PERSI

PERSI - Extrajudicial Procedure for Settlement of Situations of Default, created by Decree-Law 227/2012, of October 25th, seeks to promote the settlement of situations of default through solutions negotiated between the bank customer and credit institution.

Credit institutions are obliged to integrate loans in default in PERSI between the 31st and 60th day after the occurrence of default. Credit institutions are also obliged to initiate PERSI as soon as the non-payment of an instalment occurs, in cases where the bank customer has warned of the risk of default.

Bank customers with loans in default can, at any time, request the immediate integration of this loan in PERSI.

During the 5 days following the initiation of PERSI, the bank customer will be informed of this fact, as well as the respective rights and duties under this procedure.

Exceptional arrangement for protection of customers with mortgage loan contracts in default
Customers with loans for permanent own housing that are in default and in a particularly vulnerable situation can ask the credit institution for access to the exceptional arrangement, provided that they meet the **legally established requirements**. This arrangement, aimed at the protection of mortgage loan debtors in very difficult economic situations, was approved by **Law 58/2012, of November 9th**, and will be enforced until December 31st 2015, with possible extension. Under this arrangement, the credit institution is obliged to propose a debt restructuring plan to the customer, when feasible. Under exceptional situations, the credit institution should propose solutions that lead to the partial or total extinction of the debt.

Bank customer support network

Bank customers with credit at risk of default or in arrears in the payment of their instalments can obtain information, advice and follow-up from the extrajudicial network supporting bank customers, free of charge.

The bank customer support network is composed of entities qualified and recognised by the Directorate-General for the Consumer.

For further information about the support network, see the “**Consumer Portal**”, at www.consumidor.pt.

For other information about the arrangements relative to breach of loan contracts, consult the ActivoBank personalised attendance, Monday to Friday from 8h to 22h, Saturday from 10h to 20h, Sunday and public holidays from 12h to 20h, through the contacts 707 500 700; 918 788 486 965; 965 998 486 or 935 228 486, an Activo Point, or the **Bank Customer Portal**, at <http://cliente bancario.bportugal.pt>, and the portal “**Everyone Counts**”, at www.todoscontam.pt.