

# Terms of Business

## Allied Irish Banks, p.l.c.



These are the Terms of Business of Allied Irish Banks, p.l.c. and its subsidiaries listed below.

Each of the companies is authorised by the Central Bank of Ireland. Allied Irish Banks, p.l.c. trades as AIB, AIB Bank, AIB Finance & Leasing, AIB Wealth Management, AIB Private Banking, AIB Customer Treasury Services, AIB Corporate Banking, AIB Corporate Banking Ireland, AIB International Corporate Banking Ireland, AIBIT, AIB Commercial Banking and AIB Trade Finance Services.

AIB Leasing Limited trades as AIB Finance & Leasing.  
AIB Insurance Services Limited trades as AIB Insurance.

In case of any query you should contact the branch or department which has provided the service to you, or contact (01) 660 0311. Please refer to the table below for details.

### Regulated Entity

Allied Irish Banks, p.l.c.

AIB Mortgage Bank

AIB Insurance Services Limited

AIB Leasing Limited

### Registered Office

Bankcentre, Ballsbridge, Dublin 4.

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We provide a broad range of banking and financial services including:

- Deposits
- Current Accounts
- Loans and Overdrafts
- Mortgages
- Hire-Purchase and Leasing
- Card Services
- Foreign Exchange
- General Insurance
- Life Assurance
- Investments and Pensions
- Investment Management and Advice
- Treasury

Allied Irish Banks, p.l.c. is tied to Irish Life Assurance plc. for life and pensions business.

Allied Irish Banks, p.l.c. acts for and on behalf of Irish Life Assurance plc. for life and pensions business.

AIB Insurance Services Limited (AIBIS) is regulated as an Insurance Intermediary for general insurance products.

AIBIS have arrangements in place to refer each type of general insurance to the following insurers on an exclusively underwritten by basis:

Home Insurance – AXA Insurance dac

Travel Insurance – Chubb European Group Limited

Private Health Insurance – Irish Life Health dac

Car Insurance – AXA Insurance dac

Payment Protection Insurance – London General Insurance Company Ltd and London General Life Company Ltd.

AIBIS acts for and on behalf of its insurers for general insurance products.

AIBIS may receive and transmit orders on your behalf to the above insurers. Allied Irish Banks, p.l.c. is remunerated on a commission basis for life and pensions business. AIBIS is remunerated on a commission basis for general insurance products. In addition, for some general insurance products AIBIS receives a share of any insurer's profits generated at a total business level, details of which are available on request. Allied Irish Banks, p.l.c. and AIB Insurance Services Limited are registered as Insurance Intermediaries under the Insurance Mediation Regulations 2005. Details of registration are available to view on the Insurance

Mediation Register on the Central Bank of Ireland website at: [www.centralbank.ie](http://www.centralbank.ie)

We charge for our products and services as set out in detail in our agreements or in our booklets of fees and charges relevant to such services.

We have a conflicts of interest policy in place to ensure that conflicts of interest are avoided. Where it is not possible to avoid a conflict of interest, we will ensure you are treated fairly and seek your acknowledgment in writing that you still wish to proceed to take up the product or service.

If you default on an agreement with us we may terminate that agreement and take such steps (including legal proceedings and enforcement of security) as we consider necessary to recover what you owe us.

We have in place a written procedure for the handling of complaints. This procedure provides that complaints will be appropriately recorded, investigated and resolved. The outcome of any investigation will be communicated to you.

For complaints that cannot be resolved immediately, we will provide you with regular updates.

If you have reason to complain about the provision to you of a product or service, or the failure to provide a product or service, you should firstly contact the manager of the relevant branch or department. If the matter is not resolved to your satisfaction, you should write to; AIB Customer Care Team, Group Marketing, Bankcentre, Ballsbridge, Dublin 4.

If your complaint is still not resolved to your satisfaction, you may then refer the complaint to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2. Contact (01) 567 7000 or email [info@fsp.io](mailto:info@fsp.io)

Allied Irish Banks, p.l.c. and AIB Mortgage Bank are members of the Deposit Guarantee Scheme administered by the Central Bank of Ireland. The Deposit Guarantee Scheme protects depositors in the event of a credit institution failing. The maximum amount payable is €100,000 in respect of all eligible deposits held by one depositor.

Allied Irish Banks, p.l.c. and AIB Insurance Services Limited are members of the Investor Compensation Scheme. When an authorised investment firm goes out of business and cannot return investments or money that it owes its investors, the Investor Compensation Company Limited will give eligible investors compensation of up to 90% of their investment subject to a maximum compensation payment of €20,000.

The following entities are regulated by the Central Bank of Ireland and are subject to the following Codes of Conduct and other Codes that may be published from time to time. The following Codes can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie):

Allied Irish Banks, p.l.c.

The Consumer Protection Code  
Code of Conduct on Mortgage Arrears  
Code of Conduct on the Switching of Current Accounts with Credit Institutions  
Minimum Competency Code

AIB Mortgage Bank

The Consumer Protection Code  
Code of Conduct on Mortgage Arrears  
Minimum Competency Code

AIB Insurance Services Limited

The Consumer Protection Code  
Minimum Competency Code

AIB Leasing Limited

Minimum Competency Code

We have in place a written policy in relation to how we will use your personal data/use of information, please refer to the Data Protection Notice below. Terms of Business effective from 1st October 2018.

## Data Protection Notice

Effective 25 May 2018

We respect your trust in us to use, store and share your information. In this notice, we explain how we collect personal information about you, how we use it and how you can interact with us about it.

We try to keep this notice as simple as possible but if you are unfamiliar with our terms, or want more detail on any of the information here, please see our website's Frequently Asked Questions at [www.aib.ie/dataprotection](http://www.aib.ie/dataprotection). You can also ask for more details at your local branch or contact us 0818 303 032.

### 1. Who we are

When we talk about "AIB", or "us" or "we" in this notice, we are talking about Allied Irish Banks, p.l.c. and its subsidiaries, affiliates and their respective parent and subsidiary companies (including AIB, EBS and Haven).

We share your information within AIB Group to help us provide our services, comply with regulatory and legal requirements, and improve our products.

### 2. Data Protection Officer

Our Data Protection Officer oversees how we collect, use, share and protect your information to ensure your rights are fulfilled. You can contact our Data Protection Officer at [DPO@aib.ie](mailto:DPO@aib.ie) or by writing to them at: Data Protection Officer, Bankcentre, Ballsbridge, Dublin 4.

### 3. How we collect information about you

We collect personal information from you, for example when you open an account; make a deposit; apply for products and services; use your credit or debit card; complete transactions; or look for advice. We also collect information through our website, apps, social media, discussion forums, market research and our CCTV footage. We will sometimes record phone conversations and we will always let you know when we do this.

We may collect information to identify you through voice, facial or fingerprint (biometric data) recognition technology. We always ask for your consent to do this.

Our websites use 'cookie' technology. A cookie is a little piece of text that our server places on your device when you visit any of our websites or apps. They help us make the sites work better for you.

When you apply to us for products and services, and during the time you use these, we carry out information searches and verify your identity. We do this by sending and receiving information about you to and from third parties including credit reference agencies, and/or credit

registers including the Central Credit Register and Irish Credit Bureau. We and these agencies/registers may keep records of our searches whether or not the product or service goes ahead.

### 4. How we keep your information safe

We protect your information with security measures under the laws that apply and we meet international standards. We keep our computers, files and buildings secure.

When you contact us to ask about your information, we may ask you to identify yourself. This is to help protect your information

### 5. How long we keep your information

To meet our legal and regulatory obligations, we hold your information while you are a customer and for a period of time after that. We do not hold it for longer than necessary.

### 6. Meeting our legal and regulatory obligations

To use your information lawfully, we rely on one or more of the following legal bases:

- performance of a contract;
- legal obligation;
- protecting the vital interests of you or others;
- public interest;
- our legitimate interests; and
- your consent.

To meet our regulatory and legal obligations, we collect some of your personal information, verify it, keep it up to date through regular checks, and delete it once we no longer have to keep it. We may also gather information about you from third parties to help us meet our obligations. If you do not provide the information we need, or help us keep it up to date, we may not be able to provide you with our products and services.

### 7. Consent

Sometimes we need your consent to use your personal information. With direct marketing for example, we need your consent to make you aware of products and services which may be of interest to you. We may do this by phone, post, email, text or through other digital media.

You can decide how much direct marketing you want to accept when you apply for new products and services.

If we ever contact you to get your feedback on ways to improve our products and services, you have the choice to opt out.

When we use sensitive personal information about you, such as medical or biometric data, we ask for your consent. Before you give your consent, we tell you what information we collect and what we use it for. You can remove your consent at any time by contacting us.

### 8. How we use your information

We use information about you to:

- provide relevant products and services;
- identify ways we can improve our products and services;
- maintain and monitor your products and services;
- protect both our interests;
- meet our legal and regulatory obligations; and
- decide and recommend how our products and services might be suitable for you.

To provide our products and services under the terms and conditions we agree between us, we need to collect and use personal information about you. If you do not provide this personal information, we may not be able to provide you with our products and services.

We analyse the information that we collect on you through your use of our products and services and on our social media, apps and websites. This helps us understand your financial behaviour, how we interact with you and our position in a market place. Examples of how we use this information includes helping protect you and others from financial crime, offering you products and services and personalising your experience.

We may report trends we see to third parties. These trend reports may include information about activity on devices, for example mobile phones, ATMs and self-service kiosks, or card spend in particular regions or industries. When we prepare these reports, we group customers' information and remove any names. We do not share information in these reports that can identify you as a customer, such as your name, or account details.

We sometimes use technology to help us make decisions automatically. For example, when you apply for a loan online. Before we make a decision, we automatically score the information you give us, any information we already hold about you, and any information we may get from other sources.

### 9. Your information and third parties

Sometimes we share your information with third parties.

For example to:

- provide products, services and information;
- analyse information;
- research your experiences dealing with us;
- collect debts;
- sell your debts;
- sell whole or part of our business;
- prevent financial crime;
- help trace, investigate and recover funds on your behalf;
- trace information; and
- protect both our interests.

We expect these third parties to have the same levels of information protection that we have.

We also have to share information with third parties to meet any applicable law, regulation or lawful request. When we believe we have been given false or misleading information, or we suspect criminal activity we must record this and tell law enforcement agencies, which may be either in or outside Ireland.

#### **10. International transfers of data**

We may transfer your personal information outside of the European Economic Area (EEA) to help us provide your products and services. We expect the same standard of data protection is applied outside of the EEA to these transfers and the use of the information, to ensure your rights are protected.

#### **11. Your personal information rights**

You will find information about your rights, when they apply and our responsibility to you on our website's Frequently Asked Questions section.

You can exercise your rights by contacting us at 0818 303 032, using our social media channels, calling into a branch, or by visiting our website at [www.aib.ie/dataprotection](http://www.aib.ie/dataprotection).

We can help you with:

**Accessing your personal information:** You can ask us for a copy of the personal information we hold. You can ask us about how we collect, share and use your personal information.

**Updating and correcting your personal details.**

**Removing consent:** You can change your mind wherever you give us your consent, such as for direct marketing, or using your sensitive information, such as medical or biometric data.

**Restricting and objecting:** You may have the right to restrict or object to us using your personal information or using automated decision making.

**Deleting your information (your right to be forgotten).** You may ask us to delete your personal information.

**Moving your information (your right to Portability).** Where possible we can share a digital copy of your information directly with you or another organisation.

When you contact us to ask about your information, we may ask you to identify yourself. This is to help protect your information.

We generally do not charge you when you contact us to ask about your information.

#### **12. Making a complaint**

If you have a complaint about the use of your personal information, please let a member of staff in your branch (or service outlet) know, giving them the opportunity to put things right as quickly as possible.

If you wish to make a complaint you may do so in person, by telephone, in writing and by email. Please be assured that all complaints received will be fully investigated. You can register a complaint through our contact centre, our branches, our Website, by phone, by email or in person at your branch.

We ask that you supply as much information as possible to help our staff resolve your complaint quickly

You can also contact the Data Protection Commission in Ireland at [www.dataprotection.ie](http://www.dataprotection.ie).

#### **13. Updates to this notice**

We will make changes to this notice from time to time, particularly when we change how we use your information, and change our technology and products.

You can always find an up-to-date version of this notice on our website at [www.aib.ie/dataprotection](http://www.aib.ie/dataprotection). You will also find a copy on display at your local branch or you can ask us for a copy.