



## **AIB to refund ATM customers**

**16th May 2011**

AIB today confirms that following a review of unsuccessful ATM cash withdrawals it is to refund €5.1m relating to 41,000 AIB customer transactions and €3.2m relating to 30,000 non AIB Bank customers.

These amounts include compensatory interest.

The refund relates to cases where a customer's account was debited for an ATM cash withdrawal even though the customer did not take the cash which was dispensed by the ATM.

The problem arose as a result of the introduction of anti-fraud measures which prevented the automatic processing of refunds for these particular transactions. Process and procedure changes have now been put in place to prevent a reoccurrence.

AIB apologises for this error and is in the process of refunding all impacted cardholders. AIB is writing to AIB cardholders who have been impacted by this problem to inform them of the amount of their refund.

In relation to customers of other banks, these banks will arrange for the AIB refunds to be credited to their own customers' accounts.

There is no need for customers to take any action.

AIB has set up a Customer Support Desk to deal with customer queries. It will operate from 8.00am to 8.00pm Monday to Friday and can be contacted on 0818 300 157.

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### **For further information, please contact:**

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### **Notes to editors:**

Annual volumes on the AIB ATM network

Total AIB ATMs 783  
Total ATM transactions for 2010 57m  
Total value of withdrawals for 2010 €7.7bn

(Figures as at 31/12/2010)