

Distance contract information

Thank you for your interest in opening a savings account with Bank of Ireland. Before you go ahead, we need to give you some important information to help you make an informed decision.

About us

We are the Governor and Company of the Bank of Ireland, also known as Bank of Ireland. The Bank is licensed under the Central Bank Act 1971. The registered number of Bank of Ireland in the Companies' Office is C-1 and the Bank's VAT number is IE8Y42002P.

Registered Office: 2 College Green, Dublin, D02 VR66

Regulated by: The Central Bank of Ireland, New Wapping Street, North Wall Quay, Dublin 1, D01 F7X3.

Further details about the Central Bank of Ireland are available at www.centralbank.ie

You can contact us at:

- Phone: 0818 365 254
- Email: customerretention@boi.com
- Web: www.boi.com

Our main business

Our main business is providing retail financial services to customers. This includes taking deposits and lending.

Description of financial service

The financial service you have applied for is a deposit account. The account may be used as set out in the Terms and Conditions for the Chosen Product and in the General Terms and Conditions and will apply until the account is closed.

Minimum duration

The agreement can last for a particular period of time (or term) or it can continue with no fixed end date. The Terms and Conditions for your Chosen Product will set out what applies.

Fees and charges

We do not charge a fee for opening the Account or for allowing you to make cash lodgements, cheque lodgements, or cash withdrawals. We reserve the right to introduce fees in future, for details see the General Terms and Conditions.

Deposit Interest Retention Tax ("DIRT")

We deduct DIRT at source on any interest we pay customers unless you are exempt from this under Taxation law and fulfil all of the required conditions. For more details, see the General Terms and Conditions. The government sets the rate of this tax. The rate of DIRT in force on the date of interest payment, applies to all interest paid on that date.

Your right to cancel

You have the right to cancel the account agreement within 14 days of opening it without giving any reason by writing to the branch where you opened your account or by using our online withdrawal form. You will find the online form at <https://www.bankofireland.com/withdrawal/> and will need to give the following details before submitting it:

- name
- email address
- the international bank account number (IBAN) of the account you wish to withdraw from

When your account is opened, you will receive your IBAN via SMS.

Any money in the Account and interest due at the date of cancellation will be returned to you. If you do not cancel

your contract within 14 days of opening the account, the terms and conditions that apply to the account continue to apply.

Payment and performance

We pay interest and (in general) either add it to your account or pay it to another Bank of Ireland account in your name.

Early Termination

We may end the agreement by giving you two months' notice. We may end the agreement if you break the terms and conditions which apply to the account or if certain things happen, for example, if you die, become bankrupt, or we are required to close the account by law. The General Terms and Conditions include further detail on this.

You can end the terms and conditions at any time if your deposit is not a term account. A term account must stay in place for the term; you may have to compensate us for a loss we suffer if you end a term deposit early.

If your account is a Set Notice Account you must give us the notice set out in the Terms and Conditions for your Chosen Product before you close the account, for example you must give us 31 calendar days' notice for a 31 Day Set Notice Account.

Making a complaint

We're committed to providing you with excellent service at all times and hope we do not give you grounds to complain. However, if you want to make a complaint, you may do so in a number of ways. You can call or write to us, use our online complaints form and advise our branch teams. Search 'complaints' on boi.com to find out more.

If you are not satisfied with our response, you can contact the Financial Services and Pensions Ombudsman by writing to them at:

The Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

You can find more information on how to access their resolution process by visiting their website at (fsp.oie).

Governing law and language

The account will be governed by and construed in accordance with the laws of the Republic of Ireland and the courts of the Republic of Ireland shall have exclusive jurisdiction to resolve any disputes in connection with the account. That jurisdiction is exclusive except where you are a consumer under the Consumer Rights Act 2022 and you are not ordinarily resident in the Republic of Ireland. The English language is and will be used for the purpose of interpreting the account terms and conditions and for this and all communication in connection with the account.

Compensation scheme

The Deposit Guarantee Scheme administered by the Central Bank of Ireland applies to eligible deposits held in Bank of Ireland. The maximum amount payable is 100% of all deposits held by one depositor subject to a maximum compensation of €100,000. Further details are available at any branch of Bank of Ireland.

This information is valid on the date of publication June 2026 and is subject to change.