



3rd February 2025

### **AIB introduces language interpretation and translation supports for customers across Ireland's largest branch network**

- A significant proportion of bank accounts opened during 2024 were by people for whom English is not their first language
- Among the most in-demand language services are Ukrainian, Arabic, Romanian, Russian, Georgian and Portuguese.
- The service provides in-branch interpretation support for over 120 languages

AIB has made language interpretation and translation services available for its new and existing 3.3 million customers in its 170 strong branch network across the country. The bank is supporting customers who may have challenges communicating in English, particularly when it comes to their banking needs, to make financial life easier for them in Ireland.

Language interpretation services, both automated and phone-based, can be offered to customers in AIB branches across the country. Customers who require account opening documents to be translated, e.g. proof of identity or proof of income, may also have these translated with this new service. In most cases the service is on-demand. Pre-booking is only required in a limited number of instances.

To date, the service has supported customers across 29 different languages with the most in-demand including Ukrainian, Arabic, Romanian, Russian, Georgian, Portuguese, Mandarin, Polish, Spanish and Bulgarian. Customers can find more information about AIB's translation services at [Need Extra Help](#).

AIB's Managing Director of Retail Banking Geraldine Casey said "Our customers are at the heart of our business and everything we do in communities nationwide. By providing translation and interpretation services for our new and existing 3.3 million customers we're empowering them on every step of their financial journey to make better and informed choices. And our people are here to support our customers face to face in our 170 branches across the country."

**ENDS.**

**Contact:** Louise Kelly 087 216 1545, [louise.y.kelly@aib.ie](mailto:louise.y.kelly@aib.ie)

**Picture caption:** *AIB's Managing Director of Retail Banking Geraldine Casey and Leticia Felix Miranda, from Brazil are pictured in AIB Grafton Street, Dublin where Leticia availed of AIB's new language interpretation and translation services to open her account.*