



A Guide to Currency Fixed Term Deposit Accounts

- **General Information**
- **Schedule of Fees & Charges**
- **Terms and Conditions**
- **Customer Application Form**

This document contains important information. Please read carefully and retain for future reference.

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The Transaction Fees and Charges in this Guide are correct as at November 2016.

November 2016

What is a Currency Fixed Term Deposit Account?

A Currency Fixed Term Deposit Account is an account that is denominated in a particular currency, and where a fixed interest rate is payable on the balance in the account for the term of the deposit.

Who can open a Currency Fixed Term Deposit Account?

A Currency Fixed Term Deposit Account can be opened by both business and personal customers subject to our Terms and Conditions.

A Currency Fixed Term Deposit Account may be opened by a business or individual who wishes to invest a fixed amount for a specific period, and who do not require access to the funds during the term of the deposit.

What are the benefits of opening a Currency Fixed Term Deposit Account?

Funds in a particular currency can be invested at a rate of interest that is fixed for the term of the deposit.

Interest rates payable on Currency Fixed Term Deposit Accounts are currency specific, and these rates may be higher or lower than the interest rate received on a corresponding deposit in euro.

Credit interest payable on Currency Fixed Term Deposit Accounts is based on market interest rates for the respective currency on the commencement date of the term.

WARNING: The interest rate paid on Currency Fixed Term Deposit Accounts fluctuates in line with Interbank market rates. At times of low Interbank market rates the Bank's Currency Fixed Term Deposit may offer 0% interest rates.

If you are registered for AIB phone and internet banking you can view your currency account online.

What investment terms are available on a Currency Fixed Term Deposit Account?

1 week
1 month
3 months
6 months
364 days

In which currencies can I open a Currency Fixed Term Deposit Account?

USD United States Dollar

CAD Canadian Dollar

GBP Pound Sterling

AUD Australian Dollar

Other currencies may be available upon request, please contact our Customer Services Unit on (01) 6115210 (+353 1 6115210 from abroad).

What other Types of Currency Accounts are available?

There are three types of accounts available to you:

- Currency Current Account (Business Customers only)
- Currency Call Deposit Account
- Sterling Current Account

Details of these accounts are available in "A Guide to Currency Accounts", and "A Guide to Sterling Current Accounts" respectively both of which are available to download from www.aib.ie or in booklet format by contacting our Customer Service Unit on (01) 6115210 (+353 1 6115210 from abroad).

How do I open a Currency Fixed Term Deposit Account?

To open a Currency Fixed Term Deposit Account, please contact your AIB branch or Relationship Manager to discuss your requirements. Please complete the "Customer Application to open a Personal or Business Currency Fixed Term Deposit Account" at the back of this booklet, and return completed application form to your AIB branch or Relationship Manager. Your Relationship manager or branch will let you know if additional documentation is required before we can open your account.

What fees and charges are applicable on my Currency Fixed Term Deposit Account?

Outgoing cheque collections	€15.20 each
(For collectible items sent on collection, Agent Bank charge may also apply)	
Unpaid Cheques (Agent bank charge may also apply)	€6.35 each
Audit reports	€12.70
Drafts	€4.40 each
Duplicate statements	€6.35

For all other charges, please refer to our "Schedule of International Transaction Charges" issued from time to time, which are available to download from www.aib.ie or from any AIB branch.

Who do I contact should I have a query relating to my Currency Fixed Term Deposit Account?

If you have any queries relating to a Currency Fixed Term Deposit Account, you can contact your AIB branch or Relationship Manager or contact our dedicated Customer Service Unit on (01) 6115210 (+353 1 6115210 from abroad).

Who do I contact should I have a complaint about my Currency Fixed Term Deposit Account?

In the event that you wish to make a complaint with regard to your Currency Fixed Term Deposit Account, you may do so by contacting your AIB branch or your Relationship Manager. We will handle your complaint in accordance with our complaints policy which is available from any AIB branch on request. If you are still not satisfied with the outcome of your discussions with us, you may be entitled to take your complaint to the Financial Services Ombudsman in Ireland at www.financialombudsman.ie or 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

If you do not come within the jurisdiction of the Financial Services Ombudsman, for example, if you are a limited company with a turnover of more than €3 million, you may take your complaint to the Central Bank of Ireland, PO Box No 559, Dame Street, Dublin 2.

Further details of our complaints procedures are set out in our complaints brochures, which are available in any of our branches.

Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.

Currency Fixed Term Deposit Account Terms and Conditions

Definitions

In these Conditions:

Account means any Currency Fixed Term Deposit Account.

Agreement means these Conditions, all mandates and other signing instructions that you give us in respect of your Account from time to time, all application forms and instruction forms completed by you in connection with your Account and all other documents that are incorporated into these Conditions or otherwise become part of our Agreement with you.

Business Day means a day (other than a Saturday, Sunday or public holiday) on which we are generally open for business in the Republic of Ireland.

Collectible Items means cheques, drafts and other negotiable or non-negotiable paper items which we have to process through a clearing system or directly present to the drawee bank in order to receive payment.

Conditions means these terms and conditions as amended, extended or replaced from time to time.

Consumer Protection Code means the Consumer Protection Code Issued by and in the name of the Central Bank of Ireland from time to time.

Currency Fixed Term Deposit Account means a deposit account opened by you with us in any agreed currency for the Term and which is opened under the National Sort Code NSC 93-00-67.

Re-investment means the lodgement of monies standing to the credit of the Account on Maturity for a new Term at a rate of interest and for a Term agreed with you.

Customer Service Unit means Allied Irish Banks, p.l.c., Customer Treasury Services, Customer Service Unit, telephone (01) 6115210 (+353 1 6115210 from abroad).

Currency Account Services means Allied Irish Banks, p.l.c., Currency Account Services, 4th Floor, Ashford House, Tara Street, Dublin 2, telephone (01) 6115210 (+353 1 6115210 from abroad).

Joint Account means an Account opened in more than one name and includes an Account in the name of a partnership.

Joint Account Holders means the persons in whose names a Joint Account has been opened.

Maturity means the expiry date of the Term and **Maturity Date** will be construed accordingly.

Minimum Balance means the minimum amount prescribed by us from time to time which must be lodged in the Account on the opening of the Account or on Re-investment and must be maintained in the Account for the Term.

Term means the fixed duration of the Account as agreed with you from time to time.

Any reference in these Conditions to “**you**” and “**your**” means you, the individual or entity that holds the Account with us, and includes your personal representatives, successors, transferees or assigns, as appropriate, and where appropriate includes any Joint Account Holder in respect of the Account (see Condition 8).

Any reference in these Conditions to “**we**”, “**us**”, “**our**” and “**the Bank**” means Allied Irish Banks, p.l.c. and includes our successors, transferees and assigns. Our principal business is the provision of Financial Services. Our head office and registered office is at Bankcentre, Ballsbridge, Dublin 4. We are regulated as a credit institution by the Central Bank of Ireland of PO Box 559, Dame St., Dublin 2. We are registered at the Companies Registration Office, Dublin under registration number 24173. Our VAT number is IE8E86432H.

Terms and Conditions

1. Interpretation

- 1.1 Unless otherwise specified by us, these Conditions apply to all Currency Fixed Term Deposit Accounts offered by us and shall continue to apply to your Account during the Term.
- 1.2 These Conditions constitute the main terms and conditions applicable to your Account but they do not cover every possible situation that might arise. Where they do not cover a particular situation usual banking practice will apply.
- 1.3 In these Conditions where the context so allows, reference to any gender includes all genders and the singular includes the plural and vice versa.
- 1.4 In these Conditions any reference to any statute, statutory provision or to any order or regulation shall be construed as a reference to that statute, provision, order or regulation as extended, modified, amended, replaced or re-enacted from time to time and all statutory instruments, regulations and orders from time to time made thereunder or deriving validity therefrom.
- 1.5 Additional terms and conditions will apply to any other service or facility provided by us in connection with your Account. We will notify you of such additional terms and conditions where we consent to providing you with such services or facilities. To the extent that there is any conflict between these Conditions and those additional terms and conditions, those additional terms and conditions will prevail.
- 1.6 We may from time to time offer you special benefits or features with your Account. These special benefits or features will be subject to additional terms and conditions. To the extent that there is any conflict between these Conditions and those terms and conditions, the latter will prevail.
- 1.7 Please note that there may be alternative products which have different benefits, restrictions and/or cost or income options. If you would like any further information please ask your branch or Relationship Manager.

- 1.8 Copies of these Conditions and all other documents that constitute the Agreement may be obtained from our Customer Service Unit. These Conditions and certain other documents that constitute the Agreement are also online at www.aib.ie.
- 1.9 In these Conditions headings are for convenience only and are not to be taken into account when interpreting these Conditions.

2. Opening the Account

- 2.1 Before you can use your Account, you must satisfy the 'establishing identity' requirements under applicable anti-money laundering and antiterrorism laws. We will advise you of what is required at the time you seek to open your Account.
- 2.2 We reserve the right not to open an Account.

3. Operating the Account

- 3.1 You must make a deposit of at least the amount of the Minimum Balance when you open the Account and during the Term you must maintain a balance in the Account of not less than the Minimum Balance.
- 3.2 You choose the length of the Term from the options that we may make available to you on the opening of the Account, subject to the provisions of Condition 5 (Maturity and Re-Investment).
- 3.3 The Account is to be maintained for the full Term subject to Condition 6 (Withdrawals).
- 3.4 Statements on your Account will be issued annually.
- 3.5 (a) A Confirmation of Account ("a Confirmation") will be issued when any of the following occur:
 - (i) A lodgement is made to your Account on initial investment;
 - (ii) On Re-Investment to a new Term in accordance with these Conditions.(b) A Confirmation will include the following information:
 - (i) The investment amount;
 - (ii) The investment date and Maturity Date;
 - (iii) The interest rate applicable to the Term;
 - (iv) The projected maturity amount;
 - (v) Gross projected interest;
 - (vi) Net projected interest.(c) Confirmations will be issued by post.
- 3.6 You may contact our Customer Service Unit to request information relating to your Account during the Term.

4. Lodgements

- 4.1 On opening the Account we will accept for credit of your Account, Collectible Items, electronic payments and other items payable to you. We may decide at our discretion to send items for collection on your behalf. Instead of accepting a Collectible Item for immediate lodgement to your Account we may agree to collect payment of it by hand or by post in which case the amount of such item will not be lodged to your Account unless and until we have received payment for it.
- 4.2 We do not accept cash lodgements (in any currency) for the credit of your account.
- 4.3 We may accept Collectible Items payable to third parties as lodgements to your Account at our absolute discretion. You will compensate us for any loss we may suffer in doing so.
- 4.4 We may reverse any credit made to your Account if the item so credited is not paid or is recalled by the paying bank (including when we are the paying bank) or is returned by us due to mistake, fraud or the operation of any applicable clearing rules.
- 4.5 You will be liable to indemnify us for any loss, damage, cost or expense including any redemption cost (which consists of an administration cost and a funding cost) which we may incur in connection with the collection of Collectible Items and other items to your Account.
- 4.6 Lodgements of additional funds are only accepted on the Maturity Date of your Account.
- 4.7 We reserve the right to refuse to accept a lodgement to your Account.

5. Maturity and Re-Investment

- 5.1 An Account matures on the Maturity Date.
- 5.2 You may withdraw all or part of the monies standing to the credit of the Account on Maturity, subject to Condition 6. (Withdrawals) and Condition 3.1 (Minimum Balance).
- 5.3 Two Business Days prior to Maturity you should contact us with your investment instructions for the whole or part of the balance in the Account (subject to Condition 5.5 below).
- 5.4 If no instructions are received from you 2 Business Days prior to Maturity, the principal sum together with interest earned on the account (less Deposit Interest Retention Tax (DIRT) where applicable) will be automatically re-invested for a similar period, and a new Maturity Date and interest rate will be advised to you.

If you are a Consumer (as defined in the Consumer Protection Code) we will contact you 10 Business Days before the Maturity of an Account which has a minimum Term of 1 year, to advise you of its impending Maturity. Failure by you to provide instructions will result in funds in your Account being transferred to a new or existing Currency Call Deposit Account, attracting our applicable call deposit rate.

Our current terms and conditions for currency call deposit accounts "A Guide to Currency Accounts" are available from our Customer Service Unit or online at www.aib.ie

- 5.5 Each Re-investment of monies constitutes a new contract in respect of the amount re-invested for the Term of such Re-investment at the rate of interest fixed by us for the new Term and subject to these Conditions.
- 5.6 If and so long as a formal lien or set-off has been agreed on the Account for some or all of the balance thereon, the only instruction for re-investment that we will accept is for the re-investment of the full balance.

6. Withdrawals

- 6.1 Withdrawals during the Term of the Account are not permitted. Any withdrawal during the Term of the Account at your request before the Maturity Date is a breach of these Conditions, and will only be permitted at our absolute discretion and will involve:
 - (a) an administration cost (the amount of which may change from time to time), and
 - (b) a funding cost (which represents our costs in replacing your deposit with a corresponding fixed deposit for the period from the date of your withdrawal to the original Maturity Date of the fixed Deposit); which sums will be deducted from the balance on your Account.
- 6.2 Subject as provided for in these Conditions, all withdrawals from your Account will be in accordance with the signing instructions that you give us.
- 6.3 If you lodge Collectible Items to your Account, you may only withdraw against the value of such lodgement after such items have been fully and finally paid by the drawee bank.
- 6.4 The Account is not a payment account as defined within the European Communities (Payment Services) Regulations 2009 S.I. No. 383 of 2009. In the event that we allow a payment to be made from the Account to a third party, information on applicable payment transactions are contained in our 'Guide to Currency Accounts' and 'Schedule of International Transaction Charges' available to download from www.aib.ie or in booklet format by contacting our Customer Service Unit.
- 6.5 We do not allow cash withdrawals (in any currency) from your Account.

7. Interest

- 7.1 The interest rate applied to the Account is our applicable fixed term deposit rate for deposits on the date of the first day of the Term. Different rates may apply to different amounts. The rate will be fixed for the Term. Details of applicable interest rates are available from our Customer Service Unit or by contacting your Relationship Manager.
- 7.2 The interest rate applicable to the Account fluctuates in line with interbank market rates. At times of low interbank market rates the Bank's Currency Fixed Term Deposit Account may offer 0% interest rates.
- 7.3 Interest is paid or credited to the Account on the Maturity Date or earlier in the event of full withdrawal.
- 7.4 We calculate interest on the daily balance on your Account after adjustment is made for Collectible Items lodged to the Account. The adjustment will reflect the actual time at which value will have been received for Collectible Items.
- 7.5 Subject to certain exceptions, payment or crediting of interest is subject to deduction of Deposit Interest Retention Tax (DIRT) at the prevailing rate. Companies (which are subject to payment of corporation tax), Pension Schemes and Charities may receive interest without deduction of DIRT, by providing Currency Account Services with the tax reference number assigned to them by the Revenue Commissioners. The Bank will deduct DIRT from the accounts of non-residents unless a fully completed non-resident declaration form is held by Currency Account Services.

Where the customer or the customer's spouse is aged 65 or over in the current tax year, or is permanently incapacitated and is exempt from income tax, the Customer may apply to have the interest on the Account paid without deduction of DIRT and notified to Currency Account Services accordingly.

Interest payments may be reported to the Revenue Commissioners pursuant to the provisions of Section 891B, Taxes Consolidation Act 1997, and in accordance with Regulations introduced by S.I. No. 136 of 2008.

Where interest is paid to an individual resident in an EU Member state (other than Ireland) or certain dependant territories, that interest will be reported to the Revenue Commissioners in accordance with the European Union Council Directive 2003/48/EC (EU Savings Directive).

- 7.6 We will make all disclosures and provide all information required to the Irish Revenue Commissioners and any other relevant authorities in accordance with applicable laws and regulation.

8. Joint Accounts

Where the Account is a Joint Account then:

- (a) Instructions on a Joint Account will only be made in accordance with the mandate governing the operation of the Joint Account. (the "Mandate").

Warning: If you give us instructions on a Joint Account in accordance with the Mandate, on the signature of some but not all of the Joint Account Holders, money in the Joint Account may be withdrawn without the knowledge of all Joint Account Holders.

- (b) The Joint Account Holders will be jointly and severally liable to us in respect of any debit balance arising on the Account and in respect of the indemnities contained in Condition 4.5.
- (c) On the death of any Joint Account Holder any money for the time being standing to credit of the Joint Account will, subject to compliance with any statutory requirements, be paid to or to the order of the survivors or the sole survivor of any Joint Account Holder, without prejudice to our right of set-off or any other of our rights acquired by operation of law.
- (d) Correspondence and notices in relation to a Joint Account will be sent or served by us to the address provided by the Joint Account Holders. Any such correspondence and /or notices so sent or served will be deemed to have been received by or served upon all of the Joint Account Holders.
- (e) Joint Account Holders may authorise any third party to operate the Joint Account in accordance with our procedures.
- (f) If we become aware of a dispute between the Joint Account Holders we may cease to permit operation of the Joint Account until we receive new written signing instructions from the Joint Account Holders. However, we are not obliged to do this and may, notwithstanding any dispute, continue to rely on the existing signing instructions unless and until we decide to cease to permit operation of the Joint Account pending receipt of new instructions from the Joint Account Holders.

9. Variation of the Conditions

- 9.1 These Conditions shall continue to apply to your Account unless and until altered by us in accordance with this Condition.
- 9.2 We may alter these Conditions from time to time. Alterations will normally be caused by changes in the cost of providing the service, changes in, or our requirement to conform with, general banking practice, expected or actual changes in legal or other requirements affecting us, promotional reasons, any system or product development or to enable us to conduct our business in a prudent or competitive manner or other good reasons. We may also change these Conditions to make them clearer or more favourable to you or to rectify any errors identified after we have given these Conditions to you.
- 9.3 Unless we are permitted by law to give you shorter notice, we will notify you at least 30 days in advance of any alteration of these Conditions.
- 9.4 We may notify you of any alteration to these Conditions by providing you with notice of any alteration, published in a national daily newspaper, by notice displayed prominently at our branches, by notice in writing or through our website or by means of another durable medium or by any other means required or permitted by law, with details of the alteration or the altered Conditions.
- 9.5 If you receive notice of any alteration to these Conditions, you may close your Account prior to the effective date of the alteration without having to pay any extra charges or interest. Unless and until you close your Account (prior to the effective alteration date) your consent to the alteration is implied.

10. General

- 10.1 We shall neither be in breach of our obligations under the Agreement nor liable for any loss, damage or other liability suffered by you or any other person if we delay or fail to perform our duties and obligations to you because of circumstances beyond our reasonable control (including but not limited to acts of God, fire, acts of government, war, civil commotion, inability to communicate with third parties, failure of any computer or telecommunications system, or failure of any payment, settlement or clearance system, labour disputes or the acts or omissions of our agents or any other third party).
- 10.2 We may, in addition to any other similar right we may have, at any time without notice to you, set off any credit or debit balance in your Accounts against any debit or credit balance on any other account held by us in your name.
- 10.3 If we do not enforce any Condition of the Agreement, or we delay in enforcing it, we do not thereby waive that Condition and we may still enforce it at a later date.
- 10.4 If at any time any provision of the Agreement is or becomes invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.
- 10.5 The currency of the Account will be agreed at account opening.
- 10.6 We will comply with our obligations under the Data Protection Acts, 1988 and 2003 (as amended from time to time) as regards relevant data in our possession relating to you. Subject to you paying any applicable fee, you have the right under those Acts to obtain a copy of the personal data that we hold about you.
- 10.7 You agree that we may hold and process information about you for the purposes of operating your Account and can disclose such information to other AIB Group companies and any other third parties or agents involved directly or indirectly in the provision of such services.
- 10.8 You will be liable to indemnify us for any loss which we may incur arising out of any breach of these Conditions by you.
- 10.9 You will be deemed to have received any demand or notice sent by us to you by post to the last address notified by you two Business Days after dispatch by post, or immediately upon hand delivery.
- 10.10 We may record or monitor phone calls between you and us so that we can check instructions and make sure that we are meeting our service standards and to ensure the security of our business, and that of our customers and staff and for the purposes of training our staff.

10.11 Notwithstanding any other provision in these Conditions, we may take whatever action we consider appropriate to meet our obligations, either in Ireland or elsewhere in the world, relating to the prevention of fraud, money laundering or terrorism and to the provision of financial and other services to persons who may be subject to sanctions. This action may include, but is not limited to, investigating and intercepting payments into and out of your Account and making enquiries to establish whether a person is subject to sanctions. This may result in a delay or failure to execute instructions received from you or in the receipt of cleared funds. You acknowledge and agree that, to the extent permitted by law, we shall not be liable for any loss, damage or other liability suffered by you or any third party which arises as a result of taking such action.

11. Larger Version

You can obtain a copy of these Conditions in a larger print by contacting our Customer Service Unit or online at www.aib.ie

12. Language

These Conditions and all information and communication with you will be in English.

13. Complaints

In the event that you wish to make a complaint you may do so by writing directly to Currency Account Services. If you are still not satisfied and you come within the jurisdiction of the Financial Services Ombudsman, you are entitled to take your complaint to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Further details of our complaints procedures are set out in our brochures dealing with customer complaints.

14. Contact Details

If you wish to contact us you should contact our Customer Service Unit on 01 6115210 (+353 1 6115210 from abroad). Subject to applicable law we may contact you by post, fax, phone, online or in person.

15. Governing Law and Jurisdiction

The Agreement is governed by the laws of Ireland and, for our benefit, you submit to the Irish Courts with respect to any dispute arising out of or in connection with the Agreement.

To: Allied Irish Banks, p.l.c., (the 'Bank')

Customer Application to Open a Personal or Business Currency Fixed Term Deposit Account



(To open a Currency Fixed Term Deposit Account, please complete in BLOCK CAPITALS all applicable fields below)
I/We wish to open a Currency Fixed Term Deposit Account in accordance with the Terms and Conditions for Currency Fixed Term Deposit Account, a copy of which has been provided to me.

Customer Name(s)

(Personal Customer, Sole Trader, Partnership, Company (as on the Certificate of Incorporation), Clubs and Charities):

Registered Business Name (if applicable):

Type of Business:

Please tick if you wish the Account Name to include my/our Registered Business Name: ☐

Contact Name:

Telephone Number:

Insert AIB National Sort Code (NSC) and Account Number

Branch NSC & Account

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Currency of Account (eg. USD, GBP):

Initial Investment Term – Please complete

(Standard Investment Terms available – 1 week, 1 month, 3 months, 6 months, 364 days.)

Source of funds:

Deposit Guarantee Scheme (DGS) Information

By signing this declaration, I/We acknowledge that I/We have been provided with, read and accept the Deposit Scheme - Depositor Information Sheet (see final page for details).

Signature	Date	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Signature	Date	Signature	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer Account Opening Request & Confirmation

- Request:** Please open a Currency Fixed Term Deposit Account at Allied Irish Banks, p.l.c., in my/our name as indicated above (to include registered business name where applicable) (and such other accounts as I/we may from time to time require) subject to the Bank's Terms and Conditions, a copy of which is attached.
- Accuracy/Enquiries:** I/We certify that the information above is accurate and agree that the Bank may make such enquiries about me/us as it considers necessary in relation to this application.
- Customer Confirmation:**
 - I/We confirm that I/we have read and accept the terms and conditions of the Currency Fixed Term Deposit Account.
 - I/We confirm that I/we will be unable to access my funds during this Term that I/we have selected.
 - I/we confirm in the event that an early withdrawal request is accepted, an administration cost and a funding cost will be applied.

Date: _____ day of _____ 20_____

Signature(s) of Customer (signed in accordance with Local Branch Account Mandate)

Name of Customer (printed)

Checklist to help you complete your application form

Have you completed?

- ☐ Your name or business name, and telephone number
- ☐ The initial investment term of your account
- ☐ Your AIB NSC and Branch Account Number
- ☐ The Currency of your account
- ☐ The Source of funds
- ☐ Signed and dated the DGS Acknowledgment, and the Account Opening Request & Confirmation

Where do I send the completed form?

Please send your completed Customer Application form to your Relationship Manager in your local account holding AIB branch who will progress your application. Your Relationship Manager will let you know if we require additional documentation before we can open your account.

Allied Irish Banks, p.l.c. Registered Office: Bankcentre, Ballsbridge, Dublin 4. Registered in Ireland, No. 24173. Directors' names and particulars are available at the company's registered office and on the AIB Group website.

Terms & Conditions apply

Allied Irish Banks, p.l.c. is authorised by the Central Bank of Ireland

Data Protection Notice – Use of Information

How we use your information at AIB

In this Notice, we explain how we collect information about you, how we use it and how you can interact with us about it.

Who We Are

When we talk about “AIB”, or “us” or “we” in this Notice, we are referring to Allied Irish Banks, p.l.c. and its subsidiaries, affiliates and their respective parent and subsidiary companies (“AIB Group”). We will share information about you within AIB Group.

How We Collect Information about You and Your Consent

We collect personal information, for example when you open an account; make a deposit; apply for a loan; use your credit or debit card; or look for advice about your investments. We will also collect information from others, such as credit bureaus (like the Irish Credit Bureau), or through our website, apps, social media sites, community based discussion forums and CCTV footage. We will sometimes record phone conversations to improve security, resolve complaints, improve service and train our people. We will always let you know when we are recording our calls with you.

Our websites use ‘cookie’ technology. A cookie is a little piece of text that our server places on your device when you visit any of our websites. They help us make the site work better for you. You can find out more about cookies, including how to disable them on www.aib.ie. We also use cloud technology to store data including your information, to support our infrastructure and to deliver you real time personalised offers.

By using our products and services, or asking about them directly or online, you are consenting to us collecting and using your information in the ways we explain in this notice and any future versions of it.

How We Keep Your Information Safe

We know that you care about how information about you is used, stored and shared. We appreciate your trust in us to do that. To protect your information we use security measures that comply with Irish law and meet international standards. This includes computer safeguards and secure files and buildings.

What We Use Your Information For

Offering and Managing Your AIB Products and Services

We gather information about you and the products and services you use, or ask us about. We use this information to:

- make recommendations about the products or services you hold with us,
- decide how the products and services you don’t yet hold might be suitable for you, and
- decide to offer these to you, the terms and conditions under which we offer them and how we will offer them to you, for example directly or through digital media.

Developing Our Relationship – Marketing and Customer Experience

We may use your information for direct marketing purposes, where you have given us permission to do so. We may make you aware of products and services which may be of interest to you. We may do this by phone, mail, email, text or through other digital media. You can decide how much direct marketing you want to accept, so we make it as easy as possible for you to change your direct marketing preferences, simply contact us directly online or by calling 1890 724 724.

We will also use the information we have gathered on you to personalise your experience on digital media such as websites, apps, ATMs, social media sites, mobiles and tablet devices.

This may include giving you product and service content we believe might be of interest to you.

Data Analytics – Using Information in Our Business

We analyse the information that we collect and hold on you through channels such as social media networks (Facebook, Twitter, YouTube etc.). This helps us understand your behaviour, our relationship with you and also our position in a market place. Our analysis helps us to offer you products and services content we believe will be of interest to you.

Our Legal Obligations

We have legal obligations to prevent fraud, tax avoidance, money laundering and terrorist financing. These obligations mean we have to continually update our customer information. Often we have to share customer information with third party law enforcement agencies. Where false or misleading information is given to us, or we suspect criminal activity we will record this and tell the appropriate law enforcement agencies, which may be within and outside Ireland.

Your Information and Third Parties

We sometimes use other companies and individuals to work on our behalf or to give us information to help us make decisions. For example to:

- analyse data;
- collect debts;
- trace information;
- process information; and
- conduct market research.

We contract with all third parties to whom we give your information for these purposes to keep your information confidential and to respect the law on data protection.

If at any time you would like to be removed from our market research database please let us know by writing to AIB, Office of the Director of Retail & Business Banking, Bankcentre, Ballsbridge, Dublin 4.

We use credit reference agencies to check your credit history, your debts, how you operate your accounts and to verify your identity. The credit reference agencies record these searches, whether we offer you credit or not. We give them information about the products and services you hold with us and we keep them updated about how well you repay credit. We do this so that we can make decisions about offering credit and carry out credit reviews. We may use credit scoring techniques and automated decision making systems to either fully or partially assess your application.

Accessing and Managing Your Information

We try to make sure that the information we have about you is accurate and up-to-date. Sometimes we may ask you to verify that the information we have remains accurate. If your information changes or you believe we have information which is inaccurate or not up-to-date please let us know and we will change it.

Under the Data Protection Acts you have the right to see the personal information we hold about you. We will charge you €6.35 for this. To get a copy of this information, write to your local AIB branch or to the SARS Unit, 4th Floor, 1 Adelaide Road, Dublin 2.

Deposit Guarantee Scheme

Depositor Information Sheet



Basic information about the protection of your eligible deposits

Eligible deposits in Allied Irish Banks, p.l.c. are protected by:	the Deposit Guarantee Scheme ("DGS") ⁽¹⁾
Limit of protection:	€100,000 per depositor per credit institution ⁽²⁾
If you have more eligible deposits at the same credit institution:	All your eligible deposits at the same credit institution are 'aggregated' and the total is subject to the limit of €100,000 ⁽²⁾
If you have a joint account with other person(s):	The limit of €100,000 applies to each depositor separately ⁽³⁾
Reimbursement period in case of credit institution's failure:	20 working days ⁽⁴⁾
Currency of reimbursement:	Euro
To contact Allied Irish Banks, p.l.c. for enquiries relating to your account:	Allied Irish Banks, p.l.c., Bankcentre, Ballsbridge, Dublin 4 Tel: 0818 227 060 www.aib.ie
To contact the DGS for further information on compensation:	Deposit Guarantee Scheme, Central Bank of Ireland, PO Box 11517, Spencer Dock, North Wall Quay, Dublin 1 Tel: 1890-777777 Email: info@depositguarantee.ie
More information:	www.depositguarantee.ie

Additional information

(1) Scheme responsible for the protection of your deposit

Your deposit is covered by a statutory deposit guarantee scheme. If insolvency should occur, your eligible deposits would be repaid up to €100,000.

(2) General limit of protection

If a covered deposit is unavailable because a credit institution is unable to meet its financial obligations, depositors are repaid by the DGS. This repayment covers at maximum €100,000 per person per credit institution. This means that all eligible deposits at the same credit institution are added up in order to determine the coverage level. If, for instance, a depositor holds a savings account with €90,000 and a current account with €20,000, he or she will only be repaid €100,000.

(3) Limit of protection for joint accounts

In case of joint accounts, the limit of €100,000 applies to each depositor. However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of €100,000.

(4) Reimbursement

The responsible deposit guarantee scheme is:
Deposit Guarantee Scheme, Central Bank of Ireland,
PO Box 11517, Spencer Dock, North Wall Quay,
Dublin 1.
Tel: 1890-777777. Email: info@depositguarantee.ie.
Website: www.depositguarantee.ie.

It will repay your eligible deposits (up to €100,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until

31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 days from 1 January 2024 onwards, save where specific exceptions apply.

Where the repayable amount cannot be made available within seven working days depositors will be given access to an appropriate amount of their covered deposits to cover the cost of living within five working days of a request. Access to the appropriate amount will only be made on the basis of data provided by the credit institution. If you have not been repaid within these deadlines, you should contact the deposit guarantee scheme.

(5) Temporary high balances

In some cases eligible deposits which are categorised as "temporary high balances" are protected above €100,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits relating to certain events which include:

- certain transactions relating to the purchase, sale or equity release by the depositor in relation to a private residential property;
- sums paid to the depositor in respect of insurance benefits, personal injuries, disability and incapacity benefits, wrongful conviction, unfair dismissal, redundancy, and retirement benefits;
- the depositor's marriage, judicial separation, dissolution of civil partnership, and divorce;
- sums paid to the depositor in respect of benefits payable on death; claims for compensation in respect of a person's death or a legacy or distribution from the estate of a deceased person.

More information can be obtained at
www.depositguarantee.ie

(6) Exclusions

A deposit is excluded from protection if:

- The depositor and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements.
- The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.
- It is a deposit made by a depositor which is one of the following:
 - credit institution
 - financial institution
 - investment firm
 - insurance undertaking
 - reinsurance undertaking
 - collective investment undertaking
 - pension or retirement fund (Deposits by Small Self Administered Pension Schemes are not excluded)
 - public authority

Further information about exclusions can be obtained at www.depositguarantee.ie

Other important information

In general, all retail depositors and businesses are covered by the Deposit Guarantee Scheme. Exceptions for certain deposits are stated on the website of the Deposit Guarantee Scheme. Your credit institution will also inform you on request whether certain products are covered or not. If deposits are eligible, the credit institution shall also confirm this on the statement of account.