

COPY OF COMMUNICATION NO. 3

We look forward to welcoming you to Bank of Ireland.

You recently received a communication from us explaining important changes we're making to how we manage your mortgage loan that differ from KBC.

We're writing to you now because you have an AXA Policy in place for your mortgage loan. This letter explains a change we'll be making to the way we collect the AXA premiums and how you will need to set up a new direct debit to pay the AXA premiums if you want to keep the AXA Policy in place when your mortgage loan is transferred from KBC to us.

Your AXA Policy

Your AXA Policy is designed to cover your mortgage loan repayments for up to 12 months if you become ill, disabled or unemployed as long as your claim meets the terms and conditions of the policy. You pay monthly premiums for your AXA policy (the "AXA premium"). **We encourage you to review your AXA Policy to make sure it continues to meet your needs and remains good value** (see "How do I review my AXA Policy" below).

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|--------------------------------|----------|
| Your AXA premium amount | € |
|--------------------------------|----------|

Each month you pay the premium for your AXA Policy to KBC by direct debit. KBC pays the AXA premium to AXA on your behalf. When your mortgage loan is transferred to us, we'll take over KBC's role in collecting the AXA premium from you and paying them to AXA. The way we'll do this is different to the way KBC does it today.

What does this mean for me?

We need you to take an action to make sure we can continue to collect the AXA premium from you (see “**What action do I need to take?**”).

At present KBC collect **one** direct debit from you which covers the following:

- ▶ The monthly repayment you are due to pay under your mortgage loan
- ▶ The AXA premium, which is the amount shown above

When your mortgage loan transfers to BOI, we will need to collect 2 separate direct debits from you.

Your existing direct debit will be used to pay your monthly mortgage loan repayment only.

As a result of this, your mortgage repayment direct debit will be lower than what you are used to paying. This is because the amount of this direct debit will automatically adjust to match your mortgage loan repayment amount only and will not include your AXA premium. For us to continue to collect AXA premiums from you **we need you to set up a separate direct debit.**

What action do I need to take?

You'll need to set up a separate direct debit for your AXA premiums if you wish to keep your AXA Policy in place. We have enclosed a new direct debit mandate form and instructions on how to complete and return it to us.

Please note: If you have a joint account, **only one** account holder needs to set up a new direct debit.

Why are BOI making this change?

Unlike KBC, our banking systems for mortgage loans are designed to collect payments due under your mortgage loan only. This means that, if you wish to keep your AXA Policy in place, you need to have a separate direct debit in place for your AXA premiums.

How do I review my AXA policy?

To review your AXA Policy, you'll need to read your AXA Policy document. To request a copy of your AXA policy document please contact KBC on the number below.

It is vital you consider your present circumstances to make sure you are still covered under your AXA Policy. For example, you are not covered by the AXA Policy if:

- ▶ You are past your 65th birthday
- ▶ You permanently retire before your 65th birthday
- ▶ Your mortgage loan is repaid in full

These are only a few examples and are no substitute for reading your AXA Policy.

We strongly recommend you get independent legal and/or financial advice on your AXA Policy.

What happens if I do not set up a direct debit with BOI for my AXA premium?



If you do not set up a direct debit to pay your AXA premium(s) you may lose cover under your AXA Policy.

For example, if you miss 3 monthly AXA premiums in a row your AXA Policy automatically ends (and you won't get back any AXA premium you paid in the past). If you miss just one monthly AXA premium, you cannot make a claim under your AXA Policy unless the missed payment is paid first.

Will Bank of Ireland pay any monthly AXA premium I miss to AXA?

No, we will not pay AXA any monthly AXA premium(s) on your behalf unless you first pay it to us by the separate direct debit we are asking you to set up.

We understand that in the past KBC paid AXA premiums to AXA even where a mortgage borrower did not first pay it to KBC. KBC were not obliged to do this under the terms and conditions of the AXA Policy or of KBC's mortgage loans. We will not be continuing this concession.

Who can I contact if I have questions?

If you've any questions about this communication, please don't hesitate to contact Bank of Ireland's KBC Transition Support team on 0818 210 290, 8am - 8pm Monday – Friday (excluding bank holidays) or + 353 1 250 0305 (if calling from outside Ireland). Alternatively, you can find answers to some frequently asked questions (FAQs) at boi.com/KBCsupport. If you have questions about how your mortgage loan or AXA policy is managed today, please continue to contact KBC on 1800 93 92 44.

Again, we look forward to welcoming you as a BOI customer and supporting your financial wellbeing into the future. Remember to visit boi.com/KBCsupport for more information.

Please note: If you've recently cancelled the AXA policy referred to above, please ignore this communication.

Important information to note

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| <p>What if I need some extra help?</p> <p>If you've questions or need more information about what we're saying or asking you to do, please let us know. For example, you may need this information in a different language or format (e.g. audio, braille, large text), you may have been impacted by a recent life event or you may have an accessibility impairment. Our staff have lots of experience serving customers with various needs and we'd be delighted to help you.</p> | <p>What if someone else represents me or helps me concerning arrears?</p> <p>If we find from your file that you have provided KBC with written permission to deal with a financial adviser or someone who assists you concerning arrears, we'll continue to deal with them on your behalf. We may (in some cases) ask for your permission first. If you do not want us to continue to deal with a financial adviser or someone who assists you concerning arrears, please visit a branch or write to Bank of Ireland ROI Collections, Baggot Plaza, 27-33 Upper Baggot Street, Dublin 4 D04 VX5 and we'll remove them as a contact on your account.</p> |
| <p>What if someone else represents me or helps me with my account?</p> <p>If you have a financial advisor or someone who assists or represents you on your mortgage loan and you'd like them to continue to do so when your mortgage loan transfers to BOI, please:</p> <ol style="list-style-type: none">i. show them this letter ANDii. call the Bank of Ireland KBC Transition Support team after your account moves to Bank of Ireland and give us their contact details <p>Please note: We may also ask for your written permission to contact them about your mortgage loan.</p> | <p>Why am I getting this letter? I'm not the customer of the account.</p> <p>We understand that you have a role or function that concerns this account. For example, you may act under a power of attorney, or you may act on behalf of the customer in some other way.</p> <p>If you act on behalf of multiple KBC customers you may receive multiple copies of this communication.</p> |
| <p>Be mindful of fraud.</p> <p>Please be extra vigilant about any emails, texts or calls you receive over the coming weeks and months. Fraudsters may try to exploit the situation by pretending to be BOI or KBC and ask you to register your details, or re-register your information. Fraudsters can also insert a fake text into a thread of genuine BOI or KBC text messages. If something doesn't seem right, don't click and don't reply. If someone calls you asking for your banking details, hang up.</p> <p>To be sure that a BOI text is genuine you can use our 'Check your text' service. If you receive a text that claims to be from us but you're not sure if it's genuine, here's how to check it:</p> <ol style="list-style-type: none">1. Copy the text you wish to verify2. Open a new message3. Add the word CHECK and paste the text in after it in the same message4. Send for free to 50365 <p><u>Remember Bank of Ireland will never text or email you with a link asking for your one-time-passcode, your full 365 PIN or your full online banking login details. For more information, please visit the 'Security and Fraud' section on our website.</u></p> | |