

## Excessive debt risks

Credit instalments are a regular part of the family budget of bank customers. It is essential that the bank customer first consider whether he/she/it has the financial capacity to ensure the payment of instalments resulting from the loans he/she/it intends to enter into.

For more information on family budget management, please check the website "Todos Contam" ("All Count"), at [www.todoscontam.pt](http://www.todoscontam.pt).

## Risk of Default

The default on credit responsibilities occurs when the bank customer does not pay the instalment of the credit agreement he/she entered into on the scheduled date.

### **Customers with default credit are subject to penalties and their assets can be seized.**

The bank customer must have a **preventive approach**, anticipating a possible situation of default. **If you anticipate difficulties in paying your responsibilities, you must promptly alert the institution.**

If the bank customer communicates that they have difficulties in paying their responsibilities, the credit institution is obliged, under **Decree-Law no. 227/2012, of October 25**, to assess their risk of default.

The customer must provide the information and documents requested by the institution within 10 days. The institution is not obliged to assess the situation if the customer does not provide the requested information and documents. Within 15 days of the customer providing the requested information, the institution must propose solutions to prevent default of the credit contract, where feasible.

To inform **Millennium bcp** that you are having difficulty paying your responsibilities, you can contact your branch or call 91 827 24 24, 93 522 24 24, 96 599 24 24 or +351 21 005 24 24 (from Portugal or abroad). This service is available 24 hours a day, Monday to Sunday, 365 days a year (the cost of the call is based on the pricing agreed with your telecommunications operator).

## PERSI

**PERSI - Extra-Judicial Procedure for the Correction of Default Situations**, established by Decree-Law no. 227/2012, October 25, aims to promote the settlement of default situations through solutions negotiated between the bank customer and the credit institution.

Credit institutions are obliged to integrate the default loans in PERSI between the 31<sup>st</sup>

and the 60<sup>th</sup> day after the occurrence of the default. If the bank customer has raised concerns about the risk of default, institutions must initiate the PERSI process as soon as a missed instalment is recorded. A bank customer with a loan in default may request at any time that the loan be immediately included in the PERSI.

Within 5 days after the start of PERSI, the customer will be informed of this fact, as well as of his/her rights and duties under this procedure.

## Support Network for Consumers in Debt (RACE)

Bank customers with credits at risk of default or with a delay in the payment of their instalments can obtain information, advice and monitoring from the RACE, free of charge.

RACE comprises consumer information and dispute resolution centres, as well as other entities authorised and recognised by the Directorate-General for Consumers. For further information about RACE, please visit the website of the Directorate-General for Consumers at [www.consumidor.gov.pt](http://www.consumidor.gov.pt).

For further information on the procedures relating to defaults on credit contracts, please contact Millennium bcp's Financial Support Service on +351 21 003 75 01 (personalised telephone support available 24 hours a day, Monday to Sunday, 365 days a year), or visit the **Bank Customer Website** at <http://clientebancario.bportugal.pt>, and "Todos Contam" website at [www.todoscontam.pt](http://www.todoscontam.pt).