

## **COPY OF COMMUNICATION NO. 4**

We're delighted to welcome you to Bank of Ireland (BOI).

Legal ownership of your commercial loan account transferred from KBC Bank Ireland plc (KBC) to BOI on 03 February 2023 (the legal transfer date). The transfer of the day-to-day management and servicing of your commercial loan to BOI completed on 13 February 2023 (the service transfer date). Please read this letter carefully as it contains important information about your BOI commercial loan account.

### **What is your new BOI commercial loan ID?**

Your commercial loan now has a new ID number. Take note of this new ID number and quote it on all future correspondence about your commercial loan:

<b>BOI commercial loan facility ID:</b>
<b>[BOI_ID]</b>

You'll be reassured to know that the terms and conditions (T&Cs) of your commercial loan, interest rate, repayment amount, number of repayments, loan term, and your monthly repayment date have not changed.

**Please note:** Your commercial loan repayment amount may be amended in the future if the interest rate on your commercial loan changes in line with the T&Cs of your offer letter. We will write to you in advance to notify you about any future interest rate changes.

## Do BOI have your most up-to-date contact details?

If your contact details have recently changed, please contact us using the details below.

From time to time, we may need to write to you asking for up-to-date information and documentation related to your finances and to verify your identity. We will only ask for this information to meet our legal obligations. It's important that you respond to any request as soon as possible.

## Who to contact about your commercial loan?

To speak to our dedicated team you can call us on 01 250 0302 or email [ACBSTeamROIC@boi.com](mailto:ACBSTeamROIC@boi.com), 9am - 5pm Monday – Friday (excluding bank holidays). We can help you with any queries you may have about your commercial loan account.

A BOI Business Adviser will also contact you in the coming weeks to welcome and introduce you to our services.

Again, we'd like to welcome you to Bank of Ireland. We look forward to supporting your financial wellbeing into the future. Please remember to **visit [boi.com/KBCsupport](https://www.boi.com/KBCsupport)** for more information.

**Please note:** If you have more than one commercial loan account that has transferred to BOI, you'll receive a version of this communication for each commercial loan account you hold. If you've recently closed the commercial loan account referred to 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.**

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.**

## 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 you have a joint/partnership account?</b></p> <p>If you have a joint/partnership account, any other party may also receive a copy of this letter.</p>
<p><b>What if someone else represents you or helps you with your account?</b></p> <p>If you have a financial advisor or someone who assists or represents you on your commercial loan and you'd like them to continue to do so now that your commercial loan has transferred 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 Business Banking team on 01 250 0302, 9am – 5pm, Monday – Friday (excluding bank holidays) or + 353 1 250 0302 (if calling from outside Ireland) to give us their contact details. Alternatively, you can contact your relationship manager directly.</li></ol> <p><b>Please note:</b> We may also ask for your written permission to contact them about your commercial loan.</p>	<p><b>What if someone else represents you or helps you 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 call 01 250 0302 or write to Bank of Ireland Business Collections, Customer Loan Solutions, 1st Floor, 5 -9 South Frederick Street, Dublin 2, D02 DF29 and we'll remove them as a contact on your account.</p>
<p><b>Be mindful of fraud.</b></p> <p><b>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.</b></p> <p><b>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:</b></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><u>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.</u></b> <b><u>For more information, please visit the 'Security and Fraud' section on our website.</u></b></p>	

# What communications can I expect to receive from BOI?

Here's a list of communications you should have already received from us:

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	 <p>This explained the <b>actions you needed to take to ensure your commercial loan account is ready to use</b> from the service transfer date.</p>
4 this communication	 <p><b>This communication welcomes you as a BOI customer. It also confirms the legal transfer date and the service transfer date.</b></p>