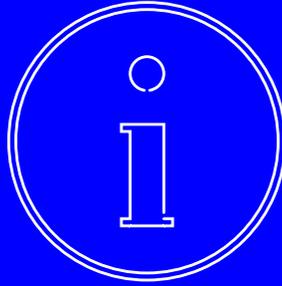


A Guide to Fees and Service Changes

Effective from 23 November 2020



**Bank of
Ireland**



This is an Easy to Read version of A Guide to Fees and Service Changes Effective 23 November 2020. Full details of these changes are in the new terms and conditions and A Guide to Fees and Service Changes both of which are available to view from 21 August 2020 at www.bankofireland.com/psd2.

Bank of Ireland is making some changes to your accounts. This document will tell you about these changes. The changes will happen from 23 November 2020.

If you have any questions, you can call our customer service team from 9am to 5pm Monday to Friday using either of the following numbers:

- 0818 365 365 or
- 01 404 4000

What are the changes?

For Personal Current Account customers

If you have one of these 5 account types, the new €6 fee will not apply to you:

1. Young Saver account
2. Second or third level student account
3. Graduate account
4. Golden Years account (aged 66 years+)
5. Basic bank account

You can find out what account type you have by looking at the top right corner of any of your bank statements or by calling one of the numbers above.

If you do not have one of these account types, then here is a summary of the new fee that will apply to your account from 23 November 2020:

- There will be a €6 monthly fee to use your account.
- This fee will replace most of the charges you pay today.
- This fee does not include duties, like those on cheques or debit cards that we collect on behalf of the Irish Government. You still have to pay these.
- Previously you did not pay transaction charges if your account balance was €3,000 or more.

- From 23 November 2020, you will pay the new fee of €6 a month no matter what your account balance is.

Key dates for you to remember:

- The fee will be charged to your account on the last working day of each month.
- The first time this will happen is 31 December 2020.
- We will send you a statement of fees charged to your account at least once a year.
- The fee will not be charged in the month you open the account or in the month you close the account.

Other important changes about your Personal Current Account from 23 November 2020:

- You will now need a debit card to make lodgements via a Lodgement ATM (LATM).

A LATM is a machine in branch that allows you to lodge cash and/or cheques to your Bank of Ireland account.

- Customers who do not have a debit card can still lodge funds through our cashiers in each of our branches that offer an over the counter cashier service.

For Credit Card customers:

A Credit card is a card which allows you to borrow money and pay for it later.

- From 23 November 2020, if you make a purchase of over €250 using your credit card, you will now have the choice to either pay for it in your usual monthly payment or to pay for it using an instalment plan, which will spread the payment out over a number of months.
- An instalment plan is an optional plan that allows you to spread the cost of a large credit card purchase (a purchase over €250) over an agreed length of time.
- We will charge you interest for purchases moved on to an instalment plan at the agreed instalment plan rate.
- There is no longer a cost if you order a second copy of your credit card statement.

For Debit Card customers:

A Debit card is a card where the money is deducted from your own account immediately.

- If you do not use your card for any transactions over a 12-month period, including withdrawing cash or making purchases, your card may not be automatically renewed when it expires.

For 365 online customers:

This is where you do all your day to day banking activities either on the phone, online or on the mobile banking app.

- We're currently rolling out a new app that will replace your existing mobile banking app.

An app is short for the word application. It sits on the screen of your mobile phone and lets you go directly to the website you want. It looks like a picture or a symbol and you will see lots of apps on your mobile phone.

- The new Bank of Ireland mobile app will have a range of new functionality and security features to improve your banking experience.
- We've started the roll out of the Android app on a phased basis and the Apple iPhone app will be available soon after the Android roll out has been completed. The iPhone app will also roll out on a phased basis.
- When the app is available for you, you'll receive a notification via your app store. If you have automatic updates set up, you'll see the new app the next time you log in.
- There is an Easy to Read for you on the new app. You can call 1800 946 146 from 9.30am to 4.30pm Monday to Friday to request this.

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