

COPY OF COMMUNICATION NO. 2

We look forward to welcoming you to Bank of Ireland.

When is your account transferring to Bank of Ireland?

KBC Bank Ireland plc (KBC) recently advised you that ownership of KBC foreign currency (FX) deposit accounts will be transferring to Bank of Ireland (BOI). KBC will transfer legal ownership of your FX deposit account to BOI on a date no earlier than 03 February 2023. We call this the “legal transfer date”.

We plan to move your FX deposit account to BOI systems on a date no earlier than 17 February 2023. We call this the “service transfer date”. From the service transfer date, your FX deposit account will be managed by BOI, within its business unit Bank of Ireland Global Markets (BOIGM). Changes to the terms and conditions (T&Cs) for your deposit account will also take effect on the service transfer date. 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.

KBC will continue to manage and service your account right up to the time when we complete the move of your deposit account on the service transfer date.

The move from KBC to BOI will happen over a weekend, meaning you can access your account in BOI from Monday 20 February 2023.



If you need to access your money before 10am on Monday, 20 February 2023, you should transfer money from your KBC deposit account before Friday, 17 February 2023.

When will you get your new BOI account number?

From 20 February 2023, your account will have a new BOIGM account number. We aim to send this to you by 23 February 2023. If you need your new BOIGM account number to lodge, withdraw or transfer money before we send it to you, or you have any other questions please contact us on the number below.

How do you access your account after the transfer?

When you have your deposit account details, you can visit our branches to get your account balance, request a bank draft or arrange a credit transfer to another BOI or non-BOI account. We can only accept instructions from authorised signatories to the account in accordance with the account mandate. This is to protect your deposit account and prevent fraud. If you have a fixed term account, you can only access your money when the fixed term ends. To find your nearest branch or get more information on the services provided in each branch, search 'branch locator' on our website.

Alternatively, when you have your account number, you can contact our customer service team on +353 1 609 4313 for any account queries.

Will the interest earned on your account stay the same?

Yes, there will be no change to the amount of interest your account will earn when your account transfers to BOIGM.

- ▶ **For fixed term accounts**, the existing rate will apply until the end of the term.
- ▶ **For a variable rate account**, the rate that exists immediately before the service transfer date will apply. As with any variable rate, we can vary it in future.

We'll confirm your new account details in writing after the service transfer date.

Will there be differences between KBC and BOI T&Cs?

Yes, there are some due to differences in how KBC and BOIGM systems work, but we have kept these to a minimum. We explain these differences, (e.g. the name of your account), in 'A Guide to Upcoming Changes to Foreign Exchange Deposit accounts', which is enclosed. Please take the time to read about them as they'll take effect on the service transfer date. We also enclose:

- ▶ Terms and conditions for transacting with Bank of Ireland Global Markets in the Republic of Ireland (BOIGM T&Cs)
- ▶ Special terms and conditions that apply specifically to KBC foreign currency deposit accounts with BOIGM in the Republic of Ireland (Special T&Cs)
- ▶ Details of BOIGM fees and charges
- ▶ Information on the Deposit Guarantee scheme

What happens if your Fixed Term account matures (reaches its term date) before the service transfer date?

KBC will contact you before the maturity date advising you of the maturity options and (depending on timing) the option chosen will be put in place by us or KBC.

What happens if your Fixed Term account matures (reaches its term date) after the service transfer date?

We or KBC will contact you before the maturity date and advise you of the maturity options. The option chosen will be put in place by us.

If you decide to reinvest with us for a new fixed term or to open a Call account when your existing Fixed Term account matures (reaches its term date), this will be a new contract with us and the Terms and Conditions for transacting with Bank of Ireland Global Markets in the Republic of Ireland (BOIGM T&Cs) will apply to the new account and the Special T&Cs will no longer apply.

What happens if you change your account type in KBC before the service transfer date?

If you change your account type in KBC before the service transfer date, please see the tables on pages 11 and 23 of the enclosed brochure, 'A Guide to Upcoming Changes to Foreign Exchange Deposit accounts'. It shows the name of each KBC account type and the new BOIGM name from the service transfer date. The BOIGM T&Cs detailed in the enclosed brochures and Special T&Cs, will apply to the KBC account type to which you have changed from the service transfer date. For more information on the differences between each KBC and BOIGM deposit type, search 'deposit differences' on our website or call the number below.

What if you don't want the T&Cs of your deposit account to change?

We appreciate that you may not want to accept BOI's T&Cs. If this is the case, you'll need to make arrangements with KBC to close your KBC account before the service transfer date. The service transfer date will be no earlier than 17 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 T&Cs.

What if you're a joint account holder?

If your account is held jointly with another person/people, they may also receive a copy of this letter.

Who can you contact if you 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 FX deposit account is managed today, please continue to contact KBC on 1800 93 92 44, Monday – Friday 8am-8pm; Saturday and Sunday 9am-5pm.

Be mindful of fraud.

Please be extra vigilant about any emails, text 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.

Please note: If you have more than one KBC deposit account that is due to transfer to BOI, you'll receive a copy of this communication for each deposit account you hold.