

# Terms of Business

## Allied Irish Banks, p.l.c.



These are the Terms of Business of Allied Irish Banks, p.l.c. and its subsidiaries listed below.

Each of the companies is authorised by the Central Bank of Ireland. Allied Irish Banks, p.l.c. trades as AIB, AIB Bank, AIB Finance & Leasing, AIB Wealth Management, AIB Private Banking, AIB Customer Treasury Services, AIB Corporate Banking, AIB Corporate Banking Ireland, AIB International Corporate Banking Ireland, AIBIT, AIB Commercial Banking and AIB Trade Finance Services.

AIB Leasing Limited trades as AIB Finance & Leasing.  
AIB Insurance Services Limited trades as AIB Insurance.

In case of any query you should contact the branch or department which has provided the service to you, or contact (01) 660 0311. Please refer to the table below for details.

### Regulated Entity

Allied Irish Banks, p.l.c.

AIB Mortgage Bank

AIB Insurance Services Limited

AIB Leasing Limited

### Registered Office

Bankcentre, Ballsbridge, Dublin 4.

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We provide a broad range of banking and financial services including:

- Deposits
- Current Accounts
- Loans and Overdrafts
- Mortgages
- Hire-Purchase and Leasing
- Card Services
- Foreign Exchange
- General Insurance
- Life Assurance
- Investments and Pensions
- Investment Management and Advice
- Treasury

Allied Irish Banks, p.l.c. is tied to Irish Life Assurance plc. for life and pensions business.

AIB Insurance Services Limited (AIBIS) is regulated as an Insurance Intermediary for general insurance products.

AIBIS have arrangements in place to refer each type of general insurance to the following insurers on an exclusively underwritten by basis:

Home Insurance – AXA Insurance dac

Travel Insurance – ACE European Group Ltd

Private Health Insurance – Irish Life Health dac

Car Insurance – AXA Insurance dac

Payment Protection Insurance – London General Insurance Company Ltd and London General Life Company Ltd.

AIBIS may receive and transmit orders on your behalf to the above insurers. AIBIS receive remuneration for this service, details of which are available on request. Allied Irish Banks, p.l.c. and AIB Insurance Services Limited are registered as Insurance Intermediaries under the Insurance Mediation Regulations 2005. Details of registration are available to view on the Insurance Mediation Register on the Central Bank of Ireland website at: [www.centralbank.ie](http://www.centralbank.ie)

We charge for our products and services as set out in detail in our agreements or in our booklets of fees and charges relevant to such services.

We have a conflicts of interest policy in place to ensure that conflicts of interest are avoided. Where it is not possible to avoid a conflict of interest, we will ensure you are treated fairly and seek your acknowledgment in writing that you still wish to proceed to take up the product or service.

If you default on an agreement with us we may terminate that agreement and take such steps (including legal proceedings and enforcement of security) as we consider necessary to recover what you owe us.

We have in place a written procedure for the handling of complaints. This procedure provides that complaints will be appropriately recorded, investigated and resolved. The outcome of any investigation will be communicated to you.

For complaints that cannot be resolved immediately, we will provide you with regular updates.

If you have reason to complain about the provision to you of a product or service, or the failure to provide a product or service, you should firstly contact the manager of the relevant branch or department. If the matter is not resolved to your satisfaction, you should write to; The Manager, AIB Conduct Governance Services, Bankcentre, Ballsbridge, Dublin 4.

If your complaint is still not resolved to your satisfaction, you may then refer the complaint to The Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. LoCall 1890 88 20 90 or email [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

Allied Irish Banks, p.l.c. and AIB Mortgage Bank are members of the Deposit Guarantee Scheme administered by the Central Bank of Ireland. The Deposit Guarantee Scheme protects depositors in the event of a credit institution failing. The maximum amount payable is €100,000 in respect of all eligible deposits held by one depositor.

Allied Irish Banks, p.l.c. and AIB Insurance Services Limited are members of the Investor Compensation Scheme. When an authorised investment firm goes out of business and cannot return investments or money that it owes its investors, the Investor Compensation Company Limited will give eligible investors compensation of up to 90% of their investment subject to a maximum compensation payment of €20,000.

The following entities are regulated by the Central Bank of Ireland and are subject to the following Codes of Conduct and other Codes that may be published from time to time. The following Codes can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie):

Allied Irish Banks, p.l.c.

The Consumer Protection Code  
Code of Conduct on Mortgage Arrears  
Code of Conduct for Business Lending to Small and Medium Enterprises  
Code of Conduct on the Switching of Current Accounts with Credit Institutions  
Minimum Competency Code

AIB Mortgage Bank

The Consumer Protection Code  
Code of Conduct on Mortgage Arrears  
Minimum Competency Code

AIB Insurance Services Limited

The Consumer Protection Code  
Minimum Competency Code

AIB Leasing Limited

Code of Conduct for Business Lending to Small and Medium Enterprises  
Minimum Competency Code

We have in place a written policy in relation to how we will use your personal data/use of information, please refer to the Data Protection Notice below. Terms of Business effective from 12th November 2016.

## 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](http://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.