

Terms of Business

Provided in accordance with the Consumer Protection Code issued by the Central Bank of Ireland

About Us

Our legal name is The Governor and Company of the Bank of Ireland (“the Bank” or “Bank of Ireland”). The Bank’s head office is at 40 Mespil Road, Dublin 4. Bank of Ireland is the parent company of the group of companies comprised within the Bank of Ireland Group¹. “Bank of Ireland” and “Bank of Ireland Group” are registered business names of The Governor and Company of the Bank of Ireland. Bank of Ireland also operates under other trading names² that will be detailed in the terms and conditions that concern the relevant product or service.

The Bank of Ireland is regulated by the Central Bank of Ireland and is a licensed Bank pursuant to the Central Bank Act 1971 as amended. Bank of Ireland is a tied agent of New Ireland Assurance Company plc for life policies.

If you wish to contact us please write to Customer Care Unit, Bank of Ireland Head Office, 40 Mespil Road, Dublin 4 or ring +353 1850-753357 or e-mail us at careline@boimail.com.

Regulated Activities

The Bank’s principal business is banking and the provision of financial services generally. The Bank takes deposits, makes loans and provides a range of other financial services and products. These activities are regulated by the Central Bank of Ireland.

Central Bank Codes

The Bank is subject to the Consumer Protection Code; the Code of Conduct on Mortgage Arrears, Code of Conduct for Business Lending to Small and Medium Enterprises and the Code of Conduct on the Switching of Current Accounts with Credit Institutions. These codes offer protection to consumers and can be found on the Central Bank of Ireland’s website www.centralbank.ie

Fees and Charges

The Bank charges its customers fees and charges in connection with the products and services provided by it. For written details of the current fees and charges concerning any particular product or service please enquire at any branch of Bank of Ireland, or the Bank of Ireland representative you are dealing with or the Customer Care Unit (see above for contact details). Note also that fees and charges for products and services may be amended from time to time by the Bank.

Your Personal Data

We gather and process your personal data in compliance with (a) Data Protection Law (including the Data Protection Acts 1988 and 2003) and (b) our Data Protection and Privacy Policy. We ask you to sign a consent to use personal data to enable us provide you with financial products and services.

Conflicts of Interest

It is the policy of Bank of Ireland to avoid any conflict of interest in connection with any product or service it supplies to its customers. Where an unavoidable conflict arises we will advise you in writing of this before providing the relevant service. If you have not been advised of any such conflict you are entitled to assume that none arises.

Where you Default

Where you default in your obligations to the Bank of Ireland, the Bank may notify you of such default and may ask you to take action to remedy it to the satisfaction of the Bank. At any time after such default (subject to the terms and conditions relevant to the product or service and to any applicable Central Bank code, consumer credit law or regulation) the Bank may seek to enforce your obligations to it through legal proceedings or through the enforcement of any guarantee or security given in respect of your obligations to the Bank.

Complaints

If you have any complaint in relation to the product or service being provided by the Bank you should outline the nature of your complaint to your branch, Business Unit or (if you prefer) to the Customer Care Unit in writing at the address shown overleaf. The complaint will be fully investigated by the Bank and a full response will be provided to you. While our investigation of any complaint is ongoing we will provide you with a regular written update. In the event you are dissatisfied with the outcome or if the complaint is not resolved within 40 business days you are entitled to refer your complaint to The Financial Services Ombudsman's Bureau, Lincoln House, Lincoln Place, Dublin 2.

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. The Investor Compensation Scheme administered by the Investor Compensation Company Limited applies in respect of money or instruments owed by the Bank to customers in connection with investment services. The maximum amount investors can claim is 90% of their financial loss certified by the Administrator up to a maximum compensation of €20,000 per investor.

Changes to Terms of Business

Where there are any material changes to these Terms of Business we will notify affected customers as soon as possible and the notice may take the form of an advertisement in one or more newspapers circulated nationally in Ireland.

The information contained in these Terms of Business is correct as of 1st December 2011

- ¹ The Bank of Ireland Group includes ICS Building Society, Bank of Ireland Private Banking Limited, Bank of Ireland Mortgage Bank, Bank of Ireland Insurance Services Limited, Bank of Ireland Insurance & Investments Limited and New Ireland Assurance Company plc.
- ² Frequently used trading names used by the Bank include Bank of Ireland Finance, Bank of Ireland Commercial Finance, Bank of Ireland Global Markets, Bank of Ireland Pass and Banking 365.