

# Easy Read Guide

**This guide is in the order that the words appear on your statement**





**This easy read document has been designed to help you understand words that appear on your annual loan statement by using pictures and a simplified explanation.**

**It is in the order that the words appear on your statement to help locate words with ease.**

**Just match words on your statement and easy read document if you need help to understand their meaning.**



## Personal Loan

A personal loan is when you borrow money and that you pay back over time with interest.



## Internet Banking / Mobile Banking App

You can manage your loan on your computer, tablet, or mobile phone. You need to register for an online account if you do not have one.



## Repayment Holiday

If you took a break from paying us for an agreed amount of time.



## Personal Loan Service Centre

The call centre where you can make enquiries about your loan.

FINAL  
AMOUNT



## Settle your Loan

Paying off your loan in full.



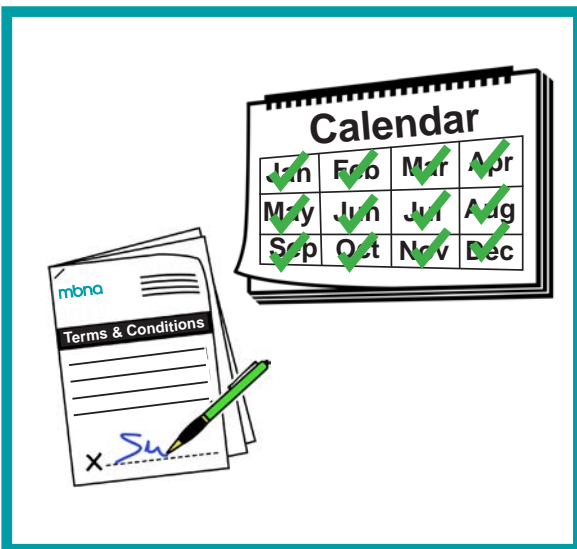
## Loan Amount

This is the total amount of money borrowed for your loan, including any monies used to repay other debts.



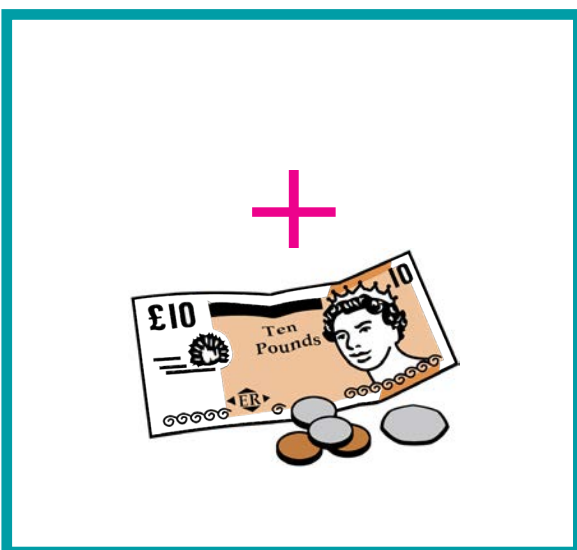
## First movement on your account

Date that your statement term begins.



## Term of agreement

The number of months you agreed that you will pay back your loan.



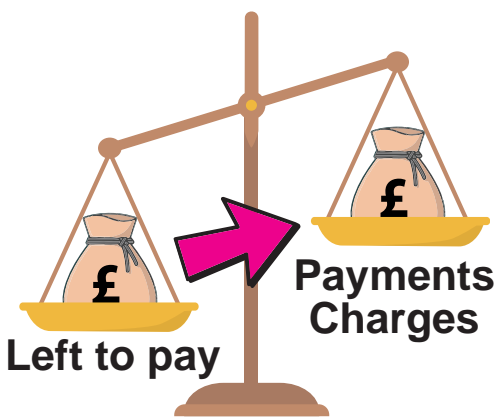
## Overpayment

Additional money that you have paid to your loan above your agreed monthly payment.



## Interest Rate

Interest rate is the number used to work out the interest you get or pay on your money. If you borrow money you may pay interest to the bank.



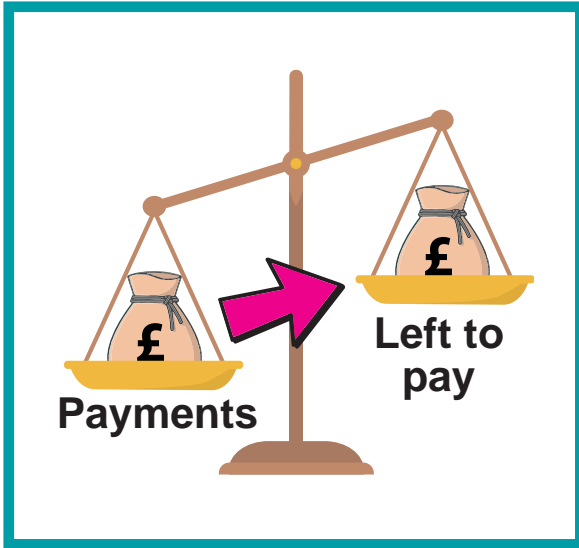
## Opening Balance

The amount of money you had left to pay **before** any payments or charges.



## Interest Charged

Interest is money you get charged on money you have borrowed. Amount of money charged to your loan for the cost of borrowing.



## Closing Balance

The amount of money you still need to pay **after** any payments or charges.



## Agreed Payment

Monthly Payment agreed when you took out the loan.



## Original / Credit Agreement

A legal document that sets the terms of your loan. The terms are the rules made between you and us.



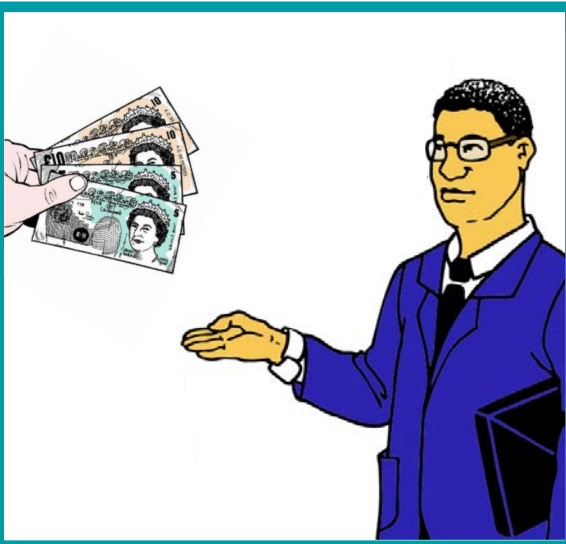
Financial  
**Ombudsman**  
Service



## Financial Ombudsman Service

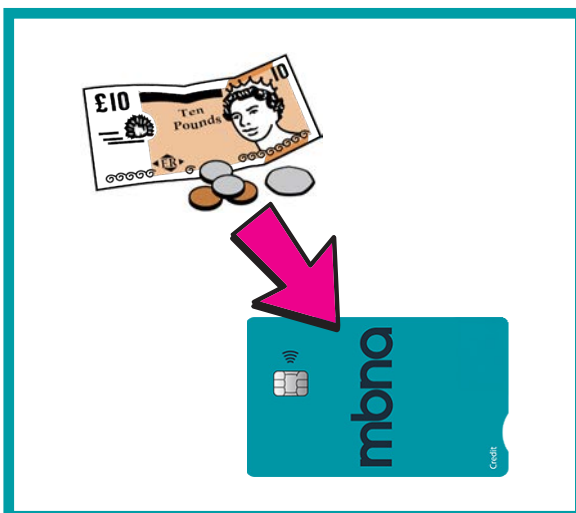
The Financial Ombudsman Service can help if you have a problem with your bank.

It does not cost you any money to use this service.



## Settling your credit agreement early

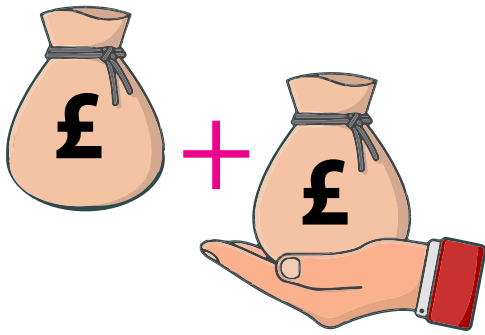
Paying off your loan as a lump sum before the agreed term.



## Other Debt Repayment

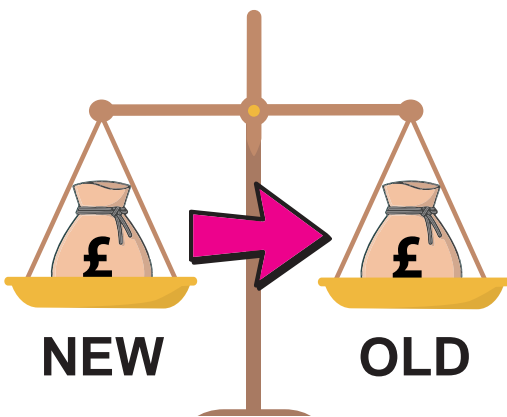
Money used to pay off another debt (eg a credit card) when you have opened a refinance loan.





## Amount Borrowed

New money borrowed as part of a re-finance loan (when you use part of the money to pay off existing debts).



## Balance transferred from your other loan

The amount of money that you had left to pay on your old loan. This would be displayed if you have recently taken out a new loan and have used some of the funds to pay off an existing loan.



**Money  
Wellness**



**Citizens Advice**

**Step Change**

**Money Wellness**

**Advice Northern  
Ireland**

They can offer free advice and support if you are worried about your agreement.

---

This Easy Read document was designed by Royal National Institute of Blind People (RNIB)

[www.rnib.org.uk](http://www.rnib.org.uk)

Images © CHANGE

[www.changepeople.org](http://www.changepeople.org)

Front cover image by Drazen Zigic on Freepik