

COPY OF COMMUNICATION NO.3

This is a reminder that your mortgage loan will transfer to Bank of Ireland (BOI) on a date no earlier than 03 February 2023. This is the service transfer date, after which BOI will manage and service your mortgage loan.

What's my new mortgage reference number?

From the service transfer date, your mortgage loan will have one or more new mortgage account numbers (e.g. if you have split your mortgage loan across multiple mortgage rates). Please take note of any new numbers and quote them on all future correspondence about your mortgage loans:

KBC Mortgage Account	New BOI Mortgage Reference Number(s) for direct debit set up
xxxxxxx	xxxxxxx, xxxxxxx, xxxxxxx, xxxxxxx xxxxxxx, xxxxxxx, xxxxxxx, xxxxxxx xxxxxxx, xxxxxxx, xxxxxxx, xxxxxxx xxxxxxx, xxxxxxx, xxxxxxx, xxxxxxx

Important information about your mortgage loan

Your KBC mortgage offer letter says your repayment is to be made by direct debit on the 1st of each month. However, KBC have advised us that **you often make your monthly repayment on another date and not by direct debit. This technically means you have been missing mortgage loan repayments as they fall due.**

In the brochure, 'A Guide to your Bank of Ireland Mortgage Loan', sent to you recently, we advised that **KBC may have chosen not to charge interest on these overdue repayments** or hold back from adding interest until the end of the month in which the 1st of the month repayment date was missed (or not made in full). KBC are not obliged to do this under the terms of your mortgage loan offer.

Your mortgage loan will transfer to BOI on a date no earlier than 03 February 2023. If you haven't made your monthly repayment to KBC on 01 February 2023, your mortgage loan will be transferred to BOI with a payment already past due. **We will charge interest on the monthly repayment amount you are due to make on the 1st of that month until it's paid in full.** As your mortgage loan will technically be in arrears, you may also receive arrears notifications from BOI.

Below we set out some options for you to avoid going into arrears and paying more interest than you need to.

How might this affect me financially?

By way of example, if your mortgage repayment is €/ \pounds 1,000 per month, your interest rate is 3% and the mortgage repayment date in your offer letter is the 1st of the month. However, you make your monthly repayment on the 28th of the month. This would result in interest being applied daily on the missed loan repayment from the 2nd to the 28th of the month, resulting in approximately €/ \pounds 2.22 in additional interest being applied in that month. Therefore, you could pay more interest over the remaining life of your mortgage loan after it transfers to BOI. This additional interest will accrue and **you may be left with an outstanding amount you owe at the end of your term.** Therefore, **the earlier you can make your monthly repayment, the less interest will accrue on your monthly repayment amount.**

However, as a once-off goodwill gesture to welcome you to BOI, we will estimate how much additional interest you might have to pay each month for the remaining term of your mortgage loan and we will reduce your mortgage loan balance by that amount. Please see the section "Our once-off goodwill adjustment" below for further details.

How might this affect my credit rating?

As your credit rating report isn't sent to the Central Credit Register (CCR) until the end of the month, **there will be no impact on your credit rating** or to your credit record with BOI if we receive your monthly repayment before the end of each month (including February 2023).

Making your February repayment

To make your February repayment, you can send it to KBC as you normally would or pay BOI using one of the methods listed in 'Alternative ways to pay your mortgage loan' below. The earlier you can make your repayment in February, the less interest will accrue on the overdue repayment.

Making your ongoing repayments from March

We advise you to formalise your repayment date with BOI by **selecting ONE of the options below.** We can only make this adjustment from March onwards. Remember, the earlier you can make your monthly repayment, the less interest will accrue on your monthly repayment amount.

Option A: Repay your mortgage loan monthly on the 1st of the month.

- 1) **Repay by direct debit on the 1st.** Complete and return the SEPA direct debit mandate form using the **Freepost envelope** enclosed. It takes 14 working days to put a direct debit in place. **Please note:** If you have a joint account, **only one** account holder needs to sign the new direct debit mandate.

OR

- 2) **Repay by another repayment method on the 1st** see 'Alternative ways to pay your mortgage loan' below.

Advantages of choosing Option A:

- ▶ your mortgage loan repayments will stay the same
- ▶ your mortgage loan will be repaid on the scheduled repayment date as per your mortgage loan offer letter
- ▶ you will avoid interest accruing daily on your monthly repayment amount from the 1st of each month to the date you make your repayment

Disadvantages of choosing Option A:

- ▶ We recognise that although it will only happen once, it may be difficult for you to make 2 mortgage repayments so close together (e.g. your February repayment in late February 2023 and your March repayment on 1st March 2023).

Option B: Continue repaying your mortgage loan on the date of your choice.

- 1) **Repay by direct debit on a date of your choice.** Complete and return the SEPA direct debit mandate form using the Freepost envelope enclosed. This direct debit must start on your chosen repayment date in March 2023. It takes 14 working days to put a direct debit in place. **Please note:** If you have a joint account, **only one** account holder needs to sign the new direct debit mandate.

OR

- 2) **Repay by another repayment method** (e.g. standing order) on your chosen repayment date each month (see 'Alternative ways to pay your mortgage loan' below). To do this, **complete and return** the change of mortgage loan repayment date form using the Freepost envelope enclosed to notify us of this new repayment date. **Please note:** All borrowers must sign and date this form. Then make the repayment using your chosen alternative repayment method.

Advantages of choosing Option B:

- ▶ you can continue making your monthly repayment on the date you're used to
- ▶ you will avoid going in to arrears each month

Disadvantages of choosing Option B:

- ▶ the term of your mortgage loan will extend (e.g. moving your repayment date from the 1st of the month to the 28th, will increase your mortgage loan term by 27 days)
- ▶ there will be a small change to the amount of your monthly repayment
- ▶ you will incur a slight increase in your cost of credit. Your cost of credit is the amount of interest you'll pay on the amount you've borrowed over the full term of your mortgage loan.
- ▶ you will accrue daily interest on your monthly repayment amount from the 1st of the month until the date you make your repayment

If you do decide to change your repayment date, we will write to you to confirm these details.

Our once-off goodwill adjustment.

We understand BOI's way of calculating interest differs from what KBC did and what you are used to. In recognition of this, we will estimate how much additional interest you might have to pay each month for the remaining term of your mortgage loan. We will base this estimation on information provided to us by KBC – your remaining mortgage balance, your remaining term and the interest rate that applies to your mortgage loan on the legal transfer date (see Communication 2 or frequently asked questions (FAQs) at boi.com/KBCsupport). **If we find that you would have to pay additional interest, we will reduce your mortgage loan balance by that amount.**

It will not take into account future events or changes to your mortgage loan. For example:

- ▶ If your interest rate reduces over the remaining term of your mortgage loan, or if you repay your mortgage loan early, you will pay less additional interest than the interest calculated in the goodwill adjustment. Your goodwill adjustment will not be recouped by BOI.
- ▶ If your interest rate increases over the remaining term of your mortgage loan, your goodwill adjustment will not be increased. You may be left with an outstanding amount you owe at the end of your term.

Our estimate is approximate only. This is a once-off goodwill gesture to welcome you to BOI. We'll make this adjustment in 2023 and you'll see the amount of your goodwill adjustment in your annual mortgage loan statement.

What action do I need to take now?

Choose Option A or Option B depending on how you would like to repay your mortgage loan.

What happens if I don't choose any of the options above?

If you don't formalise your repayment date with BOI to the 1st of the month you'll continue to be charged daily interest on your monthly repayment amount from the 1st of the month to the day you make your repayment in full. This additional interest will accrue and **you may be left with an outstanding amount you owe at the end of your term**. You will also be in arrears and you will receive arrears notifications from BOI every month.

The goodwill adjustment will be calculated based on your remaining mortgage balance, your remaining term and the interest rate that applies to your mortgage loan on the legal transfer date. It will not take into account future events or changes to your mortgage loan.

Will I lose the goodwill adjustment if I move my monthly repayment back to the 1st of the month (Option A)?

No. If you move your monthly repayment back to the 1st of the month, you won't pay this additional interest and you will still receive the goodwill adjustment.

How do I find my mortgage repayment amount?

If you need to reconfirm your mortgage repayment amount before 03 February 2023, please contact KBC on 1800 93 92 44.

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, 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 mortgage loan is managed today, please continue to contact KBC on 1800 93 92 44 8am - 8pm Monday – Friday (excluding bank holidays), 9am – 5pm Saturday and Sunday.

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've recently closed the KBC account referred to above, please ignore this communication.

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

WARNING: IF YOU DO NOT MEET REPAYMENTS ON YOUR CREDIT AGREEMENT, 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 your mortgage is at any time on a variable rate, please note:

WARNING: THE PAYMENT RATES ON THIS HOUSING LOAN MAY BE ADJUSTED BY YOUR LENDER FROM TIME TO TIME.

ENDOWMENT LOANS: If you choose an endowment loan, and the insurer does not guarantee that the proceeds will be enough to repay the Loan when due, please note:

WARNING: THERE IS NO GUARANTEE THAT THE PROCEEDS OF THE INSURANCE POLICY WILL BE SUFFICIENT TO REPAY THE LOAN IN FULL WHEN IT BECOMES DUE FOR REPAYMENT.

WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED-RATE LOAN EARLY.

Alternative ways to pay your mortgage loan

Standing order	<p>If you currently pay by standing order, you'll need to cancel your existing standing order and set up a new one for any repayments after the service transfer date using your new BOI mortgage reference number(s).</p> <p>Please note: If you have a joint account, only one account holder needs to set up a new standing order.</p>
Bank transfer	<p>Use the BIC and IBAN below to make a payment from another bank or non-euro account. Insert your new BOI mortgage reference number(s) as a reference:</p> <p>BIC: BOFIE2D IBAN: IE37 BOFI 9000 1710 0238 98</p>
Phone	<p>From the service transfer date, you can call a member of our mortgage team on (01) 611 3000 Monday to Friday 9am – 5pm, to make a card payment over the phone.</p>
Cheque	<p>Cheques should be made payable to Bank of Ireland Mortgages. Quote your BOI mortgage reference number(s) on the back of the cheque and post to the following address:</p> <p>Bank of Ireland Mortgages, PO Box 13298, Dublin 18</p>
Cash	<p>From the service transfer date, you can pay by cash in-branch. You can find details of our branches that accept cash payments on boi.com/BranchLocator</p>

Please note: If making your monthly repayment by post or transferring funds from another bank (e.g. standing order, bank transfer), it may take several working days for KBC or BOI to receive your payment. The earlier you make your monthly repayment the better.

Important information to note

<p>What if I need some extra help?</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>What if someone else represents me or helps me concerning arrears?</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 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>What if someone else represents me or helps me with my account?</p> <p>If you have a financial advisor or someone who assists or represents you on your mortgage loan and you'd like them to continue to do so when your mortgage loan transfers to BOI, please:</p> <ol style="list-style-type: none">i. show them this letter <p>AND</p> <ol style="list-style-type: none">ii. call the Bank of Ireland KBC Transition Support team after your account(s) move to Bank of Ireland to give us their contact details <p>Please note: We may also ask for your written permission to contact them about your mortgage loan.</p>	<p>Why am I getting this letter? I'm not the customer of the account.</p> <p>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 I'm a joint account holder?

If your account is held jointly with another person/people, they 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 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	 <p>This explained important operational changes we’re making to how we manage and service your mortgage loan that differ from KBC.</p>
3 this communication	 <p>This communication explains the actions you need to take to ensure your mortgage loan account is ready to use from the service transfer date.</p>
4	 <p>You will then receive a communication to welcome you as a BOI customer. This will confirm the legal transfer date and the service transfer date.</p>