



If you have arrived in Ireland from Ukraine, here is how to open a bank account with AIB

If you have recently arrived from Ukraine there are two ways to open a bank account with AIB:

1. Using your smartphone; or
2. In an AIB Bank Branch

The easiest option is on your smartphone. Opening an account in a Bank Branch takes longer.

If you need help, phone our helpline on 0818 303 203 from Monday to Friday 9:00 to 16:00.

How to open an account on your smartphone

You can open a bank account with us on your smartphone if you:

- Have a Ukrainian Passport which is in date
- Are aged between 16 and 65 years of age
- Can manage a video call in English

Step 1) You will need:

- Your passport
- Your address in Ireland and your email
- A smartphone with a front-facing camera and good internet connection

Step 2) Download the App:

- Download the AIB Mobile Banking App from the iOS App store or Google Play store
- Click 'Become an AIB customer'

Step 3) Enter your Information:

- Enter your information on the app to 'register' for a bank account

Step 4) Prove your identity:

- You will be connected to an agent on a video call. This may take a couple of minutes.
- Our agent will help you prove your identity on the video call. For example, by asking you to hold up your passport so we can check your photo.

Step 5) Prove your address:

- To prove your address, we will send you a letter to the address, in Ireland, that you gave us. The letter will take a few days to arrive.
- This letter will contain a unique identifier code which you then enter into the AIB Mobile Banking App

Step 6) Finish:

- Your account is ready to use. You can lodge money into your account and make transactions online. We will send a debit card to your address in Ireland.

How to open an account in-person at your local bank branch

To open a bank account in a bank branch, you will need to book an appointment and provide documents that prove:

1. Who you are - prove your identity and
2. Where you live - prove your address in Ireland

Here is a list of documents to bring to your appointment. If you don't have these, please bring whatever similar documents you have (for example an out of date passport) and we will work through them with you.

1. Prove your identity (any one of the following)

Passport or Travel Document	It can be a: <ul style="list-style-type: none">• Passport (in date), or• Travel Document (issued in Ireland and in date)
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If you don't have a Passport or Travel Document we will accept these documents if you have them:

Temporary Residence Certificate	<ul style="list-style-type: none">• Temporary Residence Certificate (TRC) (in date)
Irish Residence Permit	<ul style="list-style-type: none">• The Irish Residence Permit (IRP) (in date)
Letter of Refugee Status	<ul style="list-style-type: none">• The original document from the Department of Justice and Equality in Ireland.
Ukrainian Travel Document	<ul style="list-style-type: none">• People who have international protection (refugee status or international protection) in the Ukraine may be in possession of a Ukrainian Travel Document

2. Prove your address (any one of the following)

Letter from a government department	<ul style="list-style-type: none">• A letter to you from a government department, body, agency or board such as the Department of Justice.
A letter from an approved accommodation provider	<ul style="list-style-type: none">• A letter from a government approved accommodation provider. The letter should be on headed paper and should be signed, with a full name and job title. It should state:<ul style="list-style-type: none">○ Your name (to match your proof of identity document)○ That you are living in that accommodation
County Council Accommodation Placement Letter	<ul style="list-style-type: none">• The letter must be on headed paper be posted to the accommodation centre connected to the customer and detail the new residential address• The letter should clearly state the date, full customer name, permanent residential address and be signed by an authorised official.
Letter from an AIB account holder who is providing you with accommodation.	<ul style="list-style-type: none">• The letter should have:<ul style="list-style-type: none">○ Your name (to match your proof of identity document)○ Your address (in Ireland)○ The AIB account holder's:<ul style="list-style-type: none">▪ Name, Address▪ Signature and date▪ Confirmation that they are providing you with accommodation

Book an appointment by:

- Request a phone call back at aib.ie/personal-forms/branch-appointment-form
- Phone our helpline on 0818 303 203 from Monday to Friday 9:00 to 16:00