

A Guide to Currency Accounts

May 2017

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

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



Allied Irish Bank (GB)

General Information

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Introduction to Currency Accounts

What is a Currency Account?

A Currency Account is an account held in a currency other than Pounds Sterling.

Our Currency Accounts are non interest bearing and support the following services:

- Outgoing International Payments
- Incoming International Payments
- Cheque Lodgements
- Foreign Currency Drafts

Please note the following services are not available on Currency Accounts

- Cheque issuing facilities
- Direct currency cash lodgements or direct currency cash withdrawals
- Direct debits
- Standing orders
- Credit cards
- Debit cards
- Overdrafts

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.

Who can open a Currency Account?

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

Why open a Currency Account?

A Currency Account should be opened when an individual or business has income and/or expenditure in a particular currency. It helps to eliminate the need to convert currencies into the local currency and may also help protect you against adverse exchange rate movements.

In which currencies can I have a Currency Account?

Currency Accounts are available in the following major currencies:

- Euro
- United States Dollar
- Canadian Dollar
- Australian Dollar

Should you require a Currency Account in any other currency, please contact your branch or Relationship Manager.

Schedule of Currency Account Transaction Fees and Charges (NSC 239285 Only)

Unpaid item lodged to your Account

£5.00 (Agent bank charge may also apply)

Services for which there is no charge;

Certificates Issued
Copy Statements
Status Enquiries

For all other charges, please refer to our Customer Treasury Services 'Schedule of Charges' issued from time to time.

Terms & Conditions

These Terms & Conditions apply to Currency Accounts held with Customer Treasury Services from June 2016. You will receive a copy of these Terms & Conditions when you first open a Currency Account and upon request by contacting the Bank at any time.

Definitions

Sole trader – a person operating a business in his/her own name, or under a trade name.

Partnership – two or more people operating a business together with a view to making a profit.

Limited Liability Partnership – a separate legal entity incorporated under the Limited Liability Partnerships Act 2000.

Company – a separate legal entity incorporated as a limited or unlimited company under the relevant Companies Act or a foreign company incorporated abroad.

'We', 'us', 'our' and **'Bank'** means Allied Irish Bank (GB) and its successors and assigns. Any reference to 'we', 'us' and 'our' means AIB Group (UK) p.l.c. t/a Allied Irish Bank (GB) and includes our successors and assigns.

'You' and **'your'** refers to the customer or customers in whose name the account is held.

The masculine pronoun shall be taken to include the feminine and, where applicable, the singular to include the plural for instances of joint Accounts.

Account means any Currency Call Account.

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

Banking Day means any day of the week excluding Saturday, Sunday or bank holidays in England, Wales and/or Scotland as appropriate.

Collectible Items mean 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.

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

EURIBOR means the European Inter Bank Offer Rate. This is the primary benchmark short-term euro fixed lending interest rate used by banks for periods from one week up to one year. The EURIBOR is officially fixed every day at 11am (excluding non Banking Days) by a group of European based banks for each fixed period. This interest rate is guaranteed over the stipulated period of time.

Inter Bank Market means the wholesale money market in which banks lend to and borrow from one another.

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

One-week EURIBOR means the EURIBOR rate fixing for a one week period.

Payee means the person to whom you make a payment.

Payment Service means an electronic payment (e.g. SWIFT or SEPA credit transfer).

Payment Service Provider means an organisation that offers any Payment Services to customers. For the purposes of this document, the Payment Service Provider is AIB Group (UK) p.l.c. t/a Allied Irish Bank (GB).

Reference Interest Rate means a benchmark interest rate that is publicly available and can be easily verified by a customer and the Bank. An example of a Reference Interest Rate is One-week EURIBOR.

Unauthorised Payment means a payment which has been made without your permission and which may be considered as fraudulent.

Unique Identifier means 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).

Section I: General conditions that apply to Currency Accounts

1. We reserve the right not to open an account or to refuse to take a lodgement or a deposit. There may be a time when we ask you to close your Account. If we decide to do this we will, wherever possible, give you at least two months' notice in writing unless there are exceptional circumstances as follows:
 - a) if an encumbrancer takes possession of, or a receiver, administrator, administrative receiver, liquidator, trustee, manager or similar officer is appointed over all or any part of your business or assets;
 - b) if you are unable to pay your debts, within the meaning of s. 123 of the Insolvency Act 1986 (England and Wales), or if you are the subject of an administration order or if you make or offer to make any voluntary arrangement or composition with your creditors or if you suffer a material change in your financial position which adversely affects your ability to perform your obligations in connection with the account;
 - c) if you pass a resolution for, or are the subject of, a court order for your liquidation, whether compulsory or voluntary, except for the purposes of solvent amalgamation or reconstruction;
 - d) if you cease, or threaten to cease to carry on business;
 - e) if any representations, warranties or statements made by you to us in connection with the Account are breached or are untrue in any material respect;
 - f) if you commit any serious or repeated breach of these Terms & Conditions;
 - g) if you are in breach of any other agreement with us;
 - h) to enable us to comply with the law;
 - i) for any other valid reason.

If we take such action we will immediately give you notice of this in writing.

2. Death of the Account Holder

- a) Sole Traders: upon notification of your death, we will return unpaid cheques presented for payment. The account can then be closed by the executors or administrators of your estate on receipt by us of letters of probate or administration.
- b) Where a partnership consists of three or more partners, the death of one partner will cause the partnership to automatically dissolve which means that it will no longer exist, unless there is a partnership agreement in place which contains provisions to the contrary. You should therefore provide us with a copy of any partnership agreement which affects you.

Where a partnership consists of only two partners, the death of one of the partners will cause the partnership to be automatically dissolved. The Account will therefore cease to operate from the date of death.

3. You are required to inform us in writing at least seven days in advance of any change in your name, address or phone number, and also to ensure that arrangements for receiving mail at your address are secure. Failure to comply with this condition may result in you being made liable for any misuse of the Account.
4. We reserve the right at all times to amend, vary or supplement these Terms & Conditions as a result of a change in the law, regulations or good practice, customer feedback or product development or for such other valid reasons as are advised to you at the time of notification of the change. If we want to make a change to your Terms & Conditions, and these changes are to your detriment, we will communicate any changes to you two months before the change becomes effective (unless, by law or regulation, we are able to give you shorter notice), except for changes to interest rates (as explained in Section II Condition 5) or foreign exchange rates (as explained in Section II Condition 10).

Unless we hear otherwise from you during the notice period, we will assume that you are happy to accept the amended Terms & Conditions. If you are not happy, you have the right to end your agreement with us. At any time up to two months from the date of the notice you may, without notice, switch your Account or close it without having to pay any extra charges or interest for doing this. On receipt of such notification you may terminate the relationship (in accordance with Section II Condition 11) subject to your immediately repaying all amounts outstanding. However, if you continue to hold your account after this time, you will be considered to have accepted the relevant changes.

5. Unless expressly agreed in writing, the Bank does not hold itself responsible for providing advice or indicating suitability of products for a person's or a business' particular circumstances. You should always obtain independent professional advice on such matters.

6. These Terms & Conditions are governed by the laws of England and Wales and in the event of a dispute the courts of England and Wales have exclusive jurisdiction.
7. These Terms & Conditions are written in English and all our communications will be in English.
- 8. Payments – unauthorised or incorrectly executed**
 - 8.1 If an unauthorised or incorrectly executed payment has been made from your Account you must notify us without undue delay. If we fail to execute a payment and you are eligible for a refund under Section I Condition 9, we will without undue delay, put your Account back into the position it would have been in had the payment been correctly executed and reimburse you for any charges you have incurred and interest you have been charged by us for the incorrect execution.
 - 8.2 You will only be entitled to redress for an unauthorised or incorrectly executed payment if you tell us of the transaction without undue delay and, in any event no later than 13 months after the debit date.
 - 8.3 You are not entitled to a refund if you provided us with incorrect payment details (for example, you provided us with the wrong account number or sort code for the Payee) and we used this for the execution of the payment, but we will make reasonable efforts to recover the funds involved in the payment. We may charge you for any such recovery and details of the charges will be advised prior to such recovery. Where you supply information in addition to the payment details that we ask for, we will only be responsible for making the payment in accordance with the payment details provided.
 - 8.4 You are not entitled to a refund from us if the Payee's Payment Service Provider receives the payment amount. If that happens, you must ask the Payee to seek a refund directly from its Payment Service Provider. We will, however, make immediate efforts to trace the payment and notify you of the outcome.
- 9. We may stop any transaction on your Account on reasonable grounds relating to:**
 - a) the security of the account details; or
 - b) the suspected unauthorised or fraudulent use of your Account.

We will notify you either verbally or in writing when we have done this at the earliest opportunity, and in any event no later than the end of the third Banking Day following the time of receipt of your instructions (unless it is unlawful for us to do so or would compromise our reasonable security measures). Following receipt of this notification, you may contact us for details of how to rectify any errors.
10. The Bank accepts no liability for the consequences of any omission, error, delay or other default (which results in any loss to the customer) in carrying out a transaction or providing a service where such an omission, error, delay or other default is caused by any industrial dispute or

strike whatsoever (whether or not involving the Bank's own employees) or any form of circumstances outside the Bank's control including but not limited to any fire, flood, explosion, riot, Government Act, failure of power or equipment, or war.

11. No delay or omission on the part of the Bank in exercising any right or power under these Terms & Conditions or under any specific terms shall impair such right or power and any single or partial exercise thereof shall not preclude any other or further exercise thereof or the exercise of any other right or power. The rights and remedies of the Bank in respect of these Terms & Conditions and under any specific terms are cumulative and not exclusive of any right or remedy provided by law.
12. The Bank accepts no liability for system or machine failure, industrial dispute, strike or other circumstances beyond its control.
13. Upon payment of a fee of £10.00, and by written request, any principal of a Business Account is entitled to a copy of the personal data held about them by us as provided for under the Data Protection Act 1998.
14. If a demand or notice issued in writing in connection with the account is sent by post to the last address notified by you, it shall be deemed to have been duly served and received on the day that the envelope containing the demand or notice should have been received.
15. If we choose not to enforce any term, or we cannot enforce any term which applies to the Account, this will not affect our right to:
 - a) subsequently enforce that term, or
 - b) enforce any of the remaining terms.
16. Currency Accounts within Allied Irish Bank (GB) are held in Customer Treasury Services. To ensure we carry out your instructions accurately and to help improve our services, we may monitor and/or record telephone conversations with Customer Treasury Services.
17. Notwithstanding any other provision in these Conditions, we may take whatever action we consider appropriate to meet our obligations, either in the UK 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 or the payment is in contravention of our own internal Bank policies (for further details refer to our AIB Group (UK) p.l.c. website). This may result in a delay or failure to execute instructions received from you or in the receipt of cleared funds.

Section II: Currency Call Accounts

1. Opening the account

Banks have a legislative and regulatory obligation to verify the identity and address of their customers. The Bank will retain on file, copies of the documentary evidence provided. In order that the Bank can comply with its obligations, all personal and business customers will be requested to provide proof of identity, normally with a current Passport or Driving Licence, as well as proof of address, normally a current utility bill or recent bank statement. For business customers the proof of identity will be requested from the principals of the company, partnership or LLP. Original documentation must be supplied as copies are not acceptable. The Bank will advise at the time whether the items you provide as proof of identity and address are acceptable. Principals include signatories to the Account.

The Bank may also need to ensure your financial standing by requesting copies of audited accounts and bank statements. In addition, there are certain items that the bank needs to see prior to opening an account for you.

2. Operating the account

- a) We will issue account statements to you at least monthly. Each statement will contain information on all payments and lodgements on your Account for the period covered by the statement.
- b) As soon as you receive any account statement, you should examine it carefully and report any disputed transactions, errors or omissions to your branch or Relationship Manager without undue delay, who may request written confirmation of such notification.
- c) We will provide you with a payment advice for most International Payments. For payments where we do not provide a payment advice, we will provide information on your Account statement.
- d) 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.

3. Paying money in

- a) The Account must be opened with a minimum deposit, the amount of which will be determined by us and advised on request from your branch or Relationship Manager.
- b) Lodgements presented in the branch network will not be processed until the next working day as Currency Call Accounts are maintained centrally in Customer Treasury Services.
- c) Value for cheques lodged is not given until they become cleared in accordance with banking practice.
- d) We will not be liable for any losses which you may incur

as a result of a delay in the clearing or collection of cheques, where this delay is outside of our control.

- e) Cleared funds may also be transferred directly to Currency Call Accounts using the International Payment systems available.
- f) Instructions for lodgements of cleared funds must be received by us by 12.00pm to ensure that funds are lodged into the Currency Call Account on the same day as the instruction is received. We will ensure that all funds received for your account prior to the applicable cut-off time on a Banking Day are credited to your Currency Call Account and will immediately begin to accrue interest (when appropriate). Funds received after the applicable cut off time will be deemed to have been received by us on the next Banking Day.
- g) You can make lodgements to a Currency Call Account at any time through any of our branches during normal banking hours.
- h) Cash lodgements (in any currency) are not permitted for Currency Call Accounts.
- i) The Bank may reverse any entry on the Currency Call Account if any item credited to the Account is not paid or if a payment credited to the Account is subsequently recalled.

4. Taking money out

- a) Withdrawals from Currency Call Accounts may be made in accordance with the Account operating instructions (mandate) held.
- b) Instructions for withdrawals on the same Banking Day must be received by us by 12.00pm. Instructions for withdrawals received after this time will be effected on the next Banking Day.
- c) Withdrawals can be for any amount subject to the availability of cleared funds.
- d) Cash withdrawals (in any currency) are not permitted from Currency Call Accounts.
- e) You may make payments from your account by any means approved by us in accordance with your mandate. This may include payments by bank draft, International Payment, or online International Payment and by such other means of payment which we may from time to time permit.
- f) 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:
 - i. 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.
 - ii. The Unique Identifiers required for a payment between your Accounts with us or to another account

held by you or by a third party 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.

- iii. 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.
- iv. Once received by us for execution, payment instructions are irrevocable. For example, an International Payment or an online payment cannot be cancelled or amended and it may not be possible for us to amend or cancel any payment which has already been sent to the relevant payment system. However, if you wish to amend or cancel an instruction that you have given us we will use our reasonable endeavours to make such an amendment or cancellation if it is possible for us to do so.
- v. Any amendment or cancellation instruction should be given to your branch or Relationship Manager in writing, by telephone or in such other form as we may prescribe. You will be liable for any additional fees, expenses and/or exchange losses which arise out of any such amendment or cancellation or any payment investigation initiated at your request.
- vi. Payment by us against un-cleared lodgements in the Currency Call Account will not give rise to any obligation on us to do so on any subsequent occasion.
- vii. In the case of an International Payment to another EEA country, in any EEA currency, if we receive the instruction before 3.30pm, we will process your payment the following Banking Day. Payment instructions received into a Branch of Allied Irish Bank (GB) after this time will be deemed to have been received on the following business day.
- viii. In the case of payments to other EEA countries, in any EEA currency, funds will normally be available to the beneficiary bank two business days following receipt of your application by Allied Irish Bank (GB) unless a different timescale is agreed with you. Where an intermediary bank is used to transmit the payment to the beneficiary bank this timescale may be longer. In any case, payment to a beneficiary bank will not exceed four business days following receipt of your correctly completed International Payment form by Customer Treasury Services.

- ix. For further information on International Payments, please refer to our 'International Payments Terms & Conditions'.

5. Interest Rates

- a) When you open your Account you will be advised of the interest rate applicable to your Account. If we want to make changes to your interest rate, and these changes are to your detriment, we will communicate these changes to you at least two months' prior to the changes becoming effective except for changes to Currency Call Accounts with interest rates linked to a Reference Interest Rate (as explained in (b) below).
- b) If the interest rate on your Currency Call Account is linked to a Reference Interest Rate, we can change your interest rate immediately and without notice as and when the underlying reference rate changes. If your Currency Call Account is linked to a Reference Interest Rate, you will be advised of the Reference Interest Rate that relates to your Account.
- c) Details of interest rates are available in writing from your branch, your Relationship Manager or on our website www.aibgb.co.uk

6. Debit Interest

Default interest is for Currency Call Account holders who do not have an agreed overdraft limit in place, and where your Account goes overdrawn, the debit interest rate accruing (referred to as the 'Debit Interest Default Rate') is calculated at the Reference Interest Rate linked to your Account plus 12%. This will be charged quarterly in arrears for the number of days your Account is overdrawn. We will give you at least 14 days notice before we deduct interest from your Account.

7. Credit Interest

- a) Credit interest is paid on Currency Call Accounts in selected currencies. Please contact your branch or Relationship Manager for further details.
- b) Credit Interest is credited to a Currency Call Account quarterly in March, June, September and December or such other dates as we may from time to time designate, or at our discretion.
- c) **Up to 5th April 2016** and subject to certain exceptions credit interest will be paid net after deduction of tax at the basic rate under current legislation. If you are a higher rate tax payer, you may have additional tax to pay.

Credit interest will be paid without deduction of tax to UK residents who are non-tax payers and who provide a valid Form R85.

Credit interest will be paid without the deduction of tax to individuals who maintain a balance of at least £50,000 and who are not resident in the UK and who have provided us with a completed non-resident declaration Form R105.

Credit interest will be paid without deduction of tax on accounts held by companies, certain trusts, pension funds, clubs, societies and associations, provided the appropriate documentation is in place.

From the 6th April 2016 credit interest on all accounts will be paid gross (under new legislation tax will not be deducted when credit interest is paid). If your credit interest is more than your Personal Savings Allowance you may still have tax to pay. Please see www.gov.uk for information on the Personal Savings Allowance or speak to a tax advisor.

8. Set-Off Interest

A facility incorporating set-off interest is not offered on Currency Call Accounts.

9. Fees and Charges

- a) Fees and Charges applicable to your Currency Call Account are contained in our Customer Treasury Services Charges. Please contact your branch or Relationship Manager for further details.
- b) When you send or receive a payment within the EEA you will bear the cost of your charges and the payee/payer will bear the cost of their charges.
- c) If the Fees or Charges on your Currency Call Account increase, we will communicate notice of the increase to you at least two months' prior to the increase becoming effective.

10. The Application of Foreign Exchange Rates

- a) Any transaction to or from your Currency Call Account in a currency other than the currency of the account, will require a currency conversion using a foreign exchange rate.
- b) Allied Irish Bank (GB) provides exchange rates on a daily basis. These rates are used for all currency conversions up to a pre-determined threshold amount. This threshold amount is subject to change. The Bank can amend its exchange rates immediately and without notice.
- c) Where an exchange rate from one currency to another is required, the appropriate exchange rate applicable at the time that we receive the conversion request will be used.
- d) Negotiated exchange rates are normally agreed on the Banking Day on which a foreign exchange conversion is deemed to have been received by us. In cases where a negotiated rate has been agreed in advance of the delivery of a conversion with 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. (Important: Any pre-agreed exchange rate is a legally binding agreement with you to complete the respective foreign exchange 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 Currency Call Account with the costs in such circumstances).

- e) 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 other banks.

11. Closure of the account

- a) Your Account has no minimum term and remains open until it is closed by you or us in accordance with these Terms & Conditions.
- b) You may close the Account by giving reasonable notice to us in writing.
- c) Upon closure of the Account, all sums owing shall become immediately due and payable.

Section III: Data Protection Notice – How We Use Your Information

In this notice, 'we', 'us' and 'our' refers to AIB Group (UK) p.l.c. which includes First Trust Bank, Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct and AIB Group which refers to Allied Irish Banks, p.l.c., its subsidiaries, affiliates and their respective parent and subsidiary companies. For more information about our group of companies, please visit www.aibgroup.com.

This notice explains what we will do with your information, so that you can decide whether or not to provide that information to us. It is important that you read it carefully. The personal information requested from you is required to enable us to effectively provide or administer a product or service to you. Failure to supply us with sufficient information may result in us not being able to provide or meet your product/service needs. The information that you provide may be held by us on a computer database and/or in any other way and will be treated confidentially.

1. Disclosure of Information:

Information we hold about you will not be disclosed to anyone, outside of AIB Group, other than:

- 1.1 If we are required by law to give the information.
- 1.2 Where we have a public duty to disclose information.
- 1.3 Where disclosure is required for our legitimate business interests.
- 1.4 Where disclosure is made with your consent.

We may use this information in the following ways:

2. Products and Services:

- 2.1 To administer the products and services that we supply to you and any future agreements that we may have with you, and to manage and develop our relationship with you.
- 2.2 For direct marketing purposes; to advise you of products or

services, where you have given your permission to us through your marketing choices.

3. Credit Scoring and Credit Reference Agencies:

3.1 We may use automated credit scoring methods to assess your application. Credit scoring takes into account information provided directly by you, any information we may hold about you, and any information we may obtain from other organisations.

3.2 We will verify the identity and address of all applicants, including through the use of Electronic Identification. We may also carry out additional verification checks throughout the lifetime of your agreement.

3.3 To carry out searches (including verifying your identity and/or a credit search) and disclose information to credit reference agencies for the purpose of assessing applications for credit and credit related services and for ongoing review of credit. Credit reference agencies will record details of each type of search we make, whether or not your application proceeds. We may use credit scoring techniques and other automated decision making systems to either partially or fully assess your application.

3.4 Whether you borrow money from us or not, we may regularly give credit reference agencies details of your account and how you use it, including in certain circumstances, details of any payments you have failed to make. These details may include your account balance, credit limit and any arrears. Credit reference agencies may make this information available to other organisations so that they can take decisions about you and your associates.

3.5 In relation to joint applications; a 'financial association' may be created between applicants at the credit reference agencies. This association may be considered in future applications by us and other financial institutions.

3.6 Please be aware that the presence of several credit searches on your record with a credit reference agency may affect your ability to obtain credit elsewhere for a short period of time.

3.7 To review your financial position across AIB Group, including debit and credit balances and security for credit facilities.

4. Other Third Parties:

4.1 To provide your personal details to debt collection agencies, tracing agencies, and/or third party processors and contractors, who act on behalf of us, if it is necessary for the performance of a contract and/or to protect the legitimate interests of AIB. The third parties will not be allowed to use your information for anything else.

4.2 To whom we transfer, or may transfer any of our rights or obligations under any contract with you.

5. Financial Crime Prevention:

To prevent and detect fraud, money laundering or other criminal activity; and to trace those responsible.

5.1 If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies.

5.2 Law enforcement agencies may access and use this information.

5.3 We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities.
- Managing credit and credit related accounts or facilities.
- Recovering debt.
- Checking details on proposals and claims for all types of insurance.
- Checking details of job applicants and employees.

5.4 We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

5.5 If other criminal activity is identified, details will be passed to the relevant authorities.

6. Market Research:

To carry out statistical analysis and market research, or to instruct a third party to perform this on our behalf.

7. Security and Service Improvement:

We may record telephone conversations for additional security, to help resolve complaints and improve our service standards. Conversations may also be monitored for staff training purposes.

8. Miscellaneous:

- 8.1 Under the Data Protection Act (1998) you have the right of access to personal information we hold about you on our records for a nominal fee currently £10.00). You can exercise this right by writing to the Data Protection Unit, AIB Group (UK) p.l.c., First Trust Centre, 92 Ann Street, Belfast, BT1 3HH.
- 8.2 If any of your personal information held by us is inaccurate or incorrect, please let us know and we will correct it. There is no fee for such corrections.
- 8.3 If you want details of the Credit Reference Agencies, Fraud Prevention Agencies, Debt Collection Agencies or other third parties we use, please contact us.
- 8.4 If you decide to proceed with this product/service or have any other communication with us through or in relation to our products and services, you consent to the use by us of your personal data as indicated above.

Value and Service: The heart of our business

Value and service are at the heart of our business. We aim to provide real value to every one of our customers and to deliver the highest standard of service in banking and financial services.

AIB Group (UK) p.l.c. trading as Allied Irish Bank (GB) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, our registered number is 122088. Details of how we are regulated are available on request from any Allied Irish Bank (GB) branch.

You can get impartial consumer information from the Money Advice Service's website www.moneyadvice.org.uk

Allied Irish Bank (GB) subscribes to The Lending Code. Details of the Code are available from any branch or from the Lending Standards Board website www.lendingstandardsboard.org.uk

Any references to tax and tax savings are based on our understanding of current legislation and HM Revenue & Customs practice. The law relating to taxation is liable to change in the future.

Credit is available only if you are aged 18 or over, and depends upon our assessment of your financial position. Written quotations are available upon request.

Making a complaint - customers of Allied Irish Bank (GB)

If at any time you are dissatisfied with our service please let a member of staff in your branch (or service outlet) know, giving them the opportunity to put things right as quickly as possible. If you wish to make a complaint you may do so in person, by telephone, in writing and by email. Please be assured that all complaints received will be fully investigated.

You can register a complaint through our contact centre, our branches, our website, by phone, by email or in person at your branch. We ask that you supply as much information as possible to help our staff resolve your complaint quickly. We ask that you provide the following information:

- your name, address, Sort Code and Account Number.
- a summary of your complaint.
- if feasible, any relevant documentation.

We value your feedback and will try to resolve your complaint as soon as possible.

In the event that your complaint cannot be resolved to your satisfaction you may have the right to refer the matter to the Financial Ombudsman Service. You must refer your complaint to the Financial Ombudsman Service within six months from the date of our final response letter. You can contact them at:

Financial Ombudsman Service

Exchange Tower

London E14 9SR

Telephones: 0800 023 4567

+44 20 7964 1000 (for calls from outside the UK)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Important information

All the information contained in these Terms & Conditions is correct at the time of printing. If there are any further changes to your Terms & Conditions, we will communicate these changes to you two months before the changes become effective.

We have set up a phone number you can use to report suspicious or fraudulent transactions, no matter what product or service they apply to. The number is (028) 9034 6060. A Customer Service Advisor will be available from 8.30am to 5.30pm. Outside these hours, there will be a recorded answering service. You can leave a message and we will follow it up the next Banking Day. We will also record the message and add it to our files.

Important information about compensation arrangements

In the event that AIB Group (UK) p.l.c. is unable to meet its financial obligations, your eligible deposits are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. This limit is applied to the total of any eligible deposits you have with First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain, each a trading name of AIB Group (UK) p.l.c. In the case of joint accounts, each account holder is protected up to this limit.

Any total deposits you hold above £85,000 between these trading names are unlikely to be covered.

For further information about the scheme (including the amounts covered and eligibility to claim), please ask at your local branch or refer to the FSCS website www.fscs.org.uk

To: Allied Irish Bank (GB), (the 'Bank')



Customer Application to Open A Personal or Business Currency Account

Allied Irish Bank (GB)

(To open an 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 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:

Please Insert Existing Sterling Allied Irish Bank (GB) - National Sort Code (NSC) and Account Number

Branch NSC & Account

Currency of Account Required (eg. USD, EUR):

Purpose of Account:

Source of funds:

Marketing Options:

We would like to tell you about offers, products and services that may be of interest to you. Please select how you would like to be contacted:

Applicant 1 : By phone Yes No By post Yes No By email Yes No

Applicant 2 : By phone Yes No By post Yes No By email Yes No

Customer Account Opening Request and Confirmation

- Request:** Please open a Currency Account at Allied Irish Bank (GB) 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 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 Accounts, including the Data Protection Notice – How We Use Your Information.
- FSCS Customer Acknowledgement:** I/we acknowledge receipt of the Financial Services Compensation Scheme (FSCS) Depositor Information Sheet / Exclusions List.

Date: _____ day of _____ 20 _____

Signature(s) of Customer (signed in accordance with Mandate for Branch Account listed above)

Name of Customer (printed)

Checklist to help you complete your application form

Have you completed?

- Your name or business name, and telephone number
- Your existing Allied Irish Bank (GB) NSC and Account Number
- The Purpose of your account & Source of Funds
- Signed and dated the Account Opening Request and 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 (GB) branch who will progress your application. Your Relationship Manager will let you know if we require additional documentation before we can open your account.

Financial Services Compensation Scheme - Depositor Information Sheet



Basic information about the protection of your eligible deposits

Eligible deposits in AIB Group (UK) p.l.c. are protected by:	the Financial Services Compensation Scheme ("FSCS") ¹
Limit of protection:	£85,000 per depositor per bank ² Your bank, AIB Group (UK) p.l.c., operates under the trading names of First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain
If you have more eligible deposits at the same bank:	All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000. ²
If you have a joint account with other person(s):	The limit of £85,000 applies to each depositor separately. ³
Reimbursement period in case of bank's failure:	20 working days ⁴
Currency of reimbursement:	Pound sterling (GBP, £)
To contact AIB Group (UK) p.l.c for enquiries relating to your account	AIB Group (UK) p.l.c (trading as Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct) St Helen's, 1 Undershaft, London, EC3A 8AB 0345 6005 204† www.aibgb.co.uk †Call charges may vary – refer to your service provider
To contact the FSCS for further information on compensation:	Financial Services Compensation Scheme 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ICT@fscs.org.uk
More information:	http://www.fscs.org.uk

Additional information

¹ Scheme responsible for the protection of your eligible deposit
Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

² General limit of protection
If a covered deposit is unavailable because a bank is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank. This means that all eligible deposits at the same bank are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank operates under different trading names. AIB Group (UK) p.l.c. also trades under First Trust Bank in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:
(a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;

(b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
(c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

³ Limit of protection for joint accounts
In case of joint accounts, the limit of £85,000 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 £85,000.

⁴ Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU, Tel: 0800 678 1100 or 020 7741 4100, Email: ICT@fscs.org.uk. It will repay your eligible deposits (up to £85,000) 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 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a

depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>.

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank shall also confirm this on the statement of account.

Financial Services Compensation Scheme - Exclusions List



A deposit is excluded from protection if:

(1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements. For further information, contact your bank, bank building society or credit union.

(2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

(3) 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 fund¹
- public authority, other than a small local authority

For further information about exclusions, refer to the FSCS website at www.FSCS.org.uk

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are **not** excluded



Protected



Allied Irish Bank (GB)

Information correct as at May 2017

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www.aibgb.co.uk