

COPY OF COMMUNICATION NO. 2

We look forward to welcoming you to Bank of Ireland.

When is my account transferring to Bank of Ireland?

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

We plan to move your credit card account to BOI systems on a date no earlier than 08 February 2023. We call this the “service transfer date”. From the service transfer date, BOI will manage and service your credit card account. The name of your credit card when it transfers to BOI will be Switch credit card. Changes to the terms and conditions (T&Cs) for your credit card 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?’

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

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

Yes, there are some differences, but we have kept these to a minimum. We explain these differences on page 4 of this letter. Please take the time to read about them as they'll take effect on the service transfer date. We also enclose a set of T&Cs for your new Switch credit card.

What action do I need to take now?

If you're happy to accept the changes to your credit card T&Cs, you do not need to take any action with BOI right now. However, please inform any additional cardholders of these changes. In the meantime, please continue to use your KBC credit card as normal. Details about when you will receive your new Switch credit card will be sent to you. This is outlined in the **‘What communications can I expect to receive from BOI?’** section below.

What if I don't want the T&Cs of my credit card 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 repay your credit card balance in full and close your account before the service transfer date. The service transfer date will be no earlier than 08 February 2023. We'll write to you shortly after the service transfer date to confirm when it occurred. If you do not close your KBC 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 someone else represents me or helps me with my account?

If you have a financial advisor or someone who assists or represents you on your credit card account and you'd like them to continue to do so when your credit card account transfers to BOI, please:

- (i) show them this letter
AND
- (ii) call Bank of Ireland's Transition Support team to give us their contact details

Please note: We may also ask for your written permission to contact them about your credit card account.

What if someone else represents me or helps me concerning arrears?

If we find from your file that you have a financial adviser or someone who assists you concerning arrears, we'll get in touch to ask if you'd like them to continue to deal with us on your behalf. We'll also ask for your permission for us to contact them.

What if I need some extra help?

If you've any 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.

Who can I contact if I have questions?

If you've any questions about this communication or the T&Cs enclosed, please don't hesitate to contact Bank of Ireland's KBC Transition Support team on 0818 210 290, Monday – Friday 8am - 8pm (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've questions about how your credit card 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, card or personal details. You can find more information about fraud prevention at boi.com/SecurityAndFraud.

Don't forget: KBC current accounts are not automatically moving to BOI. If you have a current account, KBC may have written to you with more information about current accounts and the steps you will need to take to open a new one. You can also access the simple steps to open BOI current accounts at boi.com/KBCsupport or by calling Bank of Ireland's KBC Transition Support team for help if required.






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 and a full copy of our T&Cs.

Below is a brief summary of some things that will change and some that won't.







This document contains information only about our terms and conditions (T&Cs). It is not a copy of our T&Cs. Therefore, it is not part of our legal agreement and it does not change any of the T&Cs. We encourage you to read our full T&Cs document which is enclosed with this letter.

Please note: Your existing KBC T&Cs covered multiple product types (e.g. credit cards, current accounts and overdrafts). These T&Cs are credit card specific and therefore we have only included the T&Cs for credit cards.





► Things that will stay the same

What's staying the same?	Details
 <p>Your interest rates, fees and charges</p>	<p>With the exception of two positive changes, noted in the 'Things that will change' table below, your interest rates, fees and charges will stay the same.</p> <p>Please note:</p> <ul style="list-style-type: none"> (i) Although all interest rates, fees, and charges will stay the same (with the exception of two positive changes), the Annual Percentage Rate (APR) included in your new BOI T&Cs is slightly higher. This is because BOI calculates the APR that it displays in its T&Cs in a different way to KBC. Please be assured however that the actual costs relating to your credit card will remain the same. An explanation of this is included in the FAQs on our website available at boi.com/KBCsupport. (ii) While the Currency Conversion fees will now be referred to as Cross Border Handling fees, there will be no change to the amount of the fee being charged.
 <p>Your statements</p>	<p>You will continue to receive paper statements.</p> <p>Please note: There will be no change to the date we send your statement or to the due date by which you must make a payment.</p> <p>You won't receive a statement if:</p> <ul style="list-style-type: none"> (i) you are not due to make a payment to us and (ii) the account has a credit balance of €5 or less.
 <p>Your credit limit</p>	<p>Your credit limit will stay the same.</p> <p>Please note: There is a difference in the notice period for credit limit reductions. KBC reserve the right to reduce the credit limit at any time on 15 days' notice. In BOI we'll give you two months' notice of any reduction of credit limit. However, if you're in breach of your T&Cs we can notify you that it will be reduced immediately.</p>
 <p>Existing instalment plans</p>	<p>If you have an instalment plan in place, it will automatically move to your new BOI account from the service transfer date.</p>
 <p>Interest on cash</p>	<p>There will be no change to how interest is calculated for cash advances and you will continue to enjoy an interest free period for these transactions.</p> <p>Please note: We have updated our T&Cs to reflect this interest free period for cash advances, as the current KBC T&Cs do not include this interest free period.</p>

► Things that will change







What's changing?	Details
 <p>Your interest rates, fees and charges</p>	<p>There are two changes being made:</p> <ul style="list-style-type: none"> (i) A lower interest rate of 6.7% variable will be applied to existing and new instalment plans that are set up after the service transfer date. (ii) The Digital Key replacement fee will no longer apply. <p>Please note: There is no charge under BOI's T&Cs for duplicate statements, cheque processing, or replacement credit cards.</p>
 <p>Minimum payments</p>	<p>The contractual monthly minimum payment will change from 5% to 2.5%. The minimum payment due will be 2.5% of the outstanding balance on the credit card account or €5, whichever is the higher amount. If the outstanding balance is less than €5, you'll need to pay the balance in full.</p>
 <p>All cardholders</p>	<p>All cardholders will be sent a new card and PIN.</p>
 <p>Your ability to use the digital wallet on your smart wearable (e.g. Fitbit)</p>	<p>BOI cannot currently facilitate payments made using Fitbit Pay™, Garmin Pay™ or Wena Pay™. This means you will not be able to use your smart wearable to make payments. However, you can continue to use Apple Pay™ or Google Pay™ on your smartphone/ device in-store or online.</p>
 <p>Number of additional cardholders</p>	<p>From the service transfer date, the maximum number of additional cardholders per account will be limited to 3. As mentioned above, all existing additional cardholders will be sent a new card.</p>
 <p>Instalment plan features</p>	<p>An instalment plan is a feature that allows you to repay larger purchases made with a credit card, together with interest at the instalment plan rate, over an agreed length of time.</p> <p>If you set up a new instalment plan after the service transfer date, you will notice some changes to previous restrictions. From the service transfer date:</p> <ul style="list-style-type: none"> ► The minimum transaction value for instalment plans is being lowered from €500 to €250. This means you can move recent purchases of €250 or more onto an instalment plan. ► The cap of two plans will be removed and you can have multiple instalment plans in place at any one time up to the credit limit available on your account. ► Purchases may be placed on an instalment plan for the full amount of your credit limit and the cap of 80% of your credit limit will no longer apply. ► A new range of repayment terms will be available. You can choose between a 6, 12 or 24-month instalment plan. The 18-month term will no longer be available.

► Things that will change continued



 <p>Instalment plan features</p>	<ul style="list-style-type: none"> ► As noted above, a new lower interest rate of 6.7% variable will apply. ► Additional cardholders will be able to set up an instalment plan. ► You can continue to request an instalment plan by phone but you will also have the option to request one online, or at the point of sale (where available).
 <p>Ways to pay your credit card bill</p>	<p>There will be a number of quick and easy ways to pay your credit card bill including:</p> <ul style="list-style-type: none"> ► Direct debit ► Bank transfer ► BOI lodgement ATM ► 365 online (using a desktop browser or the BOI Mobile App) ► 365 phone banking ► Cheque
 <p>Payments made to your account</p>	<p>When you make a payment towards money you owe on your credit card, your financial institution use that payment to pay your credit card costs in a certain order.</p> <p>KBC applied any payment you made towards credit card fees first before applying any remaining part of the payment to cash advances and any interest you owed. With BOI, any payment you make will go towards interest owed on cash advances before being applied to credit card fees.</p> <p>The full payment order is outlined in the enclosed T&Cs.</p>
 <p>Non-payment</p>	<p>In the event the agreed minimum payment is unpaid it is KBC's practice to cancel the credit card and stop charging interest after 3 months of arrears.</p> <p>With BOI, in the event the agreed minimum payment is unpaid BOI reserve the right to cancel the credit card and continue to charge interest on any outstanding balance until it is fully paid.</p>

What communications can I expect to receive from BOI?

Here's a list of communications you should have already received from us and some you'll get in the coming weeks/months:

Communication No.	Details
1	 <p>The first communication was accompanied by our Data Privacy Notice (DPN) and Terms of Business (TOB). Our DPN explained how we hold and use your personal information. Our TOB set out the general terms under which we provide financial services to you.</p>
2 this communication	 <p>This explains some important differences between our credit card account product and KBC's. We're also highlighting differences in how we manage/service your account compared to KBC. It is accompanied by the BOI credit card T&Cs.</p> <p>Please note: Your additional cardholder will not receive this communication.</p>
3	 <p>You will receive a series of communications from us to explain the actions you need to take to ensure your credit card account is ready to use when it transfers to BOI.</p> <ul style="list-style-type: none"> (i) Direct debit confirmation (ii) New card (iii) New pin (iv) Actions to take
	 <p>Direct debit confirmation If you have a direct debit, we'll write to you to give you your new direct debit details and explain any actions you need to take to make sure that your credit card payments are up to date when your credit card account transfers to BOI.</p>
	 <p>New card You (and any additional cardholders) will receive a new card. In the meantime, continue to use your KBC credit card as normal.</p> <p>Please note: If KBC has suspended or cancelled your credit card (as per the T&Cs of your credit card) prior to the service transfer date you may not be sent a new BOI card or PIN, or the card you're sent may not work. On the service transfer date, any outstanding arrears balance will transfer to BOI and all further repayments should be made to the BOI credit card.</p>
	 <p>New PIN For security, the PIN for your new card will arrive separate to your card.</p>

► What communications can I expect to receive from BOI? continued

	 <p>Actions to take This communication explains actions you need to take to ensure your credit card is ready to use when it transfers to BOI.</p>
4	 <p>You will then receive a communication to welcome you as a BOI customer. This will confirm the legal transfer date and the service transfer date and explain how to activate your new card and how to pay your credit card bill going forward.</p>