



A Guide to Currency 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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November 2017

What is a Currency Account?

A currency account is an account denominated in a currency other than euro (a "Currency Account")¹.

Who can open a Currency Account?

A Currency Account can be opened by both business and personal customers subject to the AIB Terms and Conditions for Currency Current Accounts and Currency Call Deposit Accounts.

A Currency Account should be opened when an individual or business has income and expenditure in a particular currency. For example

- An individual who has purchased property in the United States may have rental income in US Dollars but will also have US Dollar expenditure relating to the property i.e. local taxes and utility bills.
- An Irish manufacturing company may be selling goods in Poland and in receipt of Polish Zloty, and sourcing raw materials in Poland and making payments in Polish Zloty.

What is the benefit of opening a Currency Account?

- Income earned in a particular currency can be utilised for expenditure in the same currency.
- A Currency Account eliminates the need to convert currencies into the local currency and can help protect you against adverse exchange rate movements.
- Credit interest that is payable on a Currency Call Deposit Account will be paid at a rate that is determined by us and based on market interest rates for the respective currency.

WARNING: YOU SHOULD NOTE THAT AT TIMES OF LOW INTERBANK MARKET INTEREST RATES, THE INTEREST RATE APPLICABLE TO CURRENCY CALL DEPOSIT ACCOUNTS MAY BE 0%.

What Currency Account options are available to me?

There are two types of accounts available to you.

- Currency Current Account (available to business customers only)
- Currency Call Deposit Account

Which type of Currency Account best suits my needs?

Currency Current Account (available to business customers only)	Currency Deposit Account
<ul style="list-style-type: none">• You have regular income and expenditure in a currency.	<ul style="list-style-type: none">• You have irregular income and expenditure in a particular currency.
<ul style="list-style-type: none">• You may require to borrow in this currency (subject to credit approval and currency controls).	<ul style="list-style-type: none">• You will not require borrowings in this currency.
<ul style="list-style-type: none">• You will be making and/or receiving regular payments across this account.	<ul style="list-style-type: none">• You will make and receive payments across the account on an infrequent basis.
	<ul style="list-style-type: none">• You wish to receive interest on the balance in your Currency Account. Subject to certain exceptions, credit interest is subject to the deduction of Deposit Interest Retention Tax (DIRT) at the prevailing rate². You should note that at times of low interbank market interest rates, the interest rate applicable to Currency Call Deposit Accounts may be 0%.

¹Allied Irish Banks, p.l.c maintain euro accounts on branch NSC 930067 on the same Terms and Conditions as Currency Accounts, subject to specific agreement. Please note that these euro accounts have limited features.

²Details of Current Interest Rates are available by contacting Allied Irish Banks, p.l.c., Customer Service Unit telephone (01-6115210).

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

Please note the following services are not available on Currency Accounts:

- Cheque issuing facilities
- Direct currency cash lodgements or withdrawals. The process for lodgement/withdrawal of currency cash involves the purchase and sale of the currency against euro at the respective foreign exchange rates.
- Direct Debits
- Standing Orders

In which currencies can I have a Currency Account?

Currency Accounts are readily available in the following major currencies:

USD United States Dollar CAD Canadian Dollar GBP Pound Sterling AUD Australian Dollar

Other currencies may be available on request, please contact our Customer Service Unit, telephone 01-6115210 (or +353 1 6115210 from abroad)

How do I open a Currency Account?

To open a Currency Account:

- i) Please contact your Branch or Relationship Manager to discuss your requirements.
- ii) Please complete the "Customer Application to open a Personal or Business Currency Account" at the back of this booklet, and return completed application form to your Branch or Relationship Manager.
- iii) Your branch or Relationship Manager will let you know if we require additional documentation before we can open your account.

What are the fees and charges, applicable to my Currency Account?

The transaction charges for Currency Accounts are outlined in our Schedule of Currency Account Transaction Fees and Charges (NSC 93-00-67 ONLY) detailed on page 6 of this booklet, these may change from time to time. Charges are denominated in euro and will be levied in the currency equivalent to the Currency Account.

Who do I contact should I have a query on my Currency Account?

If you have any queries relating to a Currency Account, you can call our dedicated Customer Service Unit on (01) 6115210 (or +353 1 6115210 from abroad) – Monday to Friday.

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

In the event that you wish to make a complaint with regard to your Currency 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.

Schedule of Currency Account Transaction Fees & Charges (NSC 93-00-67 ONLY)

Automated Charges

Automated charges are applied on a half-yearly basis in March and September. A breakdown of these automated charges will be sent out two weeks in advance of these charges being debited from the Currency Account.

		Euro
Transactions		€0.80 each
Drafts		€4.40 each
Statements (Depending on Frequency)	<u>Frequency</u>	
	Daily	€81.90
Transactions	Weekly	€15.80
Other frequencies (Monthly, Quarterly, Half-Yearly and Yearly) are available free of charge		
Funds Management		€279.00 per half year

MANUAL CHARGES

These charges will be debited to your account at the time the service is provided.

Audit Reports	€12.70
Duplicate Statements	€6.35 per page
Outgoing cheque collections Per Cheque (Agent bank charge may also apply)	€15.20 each
Unpaid Cheques (Agent bank charge may also apply)	€6.35 each

The Transaction Fees and Charges in this Guide are correct as at November 2017.

For all other charges, please refer to the current 'Schedule of International Transaction Charges' available from any AIB Branch or on line at www.aib.ie.

Payment Services

Payment Services	Features	Pricing
Account Transfer FX	<ul style="list-style-type: none"> Allows you to transfer funds between your own Currency Accounts on NSC93-00-67 and to or from your own AIB Accounts located or administered in the Republic of Ireland The required Unique Identifier⁽¹⁾ for the receiver's account is a valid AIB National Sorting Code (NSC – digits) and valid beneficiary account number (8 digits) Execution time is a minimum of same day and a maximum of next Business Day, subject to cut-off times below⁽²⁾ (value). Cut-off time for the receipt of payment instructions at our processing centre is 3pm on a Business Day. Please allow an additional Business Day for payments submitted on paper via an AIB branch. Electronic access is only available for business customers on iBusiness Banking. Cut-off times for electronically initiated payments are available from iBusiness Banking – www.aib.ie/IBB 	€0.00 per transfer Account transaction fees will apply
Third Party Transfer FX	<ul style="list-style-type: none"> Allows you to transfer funds to a third party currency account on NSC93-00-67 or to transfer funds from your Currency account on NSC93-00-67 to third party AIB accounts located or administered in the Republic of Ireland. The required Unique Identifier⁽¹⁾ for the receiver's account is a valid AIB National Sorting Code (NSC -6 digits) and valid beneficiary account number (8 digits) Execution time is a minimum of same day and a maximum of next Business Day, subject to cut-off times below⁽²⁾ (value). Cut-off time for the receipt of payment instructions at our processing centre is 3pm on a Business Day. Please allow an additional Business Day for payments submitted on paper via an AIB branch. Electronic access is only available for business customers on iBusiness Banking. Cut-off times for electronically initiated payments are available from iBusiness Banking – www.aib.ie/IBB 	€0.00 per transfer Account transaction fees will apply
Outgoing International Payment	<ul style="list-style-type: none"> For details please refer to our Schedule of International Transaction Charges available from any branch or online at www.aib.ie 	For details please refer to our Schedule of International Transaction Charges available from any branch or online at www.aib.ie
Incoming International Payment	<ul style="list-style-type: none"> For details please refer to our Schedule of International Transaction Charges available from any branch or online at www.aib.ie 	For details please refer to our Schedule of International Transaction Charges available from any branch or online at www.aib.ie

⁽¹⁾ The Unique Identifier is a combination of letters, numbers or symbols used to identify the bank account of the payee when processing a payment (for example, National Sort Code (NSC) of the payee's bank and the payee's account number).

⁽²⁾ AIB's maximum execution timeframes for payments represent the maximum execution cycle permitted by law for payments in EEA currencies within the EEA. The actual execution timeframes are more likely to be reflected by the minimum execution cycles indicated above.

Allied Irish Banks, p.l.c. Terms & Conditions for Currency Current Accounts and Currency Call Deposit Accounts

The use of your account is governed by the following Terms and Conditions:

Definitions

In these Conditions:

Account means any Currency Current Account and/or Currency Call Deposit Account on NSC 93-00-67 opened by you with us.

Account Transfer FX means: (i) a transfer of funds to or from your Account (as defined above) from or to any other account you have with us that is located or administered in the Republic of Ireland, or (ii) where you have more than one Account, a transfer of funds between those Accounts.

Agreement means these Conditions, all mandates and other signing instructions that you give us in respect of your Account from time to time, all applicable Fees Booklets, 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 and, where in relation to execution timeframes in respect of a payment to an account with another bank, a day on which the payee's bank is also open for business.

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.

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

Customer Support Services means Allied Irish Banks, p.l.c., Customer Support Services, 4th Floor, Ashford House, Tara Street, Dublin 2.

EEA means the current members of the European Economic Area as may be amended from time to time.

Fees Booklets means the editions of our booklets 'A Guide to Currency Accounts' and our 'Schedule of International Transaction Charges' issued from time to time.

International Payment for the purpose of this Account means a payment to and/or from the account from within or outside the Republic of Ireland in any currency.

Third Party Transfer FX means: a transfer of funds from your Account to any account another party has with us that is located or administered in the Republic of Ireland.

Unique Identifier means a combination of letters, numbers or symbols used to identify the bank account of the payee when processing a payment (for example, National Sort Code (NSC) of the payee's bank and the payee's account number).

Any reference in these Conditions to **"you"** and **"your"** includes your personal representatives and successors and any person authorised to act on your behalf.

Any reference to **"we"**, **"us"** and **"our"** means Allied Irish Banks, p.l.c. and includes our successors 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 These Conditions are supplemental to and should be read in conjunction with the our terms and Conditions for Current Accounts and Demand Deposit Accounts (the "General Conditions") and both shall apply to your Account. Should there be a conflict between these Conditions and our General Conditions, these Conditions shall prevail.
- 1.2 In particular and without prejudice to the generality of the application of the General Conditions, the General Conditions contain information and provisions relating to:
 - 1.2.1 authorisation of transactions;
 - 1.2.2 when we may refuse to execute a transaction;
 - 1.2.3 liability in respect of unauthorised, nonexecuted and incorrectly executed payment instructions;
 - 1.2.4 closure of your Account;
 - 1.2.5 variation of the agreement;
 - 1.2.6 the language we will use to communicate with you;
 - 1.2.7 the duration of the contract;
 - 1.2.8 complaints and redress procedures; and
 - 1.2.9 how we will communicate with you.
- 1.3 These Conditions and the General 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.
- 1.4 Further terms and conditions will apply to any other service or facility provided by us in connection with your Account and we will notify you of such terms and conditions if and when you request and we provide any additional service or facility.
- 1.5 In these Conditions where the context so allows, reference to any gender includes all genders and the singular includes the plural and vice versa.
- 1.6 Copies of these Conditions and all other documents that constitute the Agreement may be obtained from our Customer Service Unit or online at www.aib.ie.

2. Operating your Account

- 2.1 Your Account can be used for receiving and making payments including Account Transfer FX, Third Party Transfer FX, Outgoing International Payments and Incoming International Payments. There are no card, cheque book, direct debit or standing order facilities available on your Account.
- 2.2 We will issue account statements to you quarterly, or at another frequency if requested by you. Statements will be provided by post, or if requested by you by fax. Each statement will contain information on all payments and lodgements on your account for the period covered by the statement.
- 2.3 We will provide you with a payment advice for most International Payments. You may elect to receive these payment advices by post, fax or electronic payment logs where available. For payments where we do not provide a payment advice, we will provide information on your account statement in accordance with Condition 2.2.
- 2.4 As soon as you receive any account statement, you should examine it carefully and report any disputed transactions, errors or omissions to our Customer Service Unit without undue delay, who may request written confirmation of such notification.
- 2.5 You must immediately inform Customer Support Services in writing of any change in your name, your address, telephone number or other contact details.

3. Lodgements

- 3.1 We will generally accept for the credit of your Account all Collectible Items, International Payments and other items payable to you. However we reserve the right to refuse to accept a lodgement to your Account. 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.
- 3.2 We do not allow any cash lodgements (in any currency) for the credit of your Account.
- 3.3 A lodgement will be credited to your Account with effect from the date of receipt of the lodgement in Customer Support Services. Until we process the items comprised in your lodgement, they will be held at your risk.
- 3.4 We will ensure that all funds received for value and accepted for your Account prior to the applicable cut-off time on a Business Day are credited to your Account and will begin to accrue interest and will be made available to you from the date of receipt of funds by us. Funds received after the applicable cut off time will be deemed to have been received by us on the next Business Day. Lodgements may be received by Customer Support Services by post, fax or by your account holding branch contacting our Customer Service Unit during opening hours (9.00am – 5.15pm Monday to Friday). Applicable cut-off times for incoming International Payments are available at www.aib.ie.

4. General Provisions relating to Payments from your Account

- 4.1 You may make payments from your Account by any means approved by us in connection with your Account. This may include payments by bank draft, International Payment, Account Transfer FX and Third Party Transfer FX and by such other means of payment which we may from time to time permit.
- 4.2 We do not permit cash withdrawals (in any currency) from your Account.
- 4.3 Before a payment is made from your Account, you must comply with our applicable procedures including completing, either manually or online, the relevant payment instruction.
 - 4.3.1 In the case of a payment to another bank account these will also include providing all necessary Unique Identifiers to enable the payee's bank and payee's bank account to be identified.
 - 4.3.2 The Unique Identifiers required for a payment between your Accounts or to another account held by you or by a third party with us in the Republic of Ireland are currently the National Sort Code (NSC) of the payee's bank and the payee's bank account number although in some circumstances you may be asked to provide the Bank Identifier Code (BIC) of the payee's bank and International Bank Account Number (IBAN) of the payee. Details of the Unique Identifiers required for payments outside the Republic of Ireland are specified in the "Schedule of International Transaction Charges" which is available at any of our branches and online at www.aib.ie.
 - 4.3.3 We are not responsible for any delay or error which arises from incomplete, unclear, inconsistent or mistaken instructions which you give us. Where you give us inconsistent instructions (for example, where the receiving bank's NSC or BIC and its name and address details do not match) we shall not be liable for acting in accordance with any part of those instructions.
- 4.4 Payment instructions once received by us for execution, are irrevocable. For example, an International Payment or an online payment cannot be cancelled or amended.
- 4.5 Payment by us against uncleared effects will not give rise to any obligation on us to do so on any subsequent occasion.

5. The Application of Foreign Exchange Rates to Transactions

- 5.1 Any transaction to or from your Account in a currency other than the currency of the Account, will require a currency conversion using a foreign exchange rate.
- 5.2 If you wish to avail of any of our International Payment services the exchange rate used for such conversions against the euro will be:
 - 5.2.1 for amounts up to and including our standard exchange rate threshold value, our applicable standard exchange rate against the euro on the Business Day on which the instruction is deemed to have been received by us; and
 - 5.2.2 for amounts over our standard exchange rate threshold value, an exchange rate negotiated with you.
- 5.3 In the case of amounts up to and including our standard exchange rate threshold value we reserve the right to process payments, deemed (in accordance with Condition 6.1 of these Conditions) to have been received on the Business Day following actual receipt, on the actual Business Day of receipt and to apply the standard exchange rate applying on the actual Business Day of receipt to the payment. Standard exchange rates used for converting International Payment transactions in foreign currency against the euro are available to view online at www.aib.ie on any Business Day or upon request from the Customer Service Unit. In addition, standard exchange rates against the euro applicable to currency payments submitted online are available through the relevant online channel. These variable exchange rates are subject to change at any time.
- 5.4 Standard exchange rates in respect of conversions between a foreign currency and the currency of the account can be calculated by determining AIB's standard outgoing payment exchange rate against the euro for the currency you are paying away. You should then determine AIB's standard incoming payment exchange rate for the currency of your Account against the euro. Divide the numerically larger exchange rate by the numerically smaller exchange rate to calculate the actual currency exchange rate.
- 5.5 Negotiated exchange rates are normally agreed on the Business Day on which a payment is deemed to have been received by us. In cases where a negotiated rates has been agreed in advance of the delivery of a payment instruction to us, you must provide the details of the rate and our reference. In the case of an outgoing international payment this should be quoted on the paper application form or instruction. For International Payments submitted to us electronically, please refer to our relevant Channels terms and conditions.

Warning: Any pre-agreed exchange rate is a legally binding agreement with you to complete the respective foreign exchange payment transaction. If you need to cancel an agreed rate you should advise us immediately. You may be liable for any losses incurred by us due to your failure to utilise the agreed exchange rate and we reserve the right to charge your Account with the costs in those circumstances.

If you instruct us to make an International Payment in a currency other than the currency of the payee's account, the intermediary/payee's bank may convert the payment into the currency of the payee's account. We cannot accept any responsibility for the exchange rates applied by such banks.

Our standard exchange rate threshold is subject to change from time to time. The current threshold value is available from our Customer Service Unit or online at www.aib.ie.

6. Time Periods for Payments and Lodgements

- 6.1 The cut-off times for receipt of payment instructions are specified on our paper payment application forms, Fee Booklets and, for payments initiated by use of our internet banking services, in the terms and conditions appropriate to those services. Payment instructions received after these cut off times will be deemed to have been received on the next Business Day although we reserve the right to process instructions for payments received after the applicable cut-off time on the actual day of receipt.
- 6.2 We will take reasonable steps to ensure that each payment that you instruct us (in a manner which is in compliance with the applicable procedures) to make and which we accept for execution, is made in accordance with your instructions in a timely manner. The maximum execution timeframe for payments and the applicable cut-off times are available or referenced in the Schedule of Currency Account Transaction Fees and Charges.

7. Fees and Charges

- 7.1 Fees and charges applicable to the use of your Account are contained on our application forms and in the current editions of our Fees Booklets which are available from our Customer Service Unit and online at www.aib.ie.
- 7.2 Automated fees and charges will be debited to your Account half yearly in March and September or such other dates as we may designate from time to time. We will generally advise you at least ten Business Days before you are charged and provide you with a breakdown of the amount being charged.

8. Joint Accounts

Correspondence and notices in relation to the 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 or served upon all of the Joint Account Holders.

9. Interest

- 9.1 Details of interest rates are available in writing from our Customer Support Services or by contacting our Customer Service Unit, telephone (01) 6115210 (or +353 1 6115210 from abroad).

Debit Interest

- 9.2 You must pay interest ('debit interest') on any overdrawn balance on your Account. The applicable debit interest rates are variable and details of our current debit interest rates are available by contacting our Customer Service Unit.
- 9.3 For any unauthorised borrowing we calculate debit interest using our Customer Treasury Services overdraft rate plus 6% margin.
- 9.4 We calculate debit interest each day on the daily overdrawn balance on your Account after allowing for items paid out and paid in. Debit interest is totalled and debited to your Account on a half yearly basis in March and September or such other dates as we may from time to time designate. If your Account is closed, interest will be calculated and charged up to the date of closure.

Credit Interest

- 9.5 Credit Interest is only paid on cleared balances on a Currency Call Deposit Account.
- 9.6 Credit Interest is totalled and credited to a Currency Call Deposit Account half-yearly in March and September or such other dates as we may from time to time designate, or at our discretion.
- 9.7 Subject to certain exceptions, credit interest on your Account is subject to the deduction of Deposit Interest Retention Tax (DIRT) at the prevailing rate.
- If you are a non-resident, we will deduct DIRT from the interest payable on your Currency Call Deposit Account unless a fully completed nonresident declaration form is held by us.

Set off Interest

- 9.8 We do not offer set off interest facilities on your Account.

10. Pass Book

- 10.1 There is no call deposit Pass Book issued on Currency Call Deposit Accounts.

11. Normal Currency

- 11.1 The currency of your Account will be agreed at account opening.

12. Contact Details

- 12.1 If you wish to contact us you should contact our Customer Services Unit.

13. Larger Version

- 13.1 You can obtain a copy of these Terms and Conditions in a larger print by contacting our Customer Service Unit telephone (01) 6115210 (or +353 1 6115210 from abroad).

14. Governing Law and Jurisdiction

- 14.1 The Agreement is governed by the laws of the Republic 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 Account

(To open a Currency Account, please complete in BLOCK CAPITALS all applicable fields below)

I/We wish to open a Currency Account in accordance with the Terms and Conditions for Currency Current Accounts and Currency Call Deposit Accounts, 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):

Type of Account (Please tick)

Currency Current Account (Business Customers only) ☐

Currency Call Deposit Account ☐

Purpose of Account:

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 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 for Currency Current Accounts and Currency Call Deposit Accounts, 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 for Currency Current Accounts and Currency Call Deposit Accounts.

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
- ☐ Your AIB NSC and Branch Account Number
- ☐ The Purpose of your account
- ☐ 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 regulated 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.