

COPY OF COMMUNICATION NO. 2

We look forward to welcoming you to Bank of Ireland.

When is your account transferring to Bank of Ireland?

KBC Bank Ireland plc (KBC) recently advised you that ownership of KBC deposit accounts will be transferring to Bank of Ireland (BOI). KBC will transfer legal ownership of your deposit account to BOI on a date no earlier than 03 February 2023. We call this the “legal transfer date”.

We plan to move your deposit account to BOI systems on a date no earlier than 17 February 2023. We call this the “service transfer date”. From the service transfer date, BOI will manage and service your deposit account. Changes to the terms and conditions (T&Cs) for your deposit account will also take effect on the service transfer date. We’ll write to you to confirm the legal transfer date and the service transfer date once they have occurred, see ‘What communications can I expect to receive from BOI?’ in the enclosed brochure.

KBC will continue to manage and service your account right up to the time when we complete the move of your deposit account on the service transfer date.

The move from KBC to BOI will happen over a weekend, meaning you can access your account in BOI from Monday 20 February 2023.



If you need to access your money before 10am on Monday, 20 February 2023, you should transfer money from your KBC deposit account before Friday, 17 February 2023.

When will you get your new BOI account number?

From 20 February 2023, your account will have a new BOI account number. We aim to send this to you by 23 February 2023. If you need your new BOI account number to lodge, withdraw or transfer money before we send it to you, or you have any other questions please contact us on the number below.

How do you access your account after the transfer?

- ▶ **If you have an existing BOI Business current account and are registered for Business On Line** - you can:
 - ▶ add your new BOI account number to your dashboard, view your balance and make transfers online. Search 'Business On Line' on our website for more information.
- ▶ **If you don't have an existing BOI current account** - you can:
 - ▶ apply for Business On Line and manage your account digitally. If you would like to talk to us about this, search 'make an appointment' on our website.
 - ▶ visit our branches to get your account balance, withdraw cash, request a bank draft or arrange a credit transfer to another BOI or non-BOI account. We can only accept instructions from authorised signatories to the account in accordance with the account mandate. This is to protect your deposit account and prevent fraud. To find your nearest branch or get more information on the services provided in each branch, search 'branch locator' on our website.

Will the interest earned on your account stay the same?

Yes, there will be no change to the amount of interest your account will earn when your account transfers to BOI. The rate on your account is variable. The rate that exists immediately before the service transfer date will apply. As with any variable rate, we can vary it in future.

We'll confirm your new account details in writing after the service transfer date.

Will there be differences between KBC and BOI T&Cs?

Yes, your Client account in KBC is a demand account with full payment services and access to online banking. Your account in BOI will be a Business current account (not a demand deposit account), have full payment services and you can register for online banking (Business On Line).

There are some other differences due to how KBC and BOI systems work, but we have kept these to a minimum. We explain these differences, (e.g. the name of your account), in the enclosed brochure, "A Guide to your Bank of Ireland Client accounts/Business current accounts". Please take the time to read about them as they'll take effect on the service transfer date. We also enclose:

- ▶ A new set of Terms & Conditions for the BOI Business current account
- ▶ Information on the Deposit Guarantee scheme

What if you don't want the T&Cs of your deposit account to change?

We appreciate that you may not want to accept BOI's T&Cs. If this is the case, you'll need to make arrangements with KBC to close your KBC account before the service transfer date. The service transfer date will be no earlier than 17 February 2023. We'll write to you shortly after the service transfer date to confirm when it occurred. If you do not close your account before you get a communication confirming the service transfer date, we'll take this to mean that you have accepted BOI's T&Cs.

What if you're a joint account holder?

If your account is held jointly with another person/people, they may also receive a copy of this letter.

Who can you contact if you 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 deposit account is managed today, please continue to contact KBC on 1800 93 92 44, Monday – Friday 8am-8pm; Saturday and Sunday 9am-5pm.

Why am I getting this letter? I'm not the customer of the account.

We understand that you have a role or function that concerns this account. For example, you may act under a power of attorney, you may be a personal representative of a deceased person or you may act on behalf of the customer in some other way. As KBC is transferring this account to us, you must be notified of the transfer alongside the customer. If you act on behalf of multiple KBC customers (e.g. you're a solicitor), you may receive multiple copies of this communication.

Be mindful of fraud.

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.

Bank of Ireland will never send you texts or emails with a link to a login page or website which asks you to share banking, one-time passcode or personal details. You can find more information about fraud prevention at boi.com/SecurityAndFraud.

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 have more than one KBC deposit account that is due to transfer to BOI, you'll receive a copy of this communication for each deposit account you hold.