

## Copy of Communications No. 3

We look forward to welcoming you to Bank of Ireland.

This is a reminder that your commercial loan account will transfer to Bank of Ireland (BOI) on a date no earlier than 10 February 2023. We call this the service transfer date. From that date, BOI will manage and service your commercial loan.

### What does this mean for me?

As you pay by direct debit, we're writing to inform you that from the service transfer date, the Unique Mandate Reference (UMR), Creditor ID and Creditor Name for your direct debit mandate will change.

Your UMR is a unique reference number which must be assigned to a direct debit mandate under European legislation and rules. Going forward your direct debit will be processed by BOI under the Creditor ID and Creditor Name outlined below. **There is no other change to your direct debit mandate and there is no action for you to take as a result of these details changing.**

### What's my new UMR?

Unique Mandate Reference (UMR)	[Unique - BOI new]
Creditor Identifier (ID)	IE65GOV306837
Creditor Name	GCO Loans Administration
Type of Payment (One-off/Recurrent)	Recurrent

## What happens if I don't repay by direct debit?

If you don't pay by direct debit, **the changes to the UMR and related details noted above do not apply to you** and therefore are not included in the table.

However, if you don't currently pay by direct debit, when your commercial loan transfers to BOI, **a member of our team will contact you to discuss your account and to help you choose a new repayment method** with BOI. Our repayment methods are as follows:

- ▶ Electronic funds transfer
- ▶ Standing order
- ▶ Cash lodgement
- ▶ Cheque

## What happens if the term of my commercial loan account or alternative repayment arrangement has ended or if arrears have arisen on my commercial loan account?

If the term of your commercial loan account or alternative repayment arrangement has ended or will end before the service transfer date, contact KBC to agree the repayment terms of your commercial loan account.

## 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, 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 at [boi.com/KBCsupport](http://boi.com/KBCsupport). If you've questions about how your commercial loan is managed today, please continue to contact KBC on 1800 93 92 44, Monday – Friday 8am-8pm; Saturday and Sunday 9am-5pm.

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](http://boi.com/KBCsupport)** for more information.

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

**WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR CREDIT FACILITY AGREEMENT, YOUR ACCOUNT WILL GO INTO ARREARS, THIS MAY AFFECT YOUR CREDIT RATING WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT IN THE FUTURE.**

**NOTICE: UNDER THE CREDIT REPORTING ACT 2013 LENDERS ARE REQUIRED TO PROVIDE PERSONAL AND CREDIT INFORMATION FOR CREDIT APPLICATIONS AND CREDIT AGREEMENTS OF €500 AND ABOVE TO THE CENTRAL CREDIT REGISTER. THIS INFORMATION WILL BE HELD ON THE CENTRAL CREDIT REGISTER AND MAY BE USED BY OTHER LENDERS WHEN MAKING DECISIONS ON YOUR CREDIT APPLICATIONS AND CREDIT AGREEMENTS.**

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)

**CREDIT REFERENCE AGENCIES**  
**AS PART OF THE APPLICATION PROCESS AND ONGOING LOAN MANAGEMENT WE WILL CARRY OUT CREDIT CHECKS AND SHARE INFORMATION WITH THE CENTRAL CREDIT REGISTER (CCR) AND/OR OTHER CREDIT REFERENCE AGENCIES. THOSE AGENCIES MAY KEEP A RECORD OF THIS INFORMATION AND MAY GIVE IT TO OTHER FINANCIAL INSTITUTIONS THAT YOU APPLY TO FOR CREDIT FACILITIES.**

**WARNING: IF YOU DON'T SET UP A DIRECT DEBIT, TO PAY YOUR LOAN ONCE IT TRANSFERS TO BOI, YOU MAY MISS A REPAYMENT. MISSED PAYMENTS WILL BE RECORDED ON THE CENTRAL CREDIT REGISTER. THIS COULD AFFECT YOUR CREDIT RATING.**

If a commercial loan interest rate is variable:

**WARNING: THE COST OF YOUR REPAYMENTS MAY INCREASE.**

**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**

If a commercial loan interest rate is fixed:

**WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU REPAY EARLY, IN FULL OR IN PART, A FIXED-RATE CREDIT FACILITY.**

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

## Important information to note

<p><b>What if I need some extra help?</b> 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> 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> 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 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> 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>

**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. If something doesn't seem right, don't click and don't reply. If someone calls you asking for your banking details, hang up.

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:

1. Copy the text you wish to verify
2. Open a new message
3. Add the word CHECK and paste the text in after it in the same message
4. Send for free to 50365





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.

**What if you have a joint/partnership account?**

If you have a joint/partnership account, any other party may also receive a copy of this letter.

## 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 <b>operational changes we're making to how we manage and service your commercial loan</b> that differ from KBC.</p>
3 this communication	 <p>Explains <b>how your direct debit mandate details will change</b> from the service transfer date.</p>
4	 <p><b>Welcomes you as a BOI customer, confirms the legal transfer date and the service transfer date,</b> provides important <b>information about your new BOI commercial loan</b> and <b>explains any actions you need to take</b> now your account has transferred to BOI.</p>