

## **COPY OF COMMUNICATION NO. 3**

This is a reminder that your personal loan will transfer to Bank of Ireland (BOI) on a date no earlier than 13 February 2023. This is the service transfer date. After the service transfer date, BOI will manage and service your personal loan.

### **What does this mean for me?**

There is some **important account information** for you to note and **some actions you need to take now** before your personal loan transfers to BOI.

### **What's my new personal loan account number?**

From the service transfer date, your personal loan will have a new loan account number. Take note of it and quote it on all future correspondence about your personal loan.

<b>New BOI Loan Account Number</b>
<b>BIC: BOFIE2D</b> <b>IBAN:</b>

## Will my personal loan repayment frequency, day or amount change?

Your loan repayment frequency, day and amount will stay the same as before. You'll need these details and the IBAN above to set up a new standing order to ensure you continue to meet your loan repayments. See 'What action do I need to take now?' for more details.

Repayment frequency:	Monthly
Next repayment date	[dd/mm/yyyy]
Repayment amount:	€

KBC have shared these details with us. If you have recently changed your repayment date and it's different to the information in the table, please amend it to reflect the new repayment date when you're setting up your new standing order.

**Please note:** If your next repayment date falls on a weekend or bank holiday, the repayment will be collected on the next working day.

## What action do I need to take now?

Action	Detail
Set up a standing order	<ul style="list-style-type: none"><li>▶ <b>If you currently pay by direct debit</b> When your personal loan moves to BOI, KBC will automatically cancel your existing direct debit. To replace it, <b><u>you must set up a standing order to continue repaying your loan.</u></b></li><li>▶ <b>If you currently pay by standing order</b> You must <b><u>set up a new standing order using your new BOI loan account details</u></b> and then <b><u>cancel your existing standing order with your current account provider after the service transfer date.</u></b> We will send you a text to confirm the service transfer date once it has occurred.</li></ul> <p><b>Please note:</b> If you have a joint account, <b><u>only one</u></b> account holder needs to set up a new standing order.</p> <p><b>WARNING: IF YOU DON'T SET UP A STANDING ORDER TO REPLACE YOUR EXISTING PAYMENT METHOD, YOU MAY MISS A REPAYMENT. FAILURE TO MAKE A PAYMENT COULD LEAD TO YOUR ACCOUNT GOING INTO ARREARS AND MAY AFFECT YOUR CREDIT RATING.</b></p>

## How to set up a standing order

Method	Instructions
Online	<ol style="list-style-type: none"> <li>1. Log in to your bank's online banking platform (where you have your current account)</li> <li>2. Choose to set up a standing order online</li> <li>3. Select the current account you want to pay from</li> <li>4. Use your new BIC and IBAN (quoted above) to fill in the payee details</li> <li>5. Enter the repayment frequency, next repayment date (repayment start date), and the repayment amount (all quoted above)</li> </ol> <p><b>It may take a minimum of 1 working day to set up your standing order online.</b></p>
Paper form	<ol style="list-style-type: none"> <li>1. Complete the pre-filled standing order form enclosed</li> <li>2. Follow the instructions on the form to return it to your current account provider</li> </ol> <p><b>Please note:</b> Your current account provider may charge a fee for setting up a paper standing order.</p> <p><b>WARNING: IT MAY TAKE SEVERAL WORKING DAYS TO SET UP A PAPER REQUEST WITH YOUR CURRENT ACCOUNT PROVIDER. PLEASE ALLOW PLENTY OF TIME BEFORE YOUR NEXT REPAYMENT DAY IF SUBMITTING A PAPER STANDING ORDER REQUEST TO YOUR RESPECTIVE BANK. IF YOU DON'T SET UP A STANDING ORDER IN TIME, YOU MAY MISS A REPAYMENT. FAILURE TO MAKE A PAYMENT COULD LEAD TO YOUR ACCOUNT GOING INTO ARREARS AND MAY AFFECT YOUR CREDIT RATING.</b></p>

**Please note:** We may call you before the service transfer date, to check if you need help to set up your new standing order.

### What happens if I currently pay by cheque or online?

When your personal loan moves to BOI your loan repayments must be paid into your new BOI personal loan account. **This means you'll need to quote your new BIC and IBAN (quoted above) to facilitate any repayments made by cheque or online.**

If making payments by cheque, write your new BIC and IBAN (quoted above) on the back of the cheque.

## Who can I contact if I have questions?

If you've 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've questions about how your personal loan is managed today, please continue to contact KBC on 1800 93 92 44 8am - 8pm Monday – Friday (excluding bank holidays), 9am – 5pm Saturday and Sunday.

We're looking forward to welcoming you as a BOI customer and supporting your financial wellbeing into the future. Remember to **visit [boi.com/KBCsupport](http://boi.com/KBCsupport)** for more information.

**Please note:** If you have more than one personal loan account due to transfer to BOI, you'll receive a copy of this communication for each personal loan account you hold. If you've recently closed the KBC account referred to above, please ignore this communication.

The Central Credit Register is owned and operated by the Central Bank of Ireland.  
For more information, including on how your data is processed, see [www.centralcreditregister.ie](http://www.centralcreditregister.ie)





**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR LOAN, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT, A HIRE-PURCHASE AGREEMENT, CONSUMER HIRE-AGREEMENT OR BNPL AGREEMENT IN THE FUTURE.**

## Important information to note

<p><b>What if I need some extra help?</b></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><b>What if someone else represents me or helps me concerning arrears?</b></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><b>What if someone else represents me or helps me with my account?</b></p> <p>If you have a financial advisor or someone who assists or represents you on your personal loan and you'd like them to continue to do so when your personal loan transfers to BOI, please:</p> <ol style="list-style-type: none"><li>i. show them this letter AND</li><li>ii. call the Bank of Ireland KBC Transition Support team after your account moves to Bank of Ireland and give us their contact details</li></ol> <p><b>Please note:</b> We may also ask for your written permission to contact them about your personal loan.</p>	<p><b>Why am I getting this letter? I'm not the customer of the account.</b></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><b>Be mindful of fraud.</b></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 free '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"><li>1. Copy the text you wish to verify</li><li>2. Open a new message</li><li>3. Add the word CHECK and paste the text in after it in the same message</li><li>4. Send for free to 50365</li></ol> <p><b>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.</b></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 <b>Data Privacy Notice (DPN) and Terms of Business (TOB)</b>. 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	 <p>This explained important changes we're making to how we manage and service your personal loan that differ from KBC.</p>
3 this communication	 <p>This communication explains the <b>actions you need to take to ensure your personal loan account is ready to use</b> from the service transfer date.</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.</p>