



Website Q&A for TUK2025/01

What happened?

In 2019, Priority Pass increased their charge for AIB UK customers' guests by £5 per guest per visit (from £15 to £20), which we decided not to pass on to customers. Unfortunately, an input error resulted in the charge being applied.

Who does this affect?

AIB Ascent / GB Gold credit card holders and users of Priority Pass lounge access between August 2021 and October 2024 have been impacted by this mistake.

How have we put this right?

We are returning the customer back to the position they would have been in had the mistake not happened. We have refunded the overcharge and additional interest incorrectly charged to customers, as well as added compensatory interest for our mistake. The method of refunding the customer is based on the most effective way of making those funds available to the customer.

- Where the impacted card is open, and the refund amount was greater than the balance owed on the card the refund has been made directly to the card.
- Where the impacted card is closed or the refund amount was less than the balance owed on the card, but a suitable alternative account has been located, the refund has been made to the customer's account as advised in the letter. Where we have been able to locate an account for a customer, the payment will be made directly into that account. The payment will appear on the account as "AIB Priority Pass Refund".
- If the refund amount is less than the balance on the card and where there is no alternative account, a cheque has been issued. We would ask that this cheque is lodged within six months, as cheques over six months may not be accepted for payment into your account.

Do customers need to take any further action?

No.

Will there be any changes to Priority Pass membership going forward?

This issue will not have any impact on Priority Pass membership going forward. Cardholders will continue to enjoy the same benefits as stated in their T&C's.

Why are there two different account numbers mentioned in the letter?

If the impacted card has closed, we have processed the refund to an AIB current account where possible.

What is 'additional interest'?

Additional Interest is the extra interest charged on the account as a result of this mistake.

What is the time period for this issue?

The increased Priority Pass guest fee was implemented in 2019; however, the impacted period is from August 2021 to October 2024.

How has the refund been calculated?

The refund may include one or more of the following components:

- **'Priority Pass Overcharge'** the extra amount charged by mistake.
- **'Additional Interest Overcharge'** the extra interest charged due to this mistake.
- **'Compensatory Interest'** the interest we are paying to say sorry for our mistake. This is 8% (simple interest annually) from the date they were charged up to the refund date.
- **'Tax Deducted'** the tax on the compensatory interest, which is 20% according to current HMRC rules. We've deducted this amount and paid it on the customers behalf.

What do I do if I have a question about my tax deduction?

The tax treatment of the compensatory interest depends on personal tax circumstances, any queries should be directed to HMRC.

Has the issue been resolved?

We've implemented new procedural safeguards to ensure this does not happen again.

If you have any further questions, please contact us on 02890 330099* any time between 09:00 and 17:00, Monday to Friday (excluding Bank Holidays).

** Call charges may vary – please refer to your service provider.*