

## **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 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.**

### **When will I get my 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 I view my balance and access my money after the transfer?

- ▶ **I have a BOI current account and an active 365 online profile** - you can add your new BOI deposit account number to your profile and view your balance either online or using the BOI Mobile App. Alternatively, you can request your balance over the phone. When your account matures, you can also give us your maturity instructions by phone. Search 'add an account' on our website for more information.
- ▶ **I don't have a BOI current account** - you can visit our branches to get your account balance at any time during the fixed term. When the fixed term ends, you can also give us your maturity instructions, withdraw cash, request a bank draft or arrange a credit transfer to another BOI or non-BOI current account. To do this, you'll need to show proof of identity (a passport or drivers licence) and separate proof of address (a recent utility bill or letter from the government). 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 my account stay the same?

Yes, there will be no change to the amount of interest you will earn when your account transfers to BOI. We'll confirm the interest rate on your deposit account in writing after the service transfer date.

## What happens if my fixed term account matures (reaches its term date) before the service transfer date?

KBC will send you a letter before the maturity date advising you of your options and (depending on timing) the option you choose will be put in place by us or KBC.

## What happens if your fixed term account matures (reaches its term date) after the service transfer date?

We or KBC will contact you before the maturity date and advise you of the maturity options. The option chosen will be put in place by us.

## What happens if I change my account type in KBC before the service transfer date?

If you change your account type in KBC before the service transfer date, please see the table on the last page of the enclosed brochure, "A Guide to your Bank of Ireland Fixed Term accounts". It shows the name of each KBC account type and the new BOI name from the service transfer date. The T&Cs detailed in the enclosed brochure, "Euro Deposit Accounts Terms and Conditions" will apply to the KBC account type to which you have changed from the service transfer date. For more information on the differences between each KBC and BOI deposit type, search 'deposit differences' on our website or call the number below.

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

Yes, there are some due to differences in 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. 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 T&Cs for BOI accounts
- ▶ Information on the Deposit Guarantee scheme

## What if I don't want the T&Cs of my 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 someone else helps me with my deposit account or is jointly named on my deposit account?

- ▶ If someone assists you or represents you on this deposit account and you wish them to continue to do so when your account is transferred to us, please show them this letter.
- ▶ If you have a financial advisor or someone who assists or represents you with your deposit account and you wish them to continue to do so when your deposit account is transferred to us, please call our number below and give us their contact details. If you give us their contact details we'll take this as your permission to contact them about your deposit account.
- ▶ If the account is in the joint names of you and another person (or other people) we may send this letter to them too.

## 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 format (e.g. audio, braille, large text) or language, 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, 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](http://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. You may have given KBC a guarantee or indemnity concerning the account. If so, your guarantee or indemnity will also be transferred to us. 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, text 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](https://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](https://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](https://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.