



Central Bank of Ireland Tracker Mortgage Investigation Fine

AIB Group profoundly regrets the Tracker Mortgage failures for which the bank has been fined today. The Group apologises unreservedly for the impact on our customers' lives, particularly the devastating consequences for those people who lost their homes.

AIB Group Chief Executive Colin Hunt said: "We are deeply sorry for the distress and the financial losses caused by the Tracker Mortgage issue. I have said in the past, and I re-iterate today, this matter represents a very large stain on the reputation of the bank. It damaged not only the affected customers, but also undermined the bank's efforts to rebuild public trust and confidence."

AIB's review, undertaken as part of the Central Bank of Ireland's Tracker Mortgage Examination, is by far the most complex and rigorous remediation programme ever conducted by the bank as it sought to comprehensively redress and compensate all impacted customers.

Recognising the scale of the harm done to its Tracker Mortgage customers, the Group has and will continue to take steps to build a positive consumer-focused culture to prevent such detriment ever happening again.

The Group has undergone a major transformation programme in recent years to position itself as a positive economic and social force in Ireland. The conclusion of today's enforcement actions against AIB and EBS by the Central Bank of Ireland will, we hope, allow us to close what has been a dark chapter in the bank's history.

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