



A Guide to Upcoming Changes to Foreign Exchange Deposit accounts



**Bank of
Ireland**



What is this brochure about?

This brochure explains some important differences between our deposit account products and KBC's. It also highlights differences in how we manage/service your account compared to KBC.

Please be aware that it contains information only about our terms and conditions (T&Cs). It is not a copy of our T&Cs. Therefore, it is not part of our legal agreement and it does not change any of our T&Cs. We encourage you to read our full T&Cs document which is enclosed with this brochure. Search 'KBC' on Bank of Ireland's website for more information.

If you need further help, please call Bank of Ireland's KBC Transition Support team on 0818 210 290 (or + 353 1 250 0305 if calling from outside Ireland) from 8am-8pm, Monday to Friday (excluding bank holidays).

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Call
accounts



Key features of your Call account in BOI

Below are key features of your Call account in BOI:

 <p>Accessing your money</p>	<p>You have instant access to your money.</p>
 <p>Lodgements</p>	<p>You can make lodgements into the account. Lodgements can be made in most branches. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website. If you use our online service, Business On Line, you can transfer funds into the account using this service.</p>
 <p>Withdrawals</p>	<p>You can withdraw money from the account. Withdrawals can be made in most branches. You can also arrange in any BOI branch to transfer money to another BOI or non-BOI account. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website. If you are a business customer and use our online service, Business On Line, you can transfer funds out of the account using this service.</p>
 <p>Interest rate type</p>	<p>Variable - the interest rate may increase or decrease at the discretion of BOI.</p>
 <p>Interest payment</p>	<p>Interest is paid monthly.</p>





**What's staying
the same for
Call accounts?**





The amount of interest you earn

On the service transfer date, there will be no change to the amount of interest you earn. Your account has a variable rate and as with any variable rate, we can vary it in future.

Fees and charges

There are no monthly or transaction fees on your account.

Fees for foreign exchange services

If you choose to use our foreign exchange services (e.g. to move money between sterling and euro accounts or to buy foreign currency in cash), a fee will apply. Details of these fees are provided in our Special terms and conditions that apply specifically to KBC foreign currency deposit accounts with Bank of Ireland Global Markets in the Republic of Ireland (Special T&Cs) document and in the fees and charges leaflet that accompany this brochure.







Interest rate

What's staying the same?	Details
<p>Notification of an interest rate change</p>	 <p>An immediate change can be made to your interest rate without advance notice.</p>







Lodgements (payments in)

What's staying the same?	Details	
Lodgements		Lodgements can be made to the account.
Cheque lodgements		Cheque lodgements are supported.
Direct debits (in)		Direct debits are not supported.
Draft lodgements		Draft lodgements are supported.
Standing orders (in)		Standing orders are supported.
Electronic (in)		Electronic lodgements are supported.






Withdrawals (payments out)

What's staying the same?	Details
Direct debits (out)	 Direct debits are not supported.
Standing orders (out)	 Standing orders are not supported.

Other

What's staying the same?	Details
Fees and charges	 <p>No fees will apply for services currently provided by KBC. However, BOI provide additional services that are not available in KBC. If you choose to use these services, a fee may apply. A copy of your fees and charges has been provided to you and can also be found by searching "GM accounts fees and charges" on our website.</p>





What's changing
for
Call accounts?



The name of your account

The table below shows KBC's name for your deposit account and the corresponding BOI name. This is how we'll refer to your deposit account in all communications after the service transfer date.

Currency	KBC	BOI
United Kingdom Pound (GBP)	Corporate Deposit Demand account	Call account
Norway Krone (NOK)	Corporate Deposit Demand account	
United States Dollar (USD)	Corporate Deposit Demand account	



Your BOI account number

Your BOI account number

You will receive a new BOI account number after the service transfer date.





Detailed differences between KBC and BOI

Interest	KBC	BOI
 <p>Options for interest rate payment</p>	<p>Where an account pays positive interest, you can have this interest paid to:</p> <ul style="list-style-type: none"> ▶ the account or ▶ paid away each month to a separate account you designate 	<p>Where an account pays positive interest monthly, interest is paid to the account only.</p> <p>Interest can be paid away to a different account if you instruct us to do so in branch, in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33, Upper Baggot Street, Dublin 4, D04 VX58 or by using Business On Line. A BOI Business current account is required to access this online service.</p>
Withdrawals	KBC	BOI
 <p>Cheque</p>	<p>You may have been able to have a cheque issued to you for a withdrawal.</p>	<p>We don't issue cheques. Instead, we have a range of options for managing payments.</p> <p>You can instruct us to transfer money to another account you have with us:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ by phone on +353 1 609 4313 ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33, Upper Baggot Street, Dublin 4, D04 VX58





		<p>You can also instruct us to transfer money to a 3rd party or non-BOI account in your name:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ in writing to the address above <p>Payment instructions must be made in accordance with account signing instructions by authorised signatories.</p> <p>If you have BOI Business current account and online banking (Business On Line), you can also use this to make payments from your deposit account (where the T&Cs for your deposit account allow). However, the T&Cs of your deposit account may restrict the payments you can make from your account or may exclude or restrict online services.</p>
Other	KBC	BOI
 Notice of changes to your account T&Cs	2 months' notice is given.	For corporate customers, we reserve the right to make changes to account T&Cs immediately, without any prior notice.
Statements	KBC	BOI
 Format	Statements are normally issued by post, but can be issued by email on request.	Statements are issued by post only.





Benefits of being a BOI Call account customer

These are some things you can do as a BOI deposit account customer you may not have been able to do as a KBC customer.

Cash lodgements (paying in cash)

We allow cash lodgements in most, but not all, BOI branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website.

Draft withdrawals

We allow you to withdraw money from your account to purchase a BOI draft.

Cash withdrawals

Cash withdrawals are available in most, but not all, of our branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website. We have a limit on the amounts of cash you can withdraw. For more details, contact your branch.

Electronic funds transfer (EFT)

We'll accept instructions to make a payment to another account of yours or an instruction (by EFT) to pay to an account owned by someone else, where the request is made in accordance with the mandate by the authorised signatories.

Nominated account for withdrawals

We don't ask you to give details of an account where all money from your deposit will be paid. Instead, we have a range of options for managing payments.

You can instruct us to transfer money to another account you have with us:

- ▶ in any BOI branch (you must complete a form)
- ▶ by phone on +353 1 609 4313
- ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33, Upper Baggot Street, Dublin 4, D04 VX58



You can also instruct us to transfer money to a 3rd party or a non-BOI account in your name:

- ▶ in any BOI branch (you must complete a form)
- ▶ in writing to the address above

Please note: Payment instructions must be made in accordance with account signing instructions by authorised signatories.

If you have a BOI Business current account and online banking (Business On Line), you can also use this to make payments from your deposit account where the T&Cs for your deposit account allow this.

However, the T&Cs of your account may restrict the payments you can make from your account or may exclude or restrict online services.

Access to online services

We offer some online services to corporate customers with non-euro accounts via Business On Line. A BOI Business current account in euro is required to access these services.

Through Business On Line you can transfer money from your foreign currency account to a euro current account. A currency conversion fee will apply.

For more information about how to access Business On Line, search 'business banking' on our website or call +353 1 609 4313.








Fixed Term accounts





Key features of your Fixed Term account in BOI:

Below are key features of your Fixed Term account in BOI:

 <p>Accessing your money</p>	<p>Withdrawals are not allowed during the term. Where you need to make a withdrawal before the maturity date, your withdrawal will be subject to breakage fee.</p>
 <p>Lodgements</p>	<p>You can't make lodgements into the account during the term.</p>
 <p>Withdrawals</p>	<p>At the end of the term, your money plus interest earned will be available for withdrawal, withdrawals can be made in most branches.</p> <p>You can also arrange in any BOI branch to transfer money to another BOI or non-BOI account. The range of services provided in branches vary. To get more information on the services provided in any branch or find your nearest branch, search 'branch locator' on our website.</p>
 <p>Interest rate type</p>	<p>Fixed – the interest rate stays the same for the term of the account.</p>
 <p>Interest payment</p>	<p>Interest is paid at the end of the term.</p>





**What's staying
the same
for Fixed Term
accounts?**



The amount of interest you earn

On the service transfer date, there will be no change to the amount of interest you earn. For fixed term accounts, the existing rate will apply until the end of the term.

Fees and charges

There are no monthly or transaction fees on your account.






Fees for foreign exchange services

If you choose to use our foreign exchange services (e.g. to move money between sterling and euro accounts or to buy foreign currency in cash), a fee will apply. Details of these fees are provided in our Special terms and conditions that apply specifically to KBC foreign currency deposit accounts with Bank of Ireland Global Markets in the Republic of Ireland (Special T&Cs) document and in the fees and charges leaflet that accompany this brochure.









Lodgements (payments in) at account opening

What's staying the same?	Details	
Cheque lodgements		Cheque lodgements are supported.
Direct debits (in)		Direct debits are not supported.
Draft lodgements		Draft lodgements are supported.
Standing orders (in)		Standing orders are not supported.
Electronic (in)		Electronic lodgements are supported.


Withdrawals (payments out) during the term

What's staying the same?	Details	
Direct debits (out)		Direct debits are not supported.
Standing orders (out)		Standing orders are not supported.
Draft withdrawals		Draft withdrawals are not supported.
Cash withdrawals		Cash withdrawals are not supported.







Online services

What's staying the same?	Details	
<p>Online functionality</p>		<p>There is no online access for Fixed Term accounts.</p>

Other

What's staying the same?	Details	
<p>Mandate and instructions / Account application form</p>		<p>There is no difference between KBC and BOI. BOIGM use the detail from the account application form/mandate to ensure that the persons giving an instruction have the required permission.</p>
<p>Fees and charges</p>		<p>No fees will apply for services currently provided by KBC. However, BOI provide additional services that are not available in KBC. If you choose to use these services, a fee may apply. A copy of your fees and charges has been provided to you and can also be found by searching "GM accounts fees and charges" on our website.</p>





What's
changing for
Fixed
Term accounts?



The name of your account

The table below shows KBC's name for your deposit account and the corresponding BOI name. This is how we'll refer to your deposit account in all communications after the service transfer date.

Currency	KBC	BOI
United Kingdom Pound (GBP)	Corporate Deposit Fixed Term account	Fixed Term account
United States Dollar (USD)	Corporate Deposit Fixed Term account	

Your BOI account number



Your BOI account number

You will receive a new BOI account number after the service transfer date.








Detailed differences between KBC and BOI:

Withdrawal	KBC	BOI
 <p>Cheque</p>	<p>You may have been able to have a cheque issued to you for a withdrawal.</p>	<p>We do not issue cheques. Instead, we have a range of options for managing payments.</p> <p>You can instruct us to transfer money to another account you have with us:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ by phone on +353 1 609 4313 ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33 Upper Baggot Street, Dublin 4, D04 VX58 <p>You can also instruct us to transfer money to a 3rd party or non-BOI account in your name:</p> <ul style="list-style-type: none"> ▶ in any BOI branch (you must complete a form) ▶ in writing to the address above <p>Payment instructions must be made in accordance with account signing instructions by authorised signatories.</p>
What happens at maturity	KBC	BOI
 <p>If no instruction is received from the account holder</p>	<p>If you don't give instructions to KBC when your Fixed Term account reaches its maturity date, the full balance will be re-invested in a Demand Deposit account at the prevailing interest rate.</p>	<p>If you don't give instructions to us, our default option is to renew your account for an equivalent or shorter term.</p> <p>When your fixed term matures, if you decide to re-invest in a new Fixed Term account or a Call account, it'll be considered a new account opening and the BOIGM T&Cs will apply.</p> <p>The Special T&Cs that applied at transfer, will no longer apply.</p>





Statements/ Confirmations	KBC	BOI
 How often statements are issued	<p>KBC T&Cs say that they will issue statements annually. However, statements are usually issued every month.</p>	<p>We don't issue statements on Fixed Term accounts.</p> <p>Instead, we issue confirmation letters as follows:</p> <ul style="list-style-type: none"> - At account opening or re-investment. This shows the account balance, interest rate and maturity date. - After any activity on the account. This shows the detail of the activity on the account for example a lodgement or withdrawal. <p>We also send you an interest certificate every year.</p>
 Format	<p>Statements are normally issued by post, but can be issued by email on request.</p>	<p>Confirmations are issued by post only.</p>
Other	KBC	BOI
 Notice of a change in your account T&Cs	<p>2 months' notice is given.</p>	<p>For corporate customers, we reserve the right to make changes to account T&Cs immediately, without any prior notice.</p>

Benefits of being a BOI Fixed Term account customer

These are some things you can do as a BOI deposit account customer you may not have been able to do as a KBC customer.

Cash lodgements at account opening (paying in cash)

We allow cash lodgements in most, but not all, BOI branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website.

Mid-term lodgements

We may accept further lodgements during the term, but have discretion as to the rate of interest that'll be applied to any additional money lodged.





Cash withdrawals when the fixed term ends (taking cash from the account)

At maturity, cash withdrawals are available in most, but not all, of our branches. To find your nearest branch or get more information on the services provided in any branch, search 'branch locator' on our website. We have a limit on the amounts of cash you can withdraw.

Draft withdrawals when the fixed term ends

At maturity, we allow you to withdraw money from your account to purchase a BOI draft.

Nominated account for withdrawals

We don't ask you to give details of an account where all money from your deposit will be paid. Instead, we have a range of options for managing payments.

You can instruct us to transfer money to another account you have with us:

- ▶ in any BOI branch (you must complete a form)
- ▶ by phone on +353 1 609 4313
- ▶ in writing to the Customer Instructions Team, Bank of Ireland Global Markets, 3rd Floor, Block C Baggot Plaza, 27-33 Upper Baggot Street, Dublin 4, D04 VX58

You can also instruct us to transfer money to a 3rd party or non-BOI account in your name:

- ▶ in any BOI branch (you must complete a form)
- ▶ in writing to the address above

Please note: Payment instructions must be made in accordance with account signing instructions by authorised signatories.






Electronic funds transfer (EFT)

We'll accept instruction to make a payment to another account of yours or an instruction (by EFT) to pay to an account owned by someone else. We use the detail from the account application form / mandate to ensure that the persons giving an instruction have the required permission.



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>This first communication was accompanied by our Data Privacy Notice (DPN) and Terms of Business (TOB). 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 this communication	 <p>This explains some important differences between our deposit account products and KBC's. We're also highlighting differences in how we manage/service your account compared to KBC. It is accompanied by the following documents:</p> <ul style="list-style-type: none"> ▶ BOIGM T&Cs ▶ Special T&Cs ▶ Details of BOIGM fees and charges information ▶ Deposit Guarantee Scheme – Depositor Information Sheet
3	 <p>If you do not need to take any action, you won't receive this letter. Otherwise, this will explain the actions you need to take to ensure your account is ready to use when it transfers to BOI.</p>
Confirmation of your deposit	 <p>For Fixed Term accounts, we'll confirm to you in writing, your new account number, the balance in the account, the maturity date and the rate of interest that will apply until maturity.</p> <p>For Call accounts, we'll confirm to you in writing, your new account number, the balance in the account, and the rate of interest that applies on the account.</p>
4	 <p>This will welcome you as a BOI customer, confirm the legal transfer date and the service transfer date, and explain any actions you need to take once your account has transferred to BOI.</p>





Bank of Ireland is regulated by the Central Bank of Ireland.



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