



A change to your day-to-day banking

From 1st January 2012, and in accordance with the provisions of the European Communities (Payment Services) Regulations 2009, most Bank of Ireland customers will enjoy faster timeframes for processing transactions.

Accordingly, it will be necessary to slightly amend the terms and conditions that apply to the following products/services¹:

- Current accounts²
- Demand deposit accounts²
- Credit cards
- Debit and ATM cards
- 365 phone and online
- Business On Line

With effect from 1st January 2012, terms and conditions for these products/services will be amended to state that most electronic payments out of your account (debit payments) will be processed so that the receiving bank will be credited within one working day. Some cross-border payments will, however, continue to take up to three working days to process. These timeframes are only relevant to transactions within the European Union/European Economic Area³ (EU/EEA) and do not apply to paper based transactions such as bank drafts and cheques which may take a little longer. Transactions outside the EU/EEA may also take longer to process.

We would also like to remind customers that, in accordance with terms and conditions, where the Bank notifies you of a change to your terms and conditions that you do not wish to accept, you shall be free to cancel or terminate your contract with the Bank. But if you do this, you must settle and clear all and any outstanding debts or liabilities to the Bank in respect of that account or contract. In the absence of any prior notice to the contrary, you will be deemed to have accepted the revised terms and conditions with effect from their notified effective date.

The revised terms and conditions will come into effect on 1st January 2012 and are available for your review at www.bankofireland.com. For more information please talk to a member of staff in your local branch today.

¹There may be changes to other products where you will be notified separately.

²Including those denominated in EU/EEA member state currencies as well as euro.

³Applies where the payment service providers of both the payer and payee are located within the EU/EEA and where such payments are made in euro or any other EU/EEA currency.