Banc Ceannais na hÉireann
Central Bank of Ireland
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High Cost Credit Provider's Licence
Consumer Credit Act, 1995 (as amended)

The Central Bank of Ireland ("the Central Bank") hereby grants to Glyndebourne Limited ("the firm") (Central Bank reference number – C33065) of Westgate, 2 George's Square, Drogheda, Co Louth, A92 RH51 a high cost credit provider's licence from 1 August 2023 up to and including 31 July 2028. This licence is granted in accordance with the provisions of the Consumer Credit Act, 1995 (as amended) ("the Act") and all business conducted under this licence must be conducted in compliance with the obligations imposed under the Act and any other relevant obligations.

This licence is subject to the following restrictions:

Schedule A to this licence incorporates the firm's own terms and conditions of the Agreement with its **consumers** and this licence and these terms must at all times be clear and visible to the **consumer** and a copy given to them, and the consequences of them must be explained in simple terms to the **consumer**. The firm must ensure that any changes to its terms and conditions are in compliance with the restrictions set out in this licence and applicable legislation.

The firm is permitted to enter into a high cost credit agreement subject to the term(s), APR(s), and cost(s) of credit as set out in **Appendix 1** to this licence. The maximum APR that the firm is permitted to charge is **152.35%** and the maximum cost of credit is **40%.**

Schedule A

Entering into an Agreement means that:

The **consumer** must:

- Tell the firm within 10 days if he/she changes his/her name, address, email address or mobile number.

Generally:

- Because the **consumer** is obliged to tell the firm when he/she changes his/her name, address, email or mobile number. All correspondence sent by post to the address as stated on the **consumer's** Agreement or to the **consumer's** presented or last known address, or email address, or mobile phone shall be deemed validly given and shall be deemed to have been received on the day on which, in the ordinary course of post or e-mail or text messages, such notices would have reached the **consumer**.

The firm may:

- If the **consumer** has signed separately giving the firm permission, visit, text or phone the **consumer** between 8 am and 10 am.
- Visit or phone the **consumer's** place of work.
- Approach the **consumer's** family, if the **consumer** respects or is difficult to contact, or if the **consumer** answers the door or phone when the firm calls.
- Approach or contact the **consumer** at his/her place of employment if the **consumer** requests or is difficult to contact.
- Assign the Agreement in writing to another person or persons.
- If the firm temporarily relax the terms of the Agreement at any time decide to enforce the terms strictly again.

The **consumer** agrees:

- To pay the firm the instalments set out in the Agreement.
- To make the repayment book available to the firm on request to enable the firm to complete, inspect or remove for audit (a receipt will be provided).

The **consumer** acknowledges:

- The **consumer** will receive a true copy of the Agreement within 2 weeks.
- The loan/amount of credit if for the **consumer's** own personal use only.
- The **consumer** has read, understood and accepted the warnings, notices, terms and conditions provided by the firm during the application process.
- Late or missed payments could affect the **consumer's** credit record making it more difficult for the **consumer** to obtain credit in the future.
- The firm reserves the right to change the **consumer** any legal costs the firm incurs for dishonoured cheques and defaults

<u>Early Settlements</u>

The **consumer** understands he/she has the right to settle the Agreement early, in part of in full, and will be entitled to a reductions in the cost of the credit, calculated under the of 78s, in accordance with Section 19.1 of the European Communities (Consumer Credit Agreement) Regulations 2010.

<u>Right to Withdraw</u>

The **consumer** understands he/she has the right to withdraw (the **consumer** needs no reason) from the Agreement up to 14 days after the **consumer** receives the executed copy by contracting the firm (or their agent), in writing or orally. If the **consumer** withdraws, the **consumer** must repay the firm, without delay and no later than 30 calendar days after giving notice of withdrawal, the credit any interest accursed to the date payment is completed.

<u>Withdrawal of Consent to call between 8 am and 10 am</u>

The **consumer** can withdraw previously given contact for the **consumer's** agent to call between 8 am and 10 am by informing the **consumer's** agent or the firm's office.

Mary McEvoy

Mary McEvoy
Head of Function
Consumer Protection: Credit & Lending

Date: 1 August 2023

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Appendix 1 - Glyndebourne Limited

Date	Sample loan amount	Period of loan	Interest rate	APR	Cost of loan per €100 borrowed (%)	Total amount repayable
1 August 2023 – 31 July 2028	€100 (Cash)	25 weeks	25%	152.35%	€25 (25%)	€125
	€100 (Cash)	28 weeks	28%	151.45%	€28 (28%)	€128
	€100 (Cash)	30 weeks	30%	150.80%	€30 (30%)	€130
	€100 (Cash)	35 weeks	35%	149.02%	€35 (35%)	€135
	€100 (Cash)	40 weeks	40%	146.99%	€40 (40%)	€140

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Date: 1 August 2023