



A Guide to your Bank of Ireland

Sterling Deposit accounts



**Bank of
Ireland**



What is this brochure about?

This brochure explains some important differences between our deposit account products and KBC's. It also highlights differences in how we manage/service your account compared to KBC.

Please be aware that it 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 our T&Cs. We encourage you to read our full T&Cs document which is enclosed with this brochure. Search 'KBC' on Bank of Ireland's website for more information.

If you need further help, please call Bank of Ireland's KBC Transition Support team on 0818 210 290 (or + 353 1 250 0305 if calling from outside Ireland) from 8am-8pm, Monday to Friday (excluding bank holidays).

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Call accounts

Key features of your Call account in BOI

Below are key features of your Call account in BOI:

 <p>Accessing your money</p>	<p>You have instant access to your money.</p>
 <p>Lodgements</p>	<p>You can make lodgements into the account. Lodgements can be made in most branches. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website.</p> <p>If you are a business customer and use our online service, Business On Line, you can transfer funds into the account using this service.</p>
 <p>Withdrawals</p>	<p>You can withdraw money from the account. Withdrawals can be made in most branches.</p> <p>You can also arrange in any BOI branch to transfer money to another BOI or non-BOI account. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website.</p> <p>If you are a business customer and use our online service, Business On Line, you can transfer funds out of the account using this service.</p>
 <p>Interest rate type</p>	<p>Variable - the interest rate may increase or decrease at the discretion of BOI.</p>
 <p>Interest payment</p>	<p>Interest is paid at the same time as your existing account in KBC:</p> <ul style="list-style-type: none"> ▶ Standard Demand/Corporate Standard Demand – April & October. ▶ Select Access / Corporate Select Access – December. ▶ Standard Demand - Negotiable account.

**What's staying
the same for
Call accounts?**

The amount of interest you earn

On the service transfer date, there will be no change to the amount of interest you earn. Your account has a variable rate and as with any variable rate, we can vary it in future.





Fees and charges

There are no monthly or transaction fees on your account.



Fees for foreign exchange Services

If you choose to use our foreign exchange services (e.g. to move money between sterling and euro accounts or to buy foreign currency in cash), a fee will apply. Details of these fees are provided in our Special terms and conditions that apply specifically to KBC foreign currency deposit accounts with Bank of Ireland Global Markets in the Republic of Ireland (Special T&Cs) document and in the fees and charges leaflet that accompany this brochure.

Lodgements (payments in)

What's staying the same?	Details	
Lodgements		Lodgements can be made to the account.
Direct debits (in)		Direct debits are not supported.
Standing orders (in)		Standing orders are supported.
Electronic (in)		Electronic lodgements are supported.



Withdrawals (payments out)

What's staying the same?	Details
Direct debits (out)	 <p>Direct debits are not supported.</p>
Standing orders (out)	 <p>Standing orders are not supported.</p>

Statements

What's staying the same?	Details
Format	 <p>Statements are issued by post.</p>

Other

What's staying the same?	Details
Changes to terms and conditions (T&Cs)	 <p>You will receive 2 months' advance notice if a change is to be made to your T&Cs.</p>
Fees and charges	 <p>No fees will apply for services currently provided by KBC. However, BOI provide additional services that are not available in KBC. If you choose to use these services, a fee may apply. A copy of your fees and charges has been provided to you and can also be found by searching "GM accounts fees and charges" on our website.</p>

What's changing for Call accounts?

The name of your account




The table below shows KBC's name for your deposit account and the corresponding BOI name. This is how we'll refer to your deposit account in all communications after the service transfer date.



KBC	BOI
Business Select Access Demand account	Call account
Business Standard Demand account	
Personal - Select Access Demand account	
Personal - Standard Demand account	
Standard Demand - Negotiable account	




Your BOI account number

Your BOI account number
You will receive a new BOI account number after the service transfer date.

Detailed differences between KBC and BOI

Rate info	KBC	BOI
 <p>Application of a negative interest rate</p>	<p>Negative interest may be applied on personal and business accounts.</p>	<p>Our BOIGM T&Cs that apply on these accounts, do not allow for the application of a negative rate.</p> <p>If the account comes into scope for a negative rate in future, we'll give written notice 60 days before a negative rate is applied.</p>
 <p>Notice of an interest rate change on your account</p>	<p>60 days' notice is given.</p>	<p>We may change the rate on the account without giving notice.</p> <p>To ensure that you are kept informed about the interest rate on your account, we'll issue an account statement every month.</p> <p>If you don't want to receive a statement every month, just let us know. We send statements as often as it suits you.</p>
Withdrawals	KBC	BOI
 <p>Nominated account for withdrawals</p>	<p>In your account application, you may have given details of an account (owned by you), where all money from your deposit account is paid.</p>	<p>We do not ask you to provide details of an account where all money from your deposit will be paid. Instead, we have a range of options for managing payments.</p> <p>You can instruct us to transfer money to another account you have with us:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ by phone on +353 1 609 4313 ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33 Upper Baggot Street, Dublin 4, D04 VX58

		<p>You can also instruct us to transfer money to a 3rd party or an account in your own name not held with us:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ in writing to the address above <p>We use the detail from the account application form/mandate to ensure that the persons giving an instruction have the required permission.</p> <p>If you are a small or medium business (SME), and if you have a BOI current account and online banking (Business On Line), you can also use this to make payments from your deposit account (where the T&Cs of your deposit account allow). However, the T&Cs of your account may restrict the payments you can make from your account or may exclude or restrict online services.</p>
 <p>Cheque</p>	<p>You may have been able to have a cheque issued to you for a withdrawal.</p>	<p>We don't issue cheques. Instead, we have a range of options for managing payments. See above.</p>
 <p>Electronic funds transfer (EFT)</p>	<p>KBC accept an instruction to withdraw money by EFT but only to an account owned by the customer.</p>	<p>We'll accept instruction to make a payment to another account of yours or an instruction (by EFT) to pay to an account owned by someone else. We use the detail from the account application form/mandate to ensure that the persons giving an instruction have the required permission.</p>

Online services	KBC	BOI
 <p data-bbox="165 339 322 387">Access to online services</p>	<p data-bbox="400 244 685 323">For personal customers, if you have online access, you can only view your balance.</p> <p data-bbox="400 331 624 411">Online services are not available to business customers.</p>	<p data-bbox="719 220 1005 268">We don't offer online services for personal customers.</p> <p data-bbox="719 284 1005 435">However, for business customers, account servicing is available via Business On Line. A BOI current account is required to access this online service.</p>
Regulatory obligations	KBC	BOI
 <p data-bbox="152 627 337 730">Payment Services Regulations/ Payment Account Directive</p>	<p data-bbox="400 579 696 707">These accounts are classified as deposits, and not payment accounts because the ability to make payments is limited to a single nominated account.</p>	<p data-bbox="719 515 1005 770">We allow payments to be made to any account owned by you or someone else using the services described above. This means that we consider these accounts to be payment accounts. We won't charge you any fee for making payments from these accounts.</p>
 <p data-bbox="197 914 290 938">Mandate</p>	<p data-bbox="400 850 696 930">There is no reference to the account application form when taking payment instructions.</p>	<p data-bbox="719 834 931 938">We use the original application form as a reference when taking payment instructions.</p>

Benefits of being a BOI Call account customer

These are some things you can do as a BOI deposit account customer you may not have been able to do as a KBC customer.

When we pay interest on the account

We will pay you interest, where applicable, in the same month that it was paid to you in KBC. However, if you wish to have interest paid at a different time, we can arrange that for you.

Cheque lodgements (not in the currency of the account)

We allow you to lodge cheques in any currency. We do this by providing a foreign exchange service. The T&Cs for your account set out more details on how we convert currencies.

Draft lodgements

We accept draft lodgements in any currency. We may apply a foreign exchange conversion fee for this additional service.

Cash lodgements (paying in cash)

We allow cash lodgements in most, but not all, BOI branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website.

Cash withdrawals (taking cash from the account)

Cash withdrawals are available in most, but not all, of our branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website. We have a limit on the amount of cash you can withdraw.

Draft withdrawals

We allow you to withdraw money from your account to purchase a BOI draft.






How often statements are issued

We'll send you a statement every month. However, you can request to have statements issued at a frequency that suits you.

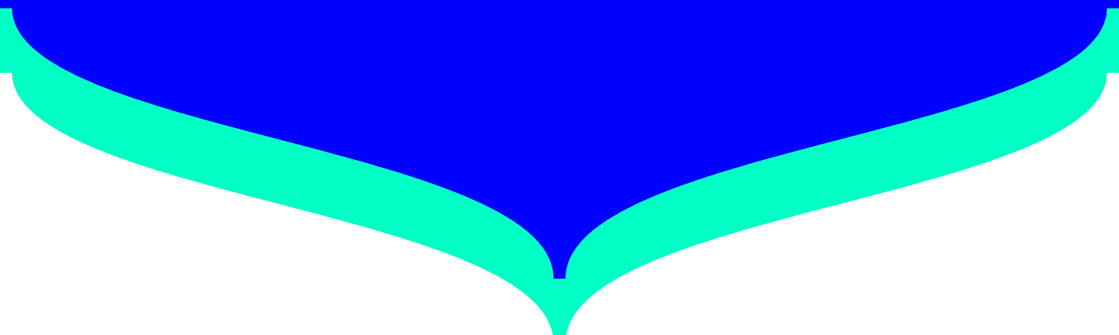
Fixed Term accounts

Key features of your Fixed Term account in BOI

Below are key features of your Fixed Term account in BOI:

 <p>Accessing your money</p>	<p>Withdrawals are not allowed during the term.</p>
 <p>Lodgements</p>	<p>You can't make lodgements into the account during the term.</p>
 <p>Withdrawals</p>	<p>At the end of the term, your money plus interest earned will be available for withdrawal. You can also arrange in any BOI branch to transfer money to another BOI or non-BOI account. Withdrawals can be made in most branches. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website.</p>
 <p>Interest rate type</p>	<p>Fixed – the interest rate stays the same for the term of the account.</p>
 <p>Interest payment</p>	<p>Interest is paid at the end of the term.</p>

**What's staying
the same for Fixed
Term accounts?**



The amount of interest you earn

On the service transfer date, there will be no change to the amount of interest you earn. For Fixed Term accounts, the existing rate will apply until the end of the term.




Fees and charges

There are no monthly or transaction fees on your account.




Fees for foreign exchange Services

If you choose to use our foreign exchange services (e.g. to move money between sterling and euro accounts or to buy foreign currency in cash), a fee will apply. Details of these fees are provided in our Special terms and conditions that apply specifically to KBC foreign currency deposit accounts with Bank of Ireland Global Markets in the Republic of Ireland (Special T&Cs) document and in the fees and charges leaflet that accompany this brochure.


Lodgements (payments in) at account opening

What's staying the same?	Details
Direct debits (in)	 Direct debits are not supported.
Standing orders (in)	 Standing orders are not supported.
Electronic (in)	 Only an initial electronic lodgement is supported.


Withdrawals (payments out) during the term

What's staying the same?	Details	
Penalties		Withdrawals may be permitted but breakage costs/penalties may apply.
Direct debits (out)		Direct debits are not supported.
Standing orders (out)		Standing orders are not supported.



Maturity

What's staying the same?	Details	
What happens at maturity		<p>The default option at maturity is to roll to an equivalent term. BOI will attempt to contact you before auto-renewing a contract. We will not renew a fixed term of 3, 6, 9 or 12 months without agreement from you. Where we cannot make contact with you, we will manage your money in a rolling 1 week Fixed Term account.</p> <p>If your account is for a term of one year or more, we'll send you written documentation about your renewal.</p>

Statements

What's staying the same?	Details	
Format		Confirmations are issued by post.

Other

What's staying the same?	Details
Changes to terms and conditions (T&Cs)	 Personal and small business customers will be given 2 months' notice if a change is made to your T&Cs.
Fees and charges	 No fees will apply for services currently provided by KBC. However, BOI provide additional services that are not available in KBC. If you choose to use these services, a fee may apply. A copy of your fees and charges has been provided to you and can also be found by searching "GM accounts fees and charges" on our website.

What's changing for Fixed Term accounts?

The name of your account



The table below shows KBC's name for your deposit account and the corresponding BOI name. This is how we'll refer to your deposit account in all communications after the service transfer date.





KBC	BOI
Business Fixed Rate Deposit account – 6 Months	Fixed Term account
Personal - Fixed Rate Deposit account – 3 Months	
Personal - Fixed Rate Deposit account – 6 Months	
Personal - Fixed Rate Deposit account – 9 Months	
Personal - Fixed Rate Deposit account – 12 Months	

Your BOI account number

Your BOI account number
You will receive a new BOI account number after the service transfer date.

Detailed differences between KBC and BOI

Withdrawals	KBC	BOI
 <p>Nominated account for withdrawals</p>	<p>You may have confirmed an account (owned by you), where all payments from your deposit account are sent to.</p>	<p>We don't ask you to give details of an account where all money from your deposit will be paid. Instead, we have a range of options for managing payments.</p> <p>You can instruct us to transfer money to another account you have with us:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ by phone on +353 1 609 4313 ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33 Upper Baggot Street, Dublin 4, D04 VX58 <p>You can also instruct us to transfer money to a 3rd party or non-BOI account in your name:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ in writing to the address above <p>We use the detail from the account application form/mandate to ensure that the persons giving an instruction have the required permission.</p>
 <p>Cheque</p>	<p>KBC may have allowed you instruct them to pay a cheque in their name by using money from your deposit account.</p>	<p>We don't issue cheques. Instead, we have a range of options for managing payments. See above.</p>

 <p>Electronic funds transfer (EFT)</p>	<p>You can withdraw money by EFT, but only into an account you own.</p>	<p>We'll accept instruction to make a payment to another account of yours or an instruction (by EFT) to pay to an account owned by someone else. We use the detail from the account application form/mandate to ensure that the persons giving an instruction have the required permission.</p>
<p>Online services</p>	<p>KBC</p>	<p>BOI</p>
 <p>Access to online services</p>	<p>For personal customers, if you have online access, you can only view your balance.</p>	<p>We don't offer online services for fixed term deposits but have a range of options for managing payments as set out above. See 'Nominated accounts for withdrawals.'</p>
<p>Regulatory obligations</p>	<p>KBC</p>	<p>BOI</p>
 <p>Payment Services Regulations/ Payment Account Directive</p>	<p>These accounts are classified as deposits, and not payment accounts because the ability to make payments is limited to a single nominated account.</p>	<p>We allow payments to be made at the end of the term to any account owned by the account holder or any 3rd party using the services described above. See 'Nominated accounts for withdrawals.' We won't charge you any fee for making payments from these accounts.</p>
<p>Other</p>	<p>KBC</p>	<p>BOI</p>
 <p>Mandate</p>	<p>There is no reference to the account application form when taking payment instructions.</p>	<p>We use the original application form as a reference when taking payment instructions.</p>

Benefits of being a BOI Fixed Term account customer

These are some things you can do as a BOI deposit account customer you may not have been able to do as a KBC customer.

Cheque lodgements at account opening (not in the currency of the account)

We allow you to lodge cheques in any currency. We do this by providing a foreign exchange service. The T&Cs for your account set out more details on how we convert currencies.

Draft lodgements at account opening

We accept draft lodgements in any currency. We may apply a foreign exchange conversion fee for this additional service.

Cash lodgements at account opening (paying in cash)

We allow cash lodgements in most, but not all, BOI branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website.

Cash withdrawals when the fixed term ends (taking cash from the account)

Cash withdrawals are available in most, but not all, of our branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website. We have a limit on the amount of cash you can withdraw.

Draft withdrawals when the fixed term ends

We allow you to withdraw money from your account to purchase a BOI draft.

How often statements are issued




We don't issue statements but instead issue confirmation letters:



- ▶ At account opening or re-investment. This shows the balance, interest rate and maturity date.
- ▶ After any activity on the account. This shows the detail of the activity on the account for example lodgements or withdrawals.

We also send you an interest certificate every year.

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
<p style="text-align: center; font-size: 2em; color: blue;">1</p>	<div style="display: flex; align-items: center;">  <p>This 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> </div>
<p style="text-align: center; font-size: 2em; color: blue;">2</p> <p style="text-align: center;">this communication</p>	<div style="display: flex; align-items: center;">  <p>This explains some important differences between our deposit account products and KBC's. We're also highlighting differences in how we manage/service your account compared to KBC. It is accompanied by the following documents:</p> <ul style="list-style-type: none"> ▶ BOIGM T&Cs ▶ Special T&Cs ▶ Details of BOIGM fees and charges ▶ Deposit Guarantee Scheme – Depositor Information Sheet </div>
<p style="text-align: center; font-size: 2em; color: blue;">3</p>	<div style="display: flex; align-items: center;">  <p>If you do not need to take any action, you won't receive this letter. Otherwise, this will explain the actions you need to take to ensure your account is ready to use when it transfers to BOI.</p> </div>

<p>Confirmation of your deposit</p>	 <p>For Fixed Term accounts, we'll confirm to you in writing, your new account number, the balance in the account, the maturity date and the rate of interest that will apply until maturity.</p> <p>For Call accounts, we'll confirm to you in writing, your new account number, the balance in the account, and the rate of interest that applies on the account.</p>
<p>4</p>	 <p>This will welcome you as a BOI customer, confirm the legal transfer date and the service transfer date and explain any actions you need to take once your account has transferred to BOI.</p>

Bank of Ireland is regulated by the Central Bank of Ireland.



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