



11<sup>th</sup> March 2020

### **AIB actively supporting our customers through the potential impact of the coronavirus**

AIB is actively supporting our SME customers through the potential impact of the coronavirus with the following:

- Providing a 48 hour decision on business loans and overdrafts up to €60,000.
- Short term loans to replenish spend from cashflow.
- Supporting customers for their working capital requirements and supply chains, including sub-supply chains.
- A network of dedicated business advisors is supporting front line staff and providing direct support for customers as the impact of the coronavirus unfolds.
- Promptpay, insurance premium finance, invoice and trade finance.
- Farmer / Business credit line
- The bank has put in place a steering committee that meets daily to monitor coronavirus implications and implement measures required to deal with this unprecedented crisis.
- The bank is engaging with multiple stakeholder bodies across a wide range of industries, enabling us to capture emerging trends which will additionally inform our response as we work through coronavirus.
- Business customers can contact us through our branches or by phone, 1890 47 8833, available Monday to Friday 8am to 9pm).

These measures are in addition to supports for mortgage customers:

- Impacted mortgage customers can avail of an interest only/moratoria period of up to six months.
- Interest-only repayments in certain circumstances.
- Credit options and supports depending on the specific needs of the customer.
- Enhanced rapid response to customer cash flow requests.
- Constantly reviewing our existing supports in the context of the evolving situation around coronavirus.
- Working with other banks and the Banking and Payments Federation of Ireland to ensure the provision of services if circumstances escalate.

Further details on our interest only/moratoria features are available in branch or on our website [www.aib.ie](http://www.aib.ie). If any customer believes that that they are currently experiencing, or might in the future experience difficulties with their mortgage repayment they can contact their branch or our dedicated Mortgage Arrears Support Unit Teams in AIB 1890 252 008 or EBS 1850 33 00 44.

The Bank continues to work with individual customers and businesses across the economy to ensure we meet their needs.

Ends

Further information: [paddy.x.mcdonnell@aib.ie](mailto:paddy.x.mcdonnell@aib.ie) 087 7390743 / 01 641 2869