



**AIB Response to publication of IFSRA report
7th December 2004**

Responding to the IFSRA report, AIB Group Chief Executive, Michael Buckley said:-

"AIB accepts the findings of the IFSRA report and we very much regret the failures it documents. I apologise again to our regulator, our customers and our shareholders and can assure them that we have taken all steps possible to prevent any recurrence.

"Although the IFSRA report was published today, the internal AIB processes for examining the role of individuals in these issues is continuing. Some disciplinary action has already been taken and in other cases it is under consideration or still underway.

"AIB is committed to repaying all customers affected. To date we have refunded almost €16m and the process is continuing with no time limit set for customers to seek repayments.

"We have also taken, or are working on, a number of additional measures to improve the way we control and manage our business to ensure that, at all times, we deliver on our promises to our customers and fully comply with regulatory requirements.

"This work has been acknowledged in today's IFSRA report, which quotes the conclusion of a report carried out and submitted to IFSRA by the Promontory Financial Group into AIB's risk governance and controls. The IFSRA report says – *'Promontory Financial Group concluded that AIB has made significant progress in the area of risk governance and internal controls and that the bank has actively pursued best standards. This is already contributing to a significant improvement in the control environment in the bank.'*"