

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 mortgage loans will be transferring to Bank of Ireland (BOI). KBC will transfer legal ownership of your mortgage loan to BOI on a date no earlier than 03 February 2023. We call this the “legal transfer date”.

We plan to move your mortgage loan to BOI systems on a date no earlier than 03 February 2023. We call this the “service transfer date”. From the service transfer date, BOI will manage and service your mortgage loan and there are some differences in how BOI will do this compared to KBC. 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.

What does this mean for me?

You'll be reassured to know that on the legal transfer date, the following will not change:

- ▶ the terms and conditions (T&Cs) of your mortgage loan
- ▶ your interest rate (including any discount you may already have)
- ▶ your regular repayment amount

See page 4 in the enclosed brochure for more details.

To ensure the smooth transfer of your mortgage loan from KBC to BOI, we're explaining important operational changes we're making to how we manage and service your mortgage loan that differ from KBC. For example, we explain how BOI will charge interest on overdue repayments from the service transfer date. We're also highlighting the phasing out of the option to make overpayments of up to 10% of money you've borrowed on a fixed rate, without paying a breakout fee. Details of these changes are outlined in 'A Guide to your Bank of Ireland Mortgage,' which is enclosed. Please take the time to read about them as they'll take effect on the service transfer date.

What action do I need to take?

You do not need to take any action with BOI right now.

What if I don't want to accept BOI's operational changes?

We appreciate that you may not want to accept BOI's operational changes. If this is the case, you'll need to make arrangements with KBC to repay your mortgage loan in full before the service transfer date (whether through a lump sum payment or by switching to another lender). The service transfer date will be no earlier than 03 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 changes.

If you have a KBC mortgage offer letter and have not yet drawn down your mortgage, please see page 15 in the enclosed brochure for more information.

What happens next?

See page 9 of the enclosed brochure for more information.

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, 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 mortgage loan is managed today, please continue to contact KBC on 1800 93 92 44.

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 mortgage loan and you'd like them to continue to do so when your mortgage loan transfers to BOI, please:

- ▶ show them this letter
and
- ▶ call the Bank of Ireland KBC Transition Support team to give us their contact details

Please note: We may also ask for your written permission to contact them about your mortgage loan.

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.

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, 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.

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.

WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP ANY REPAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED AGAINST IT.

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, A CONSUMER-HIRE AGREEMENT OR A BNPL AGREEMENT IN THE FUTURE.

If a mortgage rate is variable:

WARNING: THE PAYMENT RATES ON THIS HOUSING LOAN MAY BE ADJUSTED BY THE LENDER FROM TIME TO TIME.

If a mortgage rate is fixed:

WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED-RATE LOAN EARLY.

If a mortgage is an endowment loan:

WARNING: THERE IS NO GUARANTEE THE PROCEEDS OF THE INSURANCE POLICY WILL BE SUFFICIENT TO REPAY THE LOAN IN FULL WHEN IT BECOMES DUE FOR REPAYMENT

Mortgage Fees and Costs

Valuation

If you ever need to value your property for your mortgage loan (for example, to move to a different Loan to Value interest rate) you will need to pay a valuation fee directly to the valuer. You need to agree that fee with the valuer (you should expect to pay a fee of €150 to €250 plus VAT but this can vary). No responsibility is implied or accepted or warranty given by the Bank for the value or condition of the property as outlined in the valuation. The valuation report will remain the property of the Bank and you are entitled to your own copy of the report.

Legal fees

These are legal fees that may apply if some future services are requested by you or your solicitor:

(A) Accountable trust receipt: €63. You pay this fee to us if your solicitor requests Title Deeds from the Bank on your behalf. The fee does not apply where a customer seeks additional funds on the same security.

(B) Security Perfection Fee for Equity Release (a new mortgage loan secured by an existing mortgage on a property): €600. This covers our legal expenses where we agree to handle an Equity Release loan without the need for a customer to engage his/her own solicitor.

Arrears - Interest Surcharge

If you do not pay us a repayment installment or other sum of money by the date you are due to pay it, we may charge you a default interest rate of 1% per annum on the unpaid sum. This default interest is added to normal interest and is set out in your KBC mortgage loan offer letter.

We do not charge borrowers default interest when they are in a Mortgage Arrears Resolution Process under the Central Bank's Code of Conduct on Mortgage Arrears and are co-operating reasonably and honestly with us.