



365 12-Month Fixed Term Deposit Account

Introduction

These are the Terms and Conditions that apply to the Chosen Product named above. They are in two parts:

Part 1. Terms and Conditions for the Chosen Product; and

Part 2. General Terms and Conditions for Deposit Accounts

Rates Table. The interest rate for the Chosen Product is shown in the Deposit Interest Rates table.

The Terms and Conditions in Part 1 cannot be understood without the Deposit Interest Rate table and the General Terms and Conditions in Part 2. Please make sure you have received, read, and understood each of these three things.

Part 1: Terms and Conditions for the Chosen Product

Definitions:

"365 Online" means our internet banking service;

"365 Phone" means our telephone banking service;

"Transfer Account" means the current Account in your name with us, that (a) you have registered for 365 Online or 365 Phone (or for both); (b) is the current account from which you will transfer the money to the 365 12-Month Fixed Term Deposit Account; and (c) meets the other requirements of Clause 3 below.

Words and phrases defined in the General Terms and Conditions have the same meaning when used in these Terms and Conditions for the Chosen Product.

1. Opening the Account

- 1.1 You can only open a 365 12-Month Fixed Term Deposit Account:
 - 1.1.1 in your sole name (for example, you cannot open a joint account);
 - 1.1.2 if you are 18 years old or more;
 - 1.1.3 if you are resident in the Republic of Ireland under taxation law;
 - 1.1.4 if you apply online;
 - 1.1.5 if you have a current account with us that comes within the definition of a Transfer Account (see above);
 - 1.1.6 that has the same branch code as the one for your Transfer Account (we will make sure you get the correct branch code for your 365 12-Month Fixed Term Deposit Account).

2. Paying Money in and taking Money out

- 2.1 You can only pay money into the 365 12-Month Fixed Term Deposit Account:
 - 2.1.1 from your Transfer Account (so you need to make sure you have enough money in your Transfer Account to make the payment you intend into the 365 12-Month Fixed Term Deposit Account);
 - 2.1.2 using a single Direct Debit; and
 - 2.1.3 that is your personal money (for example, you cannot use the 365 12-Month Fixed Term Deposit Account for your business, a charity, club or other organisation).
- 2.2 You can pay money into the 365 12-Month Fixed Term Deposit Account just once (and the amount you pay in must not breach the following Clause 2.3).
- 2.3 You can have not less than (a) €5,000; and (b) no more than €100,000 (not counting any interest we may add) in the Account at any time.
- 2.4 You cannot take money out of the 365 12-Month Fixed Term Deposit Account during the term (this clause 2.4 is subject to Clause 5).

3. Transfer Account

- 3.1 The Transfer Account must be in your sole name or you must comply with the following Clause 3.2.
- 3.2 If the Transfer Account is in the name of you and another person or other persons, we must be satisfied that you have the authority of each account holder to open the

- 365 12-Month Fixed Term Deposit Account in your sole name and to pay the sum you intend to pay into it.
- 3.3 If you have more than one current account with us (whether in your name or in the names of you and another person or persons), we may ask you to select which one is to be the Transfer Account for the 365 12-Month Fixed Term Deposit Account; once you select an account it will be the Transfer Account and you cannot change your selection.
- 3.4 All of the terms and conditions that apply to the Transfer Account remain in full force and effect, for example, those that apply to personal current accounts, 365 Online and 365 Phone.

4. Your Term Account

- 4.1 The term starts on the day your Direct Debit amount is paid into the 365 12-Month Fixed Term Deposit Account.
- 4.2 At the end of the term we (a) add the interest to the 365 12-Month Fixed Term Deposit Account; and (b) close the 365 12-Month Fixed Term Deposit Account and pay all money (including the interest we have added) back to the Transfer Account.
- 4.3 If you take money from the 365 12-Month Fixed Term Deposit Account before the term ends we will not pay any interest on money in it.
- 4.4 If we transfer or set off all of the money on the 365 12-Month Fixed Term Deposit Account or close it under Clause 5 below, we will not pay interest on money in it.
- 4.5 If we transfer or set off some of the money on the 365 12-Month Fixed Term Deposit Account, we will only pay interest on the money left in the Account (calculated as though only the money left was in the Account for the entire term).

5. Breaches, Transfer Account Closure, Set-Off

- 5.1 We may close the 365 12-Month Fixed Term Deposit Account and pay the money in it into the Transfer Account if:
- 5.1.1 You close the Transfer Account;
- 5.1.2 We close the Transfer Account (for example, because you breach the terms and conditions that apply to it).
- 5.2 If Clause 5.1 applies, we will include the amount transferred from the 365 12-Month Fixed Term Deposit Account in the closing balance in the Transfer Account.
- 5.3 We may at any time (and without notifying you first) combine or consolidate the Transfer Account and the 365 12-Month Fixed Term Deposit Account and set off or transfer some or all of money in the 365 12-Month Fixed Term Deposit Account to the Transfer Account to repay any amount by which the Transfer Account is overdrawn or to meet any amount you owe us concerning the Transfer Account and the transactions carried out by you on it. This clause does not limit or affect any other of our rights under law or contract.

6. Interest Rate

- 6.1 We pay you interest at a rate that is fixed for the term.
- 6.2 We show you the interest rate for the chosen product in the version of the Deposit Interest Rates Table that is current when you open the Account.
- 6.3 All interest rates in the Deposit Interest Rates Table are quoted based on a 365 Day calendar year; Interest rates are quoted before the deduction of Deposit Interest Retention Tax (DIRT) at the prevailing rate.

7. How is interest paid to my Account?

- 7.1 We pay you interest at the end of the term only.

8. Account Information and Servicing

- 8.1 You can use the Bank of Ireland 365 Phone or Bank of Ireland 365 Online service to get information and give instructions on your 365 12-Month Fixed Term Deposit

Account and for other services that are permitted under the Terms and Conditions.

9. No Early Termination

- 9.1 You cannot close the Account or terminate the 365 12-Month Fixed Term Deposit Account Terms and Conditions before the end of the term. If the Distance Marketing Regulations apply, this clause does not affect your right to cancel under them.

Part 2: General Terms and Conditions

1. Definitions

- 1.1 "365 Online" means our internet banking service accessed via a web browser;
- 1.2 "365 Phone" means our telephone banking service;
- 1.3 "Account" means the account in your name with us that has the product name shown in the Terms and Conditions for the Chosen Product when you open it; the word "Account" also refers to that account where we give it a new name or number or transfer the money in your Account to a new account in your name (for example, after the Chosen Product ends);
- 1.4 "AER" means annual equivalent rate;
- 1.5 "Bank of Ireland 365" means our 365 Online and 365 Phone banking;
- 1.6 "Banking Day" means any day on which we are open for business in the Republic of Ireland, other than a Saturday, Sunday or bank holiday; and non-banking day means any other day;
- 1.7 "BIC" means the Bank Identifier Code;
- 1.8 "Chosen Product" means the particular deposit account product that you have chosen, that is named in the Terms and Conditions for the Chosen Product and that has the features set out in them;
- 1.9 "Consumer" means a human being who uses the Account or enters the Terms and Conditions for the Chosen Product for purposes other than his or her trade, business or profession;
- 1.10 "Cut-off time" means the latest time in any Banking Day that we can process a particular account transaction, request or instruction on that Banking Day. Further details are available at www.bankofireland.com;
- 1.11 "Digital banking" (a) means our present and future online banking services which can be accessed through 365 Online, Business Online, Bank of Ireland Mobile Banking, and services available on www.bankofireland.com; and (b) includes a reference to 365 Online and/or Business Online, Bank of Ireland Mobile Banking and www.bankofireland.com; where that makes sense;
- 1.12 "DIRT" means Deposit Interest Retention Tax;
- 1.13 "eStatement" means any document or statement provided or made available in electronic form;
- 1.14 "General Terms and Conditions" means the terms and conditions in this Part 2;
- 1.15 "IBAN" means the International Bank Account Number that includes the account number and codes to identify the country, bank and branch of an account;
- 1.16 "Ireland" means the Republic of Ireland;
- 1.17 "Joint Account" means an Account opened in more than one name;
- 1.18 "Joint Account Holders" means the persons in whose names a Joint Account is opened;
- 1.19 "Microenterprise" means an enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed EUR 2 million as defined in Article 1 and Article 2(1) and (3) of the Annex to Recommendation 2003/361/EC as may be amended from time to time;
- 1.20 "negative interest", "negative rate" and "negative rate of interest" and any similar expression each mean a rate of interest that is less than 0% per annum, such that you pay interest to us;
- 1.21 "Paper payment(s)" (a) means cheques, drafts, postal orders, Government warrants, travellers' cheques and other payments in paper form; but (b) does not include banknotes and coins;
- 1.22 "positive interest", "positive rate" and "positive rate of interest" and any similar expression each mean a rate of interest that is more than 0% per annum, such that we pay interest to you;
- 1.23 "prevailing rate" means the rate of interest we apply after the Chosen Product ends or you breach the Terms and Conditions for the Chosen Product. For example, the prevailing rate can be the Variable Rate Call rate;
- 1.24 "PSR" means the European Union (Payment Services) Regulations 2018 and any law that amends or replaces them. Some Terms and Conditions are written to make clear they apply only if PSR applies to the Account. For example, PSR applies to accounts where the customer uses the account for payment transactions and can place, transfer or withdraw funds without any restriction. We call such accounts PSR regulated;
- 1.25 "Sanctions" means economic or financial sanctions or trade embargoes imposed, administered or enforced from time to time by any Sanctions Authority;
- 1.26 "Sanctions Authority" means:
 - i. the United States of America;
 - ii. the United Nations Security Council;
 - iii. the European Union;
 - iv. the United Kingdom; or
 - v. the respective governmental institutions of any of the foregoing including Her Majesty's Treasury, the Office of Financial Sanctions Implementation, the Office of Foreign Assets Control of the US Department of the Treasury, the US Department of Commerce, the US Department of State and any other agency of the US government;
- 1.27 "Sanctioned Country" means any country or other territory subject to a country-wide export, import, financial or investment embargo under any Sanctions (as defined and construed by the relevant Sanctions Authority). A full up-to-date list of sanctioned countries can be found on our website at www.bankofireland.com/sanctions;
- 1.28 "Sanctions List" means any list issued or maintained and made public by any of the Sanctions Authorities as amended, supplemented or substituted from time to time;
- 1.29 "Sanctioned Person" means any person that is:
 - i. listed on, or majority owned or controlled by a person listed on, a Sanctions List;
 - ii. a government of a Sanctioned Country;
 - iii. an agency or instrumentality of, or an entity directly or indirectly owned or controlled by, a government of a Sanctioned Country; or
 - iv. resident or located in, operating from, or incorporated under the laws of, a Sanctioned Country;
- 1.30 "Sort code" means the 6-digit code that identifies a particular bank and bank branch in the Republic of Ireland;
- 1.31 "Taxation law" means the law on taxation in any jurisdiction which applies to the Account or to interest we pay you, for example the Taxes Consolidation Act 1997 as amended and any regulation made under it;
- 1.32 "Terms and Conditions" means the terms and conditions which apply to the Account and include the General Terms and Conditions and the Terms and Conditions for the Chosen Product, as they may be amended from time to time;
- 1.33 "Terms and Conditions for the Chosen Product" means the terms and conditions (in Part 1) that apply to the Chosen Product, in addition to the General Terms and Conditions;
- 1.34 "We", "us", and "our" means the Governor and Company of the Bank of Ireland having its Head Office at 40 Mespil Road, Dublin 4, Ireland and its successors, and legal or equitable transferees or assignees;
- 1.35 "In writing"/"written" includes an electronic or digital instruction, signature or receipt for example, when such things are used where we offer services digitally;
- 1.36 "You" and "yours" means the person or persons in whose name(s) the Account is opened. If you have a Joint

Account, references in these Terms and Conditions to 'you' and 'your' include the Joint Account Holders, together and separately.

2. Your Account – what governs it

- 2.1 The Terms and Conditions apply to the Account.
- 2.2 The operation of your Account is also subject to general banking law, regulation and practice including but not limited to (i) banking and payments regulation, (ii) anti-money laundering and terrorist financing regulation and (iii) data protection regulation. These are in addition to the Terms and Conditions (for example, on matters not covered by them) and we may suspend the operation of your account generally and/or refuse to process or execute individual transactions when required to do so by law. Where permitted, we will advise you that we have blocked your account, or stopped any transaction.
- 2.3 We reserve the right not to open an Account.
- 2.4 You must not use the Account in any way which would breach any Sanction. You must not authorise or knowingly permit any person to use the Account in any way which would breach any Sanction. For example, you must not use the Account or permit a person to use the Account: (a) to make a payment to fund a trade, business or any activity that involves or benefits a Sanctioned Person or a Sanctioned Country; (b) to make a payment to fund a trade, business or activity that takes place in a Sanctioned Country; (c) to take in a payment of money where some or all of it is from a Sanctioned Person or Country; (d) to take in a payment of money where some or all it derives from any activity in a Sanctioned Country or any activity carried out by a Sanctioned Person or Country; or (e) in a way that indirectly involves anything that is mentioned in the previous examples.

3. Account must be kept in credit

- 3.1 You must keep the Account in credit at all times.

4. Paying money into and out of your Account

- 4.1 The Terms and Conditions for the Chosen Product may (a) limit your ability to lodge money to or take money from the Account and/or (b) mean there is a financial disadvantage to you if you take money out of the Account before the Chosen Product ends. PLEASE CHECK THE TERMS AND CONDITIONS FOR YOUR CHOSEN PRODUCT BEFORE YOU TAKE MONEY FROM THE ACCOUNT.
- 4.2 You can pay money into the Account at any of our branches but not if the Terms and Conditions for the Chosen Product say otherwise (for example, if they say you can only pay money in using 365 Online or 365 Phone).
- 4.3 You can take money out of the Account at any of our branches. You can take money out of the Account using 365 Online or 365 Phone where we tell you that it is possible (for example, by a message to you on the phone or on 365 Online). You cannot take money from the Account by standing order, direct debit, or by using an ATM card.

5. Cheques and paper payments

- 5.1 When you lodge a paper payment (for example, a cheque) into your Account, we ask the payer's financial institution to pay the amount to us on your behalf. When the payer's financial institution pays the amount to us, the paper payment is said to be "cleared for withdrawal".
- 5.2 When you consider how much you can withdraw from your Account, you should not count in the value of any paper payment lodged into your Account unless and until it has been cleared for withdrawal.
- 5.3 It can take 5 Banking Days to clear a paper payment for withdrawal that is from an account in an Irish financial institution. It can take considerably longer to clear a paper payment from a financial institution in Northern Ireland or abroad or from a Government office.
- 5.4 If the paper payment is returned unpaid by the payer's

financial institution, we take the amount of the paper payment back out of your Account.

6. Foreign cheques

- 6.1 If you lodge a paper payment (for example, a cheque) to your Account in a currency other than Euro, we convert the amount to Euro using our exchange rate for that currency on the date we add it to your Account. If the payer's financial institution returns the paper payment unpaid, we calculate the amount we take back using our exchange rate for that currency on that date we take the amount back. We are not liable for any loss you may suffer or any expense you have as a result.

7. Interest

- 7.1 *Positive interest.* For so long as positive interest applies to a credit balance on the Account or part of it we pay positive interest on the Account as set out in the Terms and Conditions for the Chosen Product. Any positive rate of interest set out in the Chosen Product Terms and Conditions comes to an end when the Chosen Product ends (for example, the end of the term if the Account is a term deposit).
- 7.2 We pay you positive interest annually typically in March.
- 7.3 If the Terms & Conditions for the Chosen Product or the Deposit Interest Rate Table say the interest rate for the account is variable, the Terms and Conditions that allow us change an interest rate apply to the Chosen Product.
- 7.4 We will give you details of the applicable interest rate(s) on the Account by giving or sending them to you or by showing them in our branches or on our website www.bankofireland.com
The details will include:
 - 7.4.1 The annual percentage interest rate;
 - 7.4.2 The annual equivalent rate (or AER);
 - 7.4.3 Whether the interest rate is a fixed interest rate or a variable interest rate;
 - 7.4.4 Whether the interest rate is a positive or negative rate or is 0% per annum;
 - 7.4.5 Whether tiered interest rates apply to different balances;
- 7.5 DIRT is deducted at the rate set out in tax law, where it applies, to positive interest only.
- 7.6 We (a) quote (b) calculate and (c) pay interest based on a 365 day year. We quote interest rates before the deduction of DIRT (unless we say otherwise).
- 7.7 We calculate interest each day based on the amount of money in the Account.
- 7.8 *Tiering of interest*
 - 7.8.1 We may apply interest rates to your Account in any of the following ways;
 - 7.8.2 We may apply the same interest rate to the entire Account balance;
 - 7.8.3 We may apply different interest rates to one or more parts of the balance on the Account on a tiered basis by reference to;
 - 7.8.3.1 the credit balance on the Account; or
 - 7.8.3.2 the aggregate of the credit balances of the Account and those on some or all of the other accounts you have with us (whether they are of a similar type or not);
 - 7.8.3.3 Where there is tiering of interest rate(s), any reference to "Account" or to the credit balance on the Account in this Clause about tiering includes a reference to part of the credit balance as appropriate, by reference to how the interest rates on the Account are tiered.
 - 7.8.3.4 Any reference in the Terms and Conditions to 'tier', 'tiering' (or similar) of an interest rate shall be a reference to what is provided for in this Clause about tiering.
 - 7.8.4 *Tiered interest rates, groups of companies.* This clause

applies if you are a company or incorporated body in a Group. We may apply different interest rates to one or more parts of the balance on the Account on a tiered basis by reference to the aggregate of the credit balances of the Account and those on some or all of the other accounts you or members of your Group have with us (whether they are of a similar type or not). (This clause applies in addition to any other clause that provides for tiering in the Terms and Conditions). In this clause "Group" means a "group of companies" as defined in Section 8 of the Companies Act 2014.

8. Negative interest

- 8.1 We may at our discretion apply a negative rate of interest to the Account at a rate or rates that we determine. You pay negative interest to us. We can notify you of a negative interest rate: (a) in the documentation we give you when you open the Account which will mean that negative interest will apply from the time you open the Account; or (b) at any time at our discretion by sending you notice in a way allowed for in these General Terms and Conditions in which case the negative interest will apply from the effective date set out in the notice;
- 8.2 If the Terms and Conditions for the Chosen Product set out any negative interest rate or rates, it or they will apply for so long as the Chosen Product Terms and Conditions apply (if such negative interest rate is variable, the General Terms and Conditions that allow us to change the rate will apply to that rate);
- 8.3 If the Terms and Conditions for the Chosen Product do not set out any negative interest rate or rates, we can change any variable interest rate set out in the Terms and Conditions for the Chosen Product to a negative interest rate at any time at our discretion by sending you notice in a way allowed for in these General Terms and Conditions;
- 8.4 The prevailing rate for the Account can be a negative rate. This means, for example, that you may have to pay us prevailing interest at a negative rate when the Terms and Conditions for the Chosen Product end or you breach them;
- 8.5 When we give you details of the applicable interest rate(s) on the Account we will tell you if any rate is a negative rate.

9. About Negative interest

- 9.1 If negative interest applies to the Account, the effect will be that we will calculate negative interest on the credit balance on your Account each day based on the cleared balance on the Account in euros, excluding cents, using the negative interest rate that applies and you will be obliged to pay us negative interest in full and on time. Any amount of negative interest that becomes due by you to us is called a "Negative Interest Amount".
- 9.2 For so long as negative interest applies, the Negative Interest Amount will be due from you on a monthly basis on a date we determine and you will be obliged to pay us the Negative Interest Amount in full and on time.
- 9.3 You permit us to deduct and withdraw any Negative Interest Amount from your Account and the balance on the Account shall be reduced as a result.
- 9.4 For so long as negative interest applies to your Account, you agree to keep enough money in your Account to pay each Negative Interest Amount in full and on time. We can refuse to allow you withdraw money from your Account where we reasonably anticipate that a withdrawal will cause a breach of this clause.
- 9.5 If the amount of money standing to the credit of the Account is not enough to pay in full a Negative Interest Amount due to us (the amount of such shortfall being the "Shortfall Amount") you agree to pay the Shortfall Amount within three Banking Days of the due date for payment of the corresponding Negative Interest Amount (or on our demand).

- 9.7 Nothing in the Terms and Conditions about negative interest shall be interpreted to oblige us to pay you interest on any debit balance that may arise in the Account.
- 9.8 When we change our interest rates we may change a positive interest rate to a negative interest rate or vice versa. We may change (a) a negative rate of interest to a rate that is more negative or less negative; and (b) a positive rate to a rate that is more or less positive. We may change a positive or negative interest rate to 0% per annum. (This clause does not apply to any rate that is fixed under the Terms and Conditions for the Chosen Product).

10. Accurate instructions

- 10.1 You are responsible for ensuring that instructions to pay money into and out of your Account are correct and accurate. We do not check whether any of the information is correct, for example, we do not check the name of the account given to us with a payment instruction.

11. BIC, IBAN, Sort Code

- 11.1 You agree that when we process any payment to your Account, made by yourself or by a third party, we will rely on the BIC, the IBAN or the Sort Code; and the account number that is given with the payment. If these details are not correctly stated by you or by the third party, the payment may not be processed or may be processed incorrectly. We are not liable to you or anyone else if that results in any loss or expense.
- 11.2 If we receive a payment or payment instruction that does not have the information that we need to identify the account that is to receive the payment, for example, an account number and Sort Code (or IBAN and BIC), we may refuse to process it. We will tell you if we refuse to process a payment instruction from your Account for this reason. We will not be liable to you or anyone else if that results in any loss or expense.
- 11.3 If we receive a payment or payment instruction after the relevant cut-off time we will not process it until the next Banking Day. The cut-off time is the latest time on a Banking Day that we can process a particular account transaction. There are different cut-off times for different account transactions. Please contact us at your branch if you have a query on cut-off times or refer to www.bankofireland.com.
- 11.4 If we receive a payment or payment instruction on a non-banking day we will treat it as if we had received it on the next Banking Day.
- 11.5 The financial institution where the payee's account is held controls payment into that account. We are not responsible for that.

12. For PSR regulated accounts: instructions

- 12.1 This clause applies if the Account is PSR regulated.
- 12.2 If we receive your payment instruction from you before the relevant cut-off time, we will process the payment from your Account on the Banking Day ("D") that we receive it (unless you have asked us to pay it on a date in the future). If the payment is in Euro, and the financial institution of the payee is located in the EEA, we will ensure that the financial institution of the payee will receive the payment within one banking day of D (D+1). If a cross border payment is in Sterling, or other EEA currency (non-euro), and the financial institution of the payee is located in the EEA, we will ensure that the financial institution of the payee will receive the payment within three banking days of D (D+3). Where the payment instruction is submitted on paper, the processing time may be an extra banking day ((D+2) and (D+4)). Any other payment instructions may take longer to process.
- 12.3 If you instruct us to make a payment from your account to an account that is denominated in a different currency,

- we may carry out a currency conversion at the prevailing market rate.
- 12.4 If a payment into your Account is received on a Banking Day; the relevant cut-off time has not passed, and the payment does not require currency conversion, other than a conversion from euro to another Member State currency, or vice-versa, we will credit your Account with the payment on the same Banking Day that we receive it. All other payments requiring a conversion will be credited to your Account as soon as the relevant conversion has been completed. You also agree that we have the right to deduct transaction charges from any payment into your Account before crediting it to your Account.
- 12.5 When you (or anyone else) lodge cash to your Account in one of our branches and in the same currency as your Account, we will process it and immediately credit your Account.
- 13. Incorrect, disputed or unauthorised transactions**
- 13.1 If money is paid into or out of your Account in error, you agree to let us reverse the payment and to correct the entries in your Account. If we do this, we do not have to contact you to tell you beforehand. In certain circumstances we may request your authority to recover a misdirected payment which has been credited to your Account. If your authority is not forthcoming, we will provide such of your details as may be required to the relevant payer in order to assist their recovery of the misdirected payment.
- 13.2 You must tell us about any transaction that you did not authorise, or any transaction that was not done correctly without undue delay but no later than thirteen months after the date of the transaction. To report any incorrect, unauthorised or disputed transactions, you may contact us free of charge via the Freephone number listed on our website www.bankofireland.com. You will be responsible to demonstrate to our satisfaction that any such transaction was actually unauthorised or incorrectly executed if you are not a Microenterprise or a consumer.
- 13.3 Our records of transactions may be kept on paper, microfilm, electronically or a durable means. You agree that if there is a dispute between you and us regarding a transaction that, in the absence of obvious error, these records are evidence of dealings in relation to your Account.
- 13.4 If an unauthorised payment is made from your Account, we will refund your Account and restore it to the way it would have been if the unauthorised payment had not happened. If it is later determined that no refund should have been paid, the Bank will be entitled to recover it from your Account without further reference to you.
- 13.5 If any authorised transactions on your Account are incorrectly executed because of any acts or omissions by us, we will refund the transaction and restore your Account to the way it would have been if the transaction had not happened.
- 13.6 In the event we suspect or detect any fraud or unauthorised activity on your Account, we will advise you via phone call, SMS message or email as appropriate. If we deem it necessary we may block your Account and will advise you of the block and how it may be removed.
- 14. Account transaction fees**
- 14.1 We do not charge transaction fees for cash lodgements, cheque lodgements to or cash withdrawals from the Account. However, we could introduce such fees in future. If we do, we will give you notice as required by law. You may be charged a fee on the account you use to fund such a cash lodgement, cheque lodgement or receive such a cash withdrawal.
- 15. DIRT**
- 15.1 By law, we must take DIRT from the positive interest we pay (unless you are exempt from this under Taxation Law and fulfil the required conditions).
- 15.2 The Government sets the rate of DIRT and may change it at any time.
- 15.3 Under Taxation Law, the Revenue Commissioners can ask us to send them details on the interest we pay out and to whom we pay it.
- 15.4 If you are resident in the Republic of Ireland and qualify under Taxation Law, you may be able to get an exemption from DIRT for your Account. To get this exemption:-
- 15.4.1 You must complete a declaration in the form required by the Revenue Commissioners for each deposit account opened; you must do this correctly and within the time limits set out in Taxation Law;
- 15.4.2 You must give us the completed form within the time limits set out in Taxation Law; or, if applying on the basis of permanent incapacity, you must send the form to your local Revenue office;
- 15.4.3 Interest must be paid to the Account or to another account in your name.
- 15.4.4 We strongly recommend you take advice on how Taxation Law applies to you before you open the Account.
- 16. Non-Residents and DIRT**
- 16.1 If you are not resident in the Republic of Ireland under Taxation Law, you may be able to get an exemption from DIRT for your Account. To get this exemption:-
- 16.1.1 You must complete a declaration of non-residence in the form required by the Revenue Commissioners for each deposit account opened; you must do this correctly and within the time limits set out in Taxation Law;
- 16.1.2 You must give us the completed form within the time limits set out in Taxation Law;
- 16.1.3 You must keep €6,500 (inclusive of accrued positive interest) or more in the Account at all times; and
- 16.1.4 Interest must be paid to the Account or to another account in your name.
- 16.2 We will apply DIRT to the positive interest paid to you if the balance on your Account is less than €6,500 (inclusive of accrued interest), even if you are non-resident.
- 16.3 We generally write to you if the clause above applies (but we have no liability to you if we do not).
- 16.4 We strongly recommend you take advice on how Taxation Law applies to you before you open the Account.
- 17. Term Accounts**
- 17.1 Usually, your Chosen Product lasts for a finite period (or "term") only. The length of the term is set out in the Terms and Conditions for the Chosen Product.
- 17.2 Sometimes, the Terms and Conditions for the Chosen Product may allow you to choose from a list of alternative terms (for example, they may allow you choose a term of 3, 6 or 12 months). We confirm your choice of term to you in writing.
- 17.3 We calculate terms in weeks. For example, a 6 month term is one of 26 weeks, a 1 year (or 12 month) term is one of 52 weeks, a two year (or 24 month) term is one of 104 weeks.
- 17.4 The term starts on the day we give you your account number and this may be earlier than the day you first pay money into the Account.
- 17.5 The term always ends on a Banking Day. If (but for the rest of this Clause) the term would otherwise end on a non-banking day, it will end on the next Banking Day to occur.
- 17.6 If the Account is a term account we add any positive interest at the end of the term and then pay it to you (or, if you tell us to, we pay it to another account in your name with us). If we apply a negative interest rate during the term we take it from the Account on the last day of the term. Different arrangements for the payment of interest

will apply if the Terms and Conditions for the Chosen Product say so.

18. When the Chosen Product comes to an end or if Terms and Conditions are breached

18.1 This Clause sets out what happens when the Chosen Product comes to an end or the Terms and Conditions (including those of the Chosen Product) are breached. If the Terms and Conditions for the Chosen Product provide for what happens when the Chosen Product ends, those provisions will apply instead of this Clause (or they will apply to the extent that they differ from what this Clause contains).

18.2 You can tell us to move the money in your Account to another Chosen Product or product type or to pay it to you on the date when the Chosen Product comes to an end. If you do, we will obey your instruction. If you do not or if the Terms and Conditions are breached, the Terms and Conditions will continue to apply with the following differences:

18.2.1 We may change the product name of your Account from the Chosen Product name to another name (for example, we can re-name it as a Variable Rate Call account) and/or we may give the Account a new account number;

18.2.2 We will apply interest at the prevailing rate. The prevailing rate can be positive, negative or 0%. For so long as the prevailing rate for the Account is (i) a positive rate we pay you interest at a positive rate; (ii) 0% per annum we will not pay you interest and you will not pay us interest; and (iii) a negative rate you pay us interest at a negative rate.

18.2.3 The Terms and Conditions for the Chosen Product will no longer apply; for example you will be free to take money from your Account at any time.

18.2.4 You will be able to take money out of the Account without prior notice.

19. Account statements

19.1 Subject to the rest of this Clause we will provide or make available to you a written receipt or record of Account (i.e. transaction receipt or statement) setting out the following details in respect of all Account transactions:

- (i) a reference enabling you to identify each transaction;
- (ii) the amount of the transaction;
- (iii) the amount of any charges applied to the transaction;
- (iv) where applicable, the exchange rate applied to the transaction;

19.2 The transaction information set out above will be provided or made available to you free of charge

(a) as individual transaction receipts, or

(b) in periodic statements at the following frequencies:

- (i) PSR regulated Account – Monthly or as often as we have agreed with you except where (during the relevant statement period) you carried out less than 4 transactions or your Account balance is below €20. You will always receive a statement at least annually.
- (ii) Non PSR regulated Account – Once a year or as often as we have agreed with you, except where your Account balance is below €20 and there have been no transactions since the previous statement was issued.

You can notify us to agree a different statement frequency or receive individual transaction receipts.

19.3 Once your Account is registered for Digital Banking and eStatements are available for your Account, you will have access to eStatements for your Account and you will not receive paper versions of some or all documents or statements for your Account. If you request a paper copy of an eStatement we will treat this as a request for a duplicate statement and it will be managed in line with our duplicate statement process. You agree that any

obligation to provide you with documents or statements in these terms and conditions or any other terms and conditions agreed between you and us, are satisfied when we provide you with the relevant document or eStatement or make it available to you. Any reference to documents or statements in these terms and conditions or any other terms and conditions agreed between us, shall include a reference to documents in electronic form and eStatements as the reference so requires. eStatements can be viewed and downloaded by you and will be stored by us in accordance with your Digital Banking terms and conditions. We will send a notification by email, SMS, or other channel using the details you have provided through Digital Banking when a new eStatement or document is available. It is your responsibility to update your contact details if they change. You can do this through Digital Banking. You may be able to opt out of receiving some notifications by editing your preferences through Digital Banking. You will be deemed to have received an eStatement once that eStatement is available through Digital Banking.

20. Identification

20.1 We have legal duties under laws concerning money laundering, financing of terrorism and taxation. You agree to give us the following information to allow us fulfil these duties:-

20.1.1 Proof of your identity, address and your PPSN or other form of tax number;

20.1.2 How you got the money that you wish to pay into your Account; and

20.1.3 Facts about the person, business or group to whom you wish to pay money from your Account.

20.2 Before you pay money into or out of your Account in one of our branches, we can sometimes ask you to show us (and allow us copy) proof of your identity for example, a passport or photo driving licence. We do this in order to protect your Account from the risk of fraud or following a period of inactivity on your Account.

20.3 We may take whatever action we consider appropriate under any law (Irish or otherwise) (a) against fraud, money laundering or terrorism; or (b) concerning financial and other sanctions against people, organisations or states. For example investigating and stopping payments into and out of the Account. This may delay or prevent us from obeying an instruction you give us concerning the Account. You acknowledge and agree that we are not liable for any loss, damage or liability suffered by you or anyone else which arises as a result.

21. Changes to the Terms and Conditions

21.1 We may add to or change the Terms and Conditions at any time. For example we may provide for new transaction charges or change existing ones.

21.2 We will tell you in advance if we add to or change these Terms and Conditions. The type and amount of notice that we will give you will follow the laws and regulations that apply at that time and may be by letter, electronic mail, telephone (including recorded message) or other means of communication we deem appropriate.

21.3 If we change or add to these terms and conditions, you may end this contract and close your Account free of charge but first you must pay us any money you otherwise owe us in connection with your Account.

21.4 If we tell you about any change to the Terms and Conditions and you do not ask us to end this contract before the effective date of the change, you will be deemed to accept the change.

21.5 This clause does not apply changes in interest rates, the next clause does instead.

22. Changes to interest rates

22.1 We may change our interest rates up or down at any time. We will tell you of changes in interest rates in a

- way that complies with law. We will choose the way that we tell you; we can do it by letter, electronic means, telephone (including recorded message) or other means of communication we deem appropriate.
- 22.2 If a change is to your benefit we may decide to make the change immediately and tell you afterwards.
- 22.3 We cannot change interest rates when the interest rate is fixed, as set out in the Terms and Conditions for the Chosen Product, or the Deposit Interest Rates Table.
- 23. Losses and expenses caused by breaking contract**
- 23.1 If you break the Terms and Conditions, and that causes us, our officers or employees to suffer any loss or have any expense, you will compensate us (or them) in full if we ask you.
- 24. Joint Accounts**
- Where the Account is a Joint Account the following applies:
- 24.1 If your Account is held jointly in the name of two or more persons at any time, each of you is jointly and severally liable under these terms and conditions and for any instruction we get from any of you. This means we can ask all or any one of the Joint Account Holders to:
- (a) pay us any money owing to us in connection with your Account; and
- (b) meet any obligation concerning your Account.
- 24.2 Unless we have agreed that we need the consent of each Joint Account Holder or have a legal obligation to get this consent, we can act on the instructions of only one of you. This means any one of you can ask us to do certain things with the Account without the other Joint Account Holders knowing, including closing the Account, taking all or any money out of the Account, asking for communications (including statements) to be provided electronically or on paper or ending services.
- 24.3 When we send any notice to any one of you (including any eStatement or statement or document in paper form) this will be deemed to be notice to all of the Joint Account Holders.
- 24.4 Unless we have a legal obligation to do so we won't ordinarily ask or enquire about the reasons for any instructions or reconfirm these instructions with any other Joint Account Holder even when there is a dispute among the Joint Account Holders.
- 24.5 Unless you have instructed us otherwise in writing and in a form agreed by us, on the death of any Joint Account Holder any money standing to the credit of the Joint Account will be paid to or at the order of any surviving Joint Account holder(s). This clause is (a) subject to compliance with any legal requirements; and (b) is without prejudice to our right of set-off or any other of our rights acquired by law.
- 25. Reading this document and other matters**
- 25.1 Each of the Terms and Conditions is separate from the others. If any Term or Condition is illegal or cannot be enforced now or in future, the rest of the Terms and Conditions will remain in full force and effect.
- 25.2 Where there is a conflict between the General Terms and Conditions and the Terms and Conditions for the Chosen Product, the latter will prevail.
- 25.3 If we do not enforce the rights we have under the Terms and Conditions or we delay enforcing them, we may still enforce those rights in the future. This applies even if we did not enforce or delayed enforcing those rights on many occasions.
- 25.4 In the Terms and Conditions we sometimes give an example of something covered by a clause or definition. We do this to assist you. The meaning and scope of the Terms and Conditions is never limited to these examples.
- 25.5 We include the headings to clauses in this document to assist you; they do not form part of the legal agreement between you and us.
- 25.6 When a person performs a transaction on your behalf in relation to your Account, the Terms and Conditions will apply just as if you had performed the transaction yourself. Each reference to "you" should be read as such.
- 25.7 A reference to a "person" includes a human being, corporation, partnership or organisation.
- 25.8 A reference in the singular includes a reference to the plural and vice versa, where this makes sense (for example, "person" can mean "persons", and "persons" can mean "a person").
- 25.9 Any reference to "interest" or "interest rate" or "rate of interest" in the Terms and Conditions is a reference to interest that applies to a credit balance in the Account and includes a reference to a positive rate of interest; a negative rate of interest and a rate of interest of 0% per annum (unless the context indicates otherwise).
- 26. Making a complaint/the Financial Services and Pensions Ombudsman**
- 26.1 We want to provide you with excellent service at all times and hope we do not give you grounds for complaint. However, if you wish to make a complaint, you may do so by writing to us at Group Customer Complaints at the address listed on the complaints page of our website (www.bankofireland.com). You can also inform your bank branch or any branch near you about your problem. You also have the choice to make the complaint to our Customer Care Unit by phone on 0818 200 365 (+353 1 404 4000 if calling from abroad.)
- If we cannot resolve your complaint within five Banking Days, we will respond to your complaint in writing, or, if we hold an email address for you, you agree we may respond by email.
- If you are not satisfied with our response you can refer the matter to the Financial Services Ombudsman by writing to The Financial Services and Pensions Ombudsman, Third Floor, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.
- 27. Ending this agreement**
- 27.1 You may ask us to close your Account at any time, subject to the Chosen Product Terms and Conditions, by writing to the branch where you opened the Account. If you close the Account before the Chosen Product matures, the next clause (which is about broken funding and reduced interest) could apply. If you close your Account, (a) we will pay you any balance on your Account; and (b) you will pay us everything you owe us in relation to your Account (for example, any overdrawn balance).
- 27.2 If you withdraw money from the Account or close it before the Chosen Product matures, there may be a funding loss which we will require you to compensate us for and/or the interest rate may be reduced. See details in the Terms and Conditions for the Chosen Product.
- 27.3 We may end these Terms and Conditions and close your Account by giving you two months' notice.
- 27.4 We may close your Account immediately or block any payments from it if:
- 27.4.1 you die;
- 27.4.2 you are declared bankrupt or insolvent in Ireland or anywhere else;
- 27.4.3 if you seek legal protection from your creditors or enter a composition or settlement agreement with your creditors whether under a statutory scheme or otherwise.
- 27.4.4 you have failed security checks;
- 27.4.5 we have reason to suspect there is unauthorised or fraudulent activity on your Account even where we think you are innocent;
- 27.4.6 we are required to do so by law, regulation or direction from an authority we have a duty to obey;
- 27.4.7 the balance on your Account is between zero and €10.00 and you have not carried out an account

transaction on it for a period of 12 months or more; or

- 27.4.8 you have breached the Terms and Conditions.
- 27.5 We do not have to notify you beforehand if we close or block your account for any reason listed above. We are not liable to you or anyone else if we close or block your Account for any reason listed above.
- 27.6 We will tell you how the block on your Account can be removed (if it can be).
- 27.7 *BOI not liable for disruption beyond our control.* We are not liable to you or anyone else if services concerning your Account are interrupted for reasons beyond our reasonable control, for example act of God, failure of electrical power, strike, industrial action, breakdown or malfunction of equipment or software.

28. Notices

- 28.1 We may give you notice of anything which concerns the Account:
- 28.1.1 by sending you a letter by prepaid ordinary post to your address last known to us. If we do, you will be deemed to receive the letter the day after posting; or
- 28.1.2 in any other way allowed by law.

29. Law & Language

- 29.1 The Terms and Conditions and any matter arising from your account are governed by the laws of the Republic of Ireland and the courts of the Republic of Ireland will have exclusive jurisdiction in connection with them and your Account.
- 29.2 The English language is and will be used for the purpose of interpreting these Terms and Conditions of the Account and for all communication in connection with the Account.
- 29.3 Any references to law (for example, Taxation Law) in these Terms and Conditions are accurate on the print date or publication, and may not reflect later changes in law.

30. PSR- if you are not a Microenterprise or Consumer

- 30.1 Notwithstanding any prior agreement, you acknowledge and agree that all notice and information requirements set out in PSR do not apply to the Account. This clause does not apply to you if you are a Microenterprise or Consumer.

31. Counting the total amount you deposit with us

- 31.1 We can include the total amount of money you have on deposit in all the accounts you have with us to help us decide:
- (a) what interest rate we should apply, for example, if it should be a negative interest rate; or
- (b) whether you meet any rule that limits the amount you can deposit with us; or
- (c) for other purposes where such a calculation is needed. When we calculate that total we can include:
- (i) any account in your sole name; or
- (ii) any account that is in the joint names of you and another person or any number of other persons.
- We will count joint accounts in one of the ways that follows.
- 31.2 *Counting joint accounts.* When we calculate what money you own in a joint account:
- (a) we can count your share of it; and
- (b) when we include your share of a joint account we can treat all joint accounts as being owned by the account holders in equal shares (for example, we assume customers each own half of an account in two joint names; or a third each of an account in three joint names) unless all of the account holders tell us in writing that the shares are not equal.

- 31.3 *Alternative way of counting joint accounts.* We can, in the alternative, count all accounts in the same joint names together. If you have a share in a joint account we include in this alternative way, we will not also include that share in any other calculation of the total of the amount you have on deposit with us.

Note: The following information is relevant to you if you opened or changed your Account product without face to face contact with us (for example, by phone or internet).

Information about your Distance Contract pursuant to the European Communities (Distance Marketing of Consumer Financial Services) Regulations 2004

About us

The Bank's Registered Office and Head Office is at 40 Mespil Road, Dublin 4. The registered number of Bank of Ireland in the Companies' Office is C-1 and the Bank's VAT number is IE8Y42002P. The Bank is licensed under the Central Bank Act 1971. If you wish to contact the Bank in connection with the Account, please write to the Bank of Ireland branch where you opened the Account.

Our main business

The principal business of the Bank is the provision of retail financial services to customers. This includes taking deposits and lending.

Description of the main characteristics of the financial services with which we are supplying you

We provide deposit accounts. Part 2 contains General Terms and Conditions which govern these deposit accounts and describe how they work. The Terms and Conditions for the Chosen Product you have selected are above; they describe the particular character of that product and are contained in this document.

Your right to cancel

You may cancel the Account under the European Communities (Distance Marketing of Consumer Financial Services) Regulations, 2004 (the "Regulations") within 14 days of the opening of the Account by writing to your Account opening branch. Any credit amount in the Account and interest due at the date of cancellation will be returned to you. If you do not exercise your right to cancellation, the Terms and Conditions that apply to the account continue to apply.

Fees

We do not charge a fee for opening the Account or for allowing you to make cash lodgements, cheque lodgements, or cash withdrawals (we reserve the right to introduce fees in future, for details see the General Terms and Conditions).

DIRT

We deduct Deposit Interest Retention Tax at source on any interest we pay customers unless you are exempt from this under Taxation law and fulfil all of the required conditions. For more details, see the General Terms and Conditions. The government sets the rate of this tax. The rate of DIRT in force on the date of interest payment, applies to all interest paid on that date.

Payment and performance

We pay interest and (in general) either add it to your Account or pay it to another Bank of Ireland account in your name.

Minimum Duration

The agreement can last for a particular period of time (or term) or it can be for an indefinite period. The Terms and Conditions for your Chosen Product will set out what applies.

Early Termination

We may end the agreement by giving you two months' notice. We may end the agreement if you break the terms and conditions which apply to the Account or if certain things happen, for example, if you die, become bankrupt, or we are required to close the account by law. The General Terms and Conditions include further detail on this.

Governing law and language

The Account will be governed by and construed in accordance with the laws of Ireland, and the courts of Ireland shall have exclusive jurisdiction to resolve any disputes in connection with the Account. The English language will be used for the purpose of interpreting the terms and conditions of the Account and for all communication in connection with the Account.

Making a complaint

We want to provide you with excellent service at all times and hope we do not give you grounds for complaint. However, if you wish to make a complaint, you may do so by writing to us at Group Customer Complaints at the address listed on the complaints page of our website bankofireland.com/help-centre/customer-complaints-process. You can also inform your bank branch or any branch near you about your problem. You also have the choice to make the complaint to our Customer Care Unit by phone on 0818 200 365 (+353 1 404 4000 if calling from abroad.)

If we cannot resolve your complaint within five Banking Days, we will respond to your complaint in writing, or, if we hold an email address for you, you agree we may respond by email.

In the event that you are not satisfied with our response you can refer the matter to the Financial Services Ombudsman by writing to The Financial Services and Pensions Ombudsman, Third Floor, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

This information is valid on the date of publication 22 February 2019.