



Notice of changes to AIB Corporate, Business and Purchasing Card Terms and Conditions

effective 31 January 2021

What terms and conditions are affected?

- AIB Corporate, Business and Purchasing Card terms and conditions.

Please make anyone with an additional Card on your Account (an Additional Cardholder) aware of these changes.

Why are there changes?

These changes are mostly to do with new European Banking regulations coming up in 2021. These regulations will bring changes to how you spend online and increase transparency around using cards for non-euro Transactions within the European Economic Area (EEA). There'll be an extra layer of security called Strong Customer Authentication (SCA).

We are making some other changes also, for example we are adding information to explain the card updater service, in which cards are automatically enrolled.

As well as adding to and clarifying some existing conditions, we are including some new ones and updating some of the headings.

We've summarised the changes in the following paragraphs. Please take some time to read these and keep them for future reference. The updated terms and conditions are on aib.ie/update-cards-2021 along with details of the changes to each condition. If you would like to get in touch, we will be happy to post you a copy. If we don't hear from you by 31 January 2021, we'll take it to mean that you have accepted the changes to the terms and conditions. If you do not want to accept them, you have the right to close your Account free of charge, clearing anything you owe on it first.

Summary of the main changes to and where to find them.

Changes for shopping online	
What are the changes for shopping online?	Where do I find this?
We have added a new definition of AIB Banking App: AIB Banking App means an AIB application which can be downloaded from a software application distributor(s) and which can be used for authentication purposes to make Transactions, access banking services and/or other uses as we may designate from time to time.	Definitions section
We have included the AIB Banking App in the definition of Device, we have updated Safeguard System and changed Security Details to refer to our security procedures.	Definitions section
There's also more information on how to keep your details secure and what to do if you think your details are in the wrong hands. We ask you to keep your contact details up to date. And we include information about what to do if you are replacing your Device and you should not allow anyone else to use your Device.	Conditions 5, 6, 7, 40, 41, 42, 43 and 44
We have added information about how we may ask you to authenticate yourself when you shop online in future. We may ask you to register for an authentication service that works together with a Safeguard System (Visa Secure). This might be using an AIB Banking App or any other way we make available to you. We also say why we need to have up-to-date contact information, such as a mobile number, for you and for anyone with an additional Card on your Account is because we may need these details to finalise your Transaction. If you can't or don't authenticate your Transaction when needed, the Transaction won't go ahead.	Condition 54
We have added push notifications as a way that we can contact you.	Conditions 56, 95 and 110

Changes for non-euro transactions within the EEA	
What are the changes for non-euro transactions within the EEA?	Where do I find this?
We have clarified how non-euro Transactions within the EEA are processed. On our website, we will provide you with a comparison between the exchange rate we use, including any fees, and the European Central Bank (ECB) rate. We may also contact you electronically about your Transaction.	Conditions 56

Changes for card updater service	
What are the changes for the card updater service?	Where do I find this?
We have defined what we mean when we say Card Scheme. It is a scheme governing the issue and use of Cards, for example, Visa.	Definitions section
We have included additional information about a card updater service in which your Card is automatically enrolled. This service is operated by the Card Scheme (for example, Visa) and allows a participating Merchant to access your up-to-date Card details so they can continue to process your Transactions if your Card details change. You can opt out of this service by contacting us.	Condition 51

Other changes	
What other changes have we made?	Where do I find this?
We have updated: <ul style="list-style-type: none"> • wording within some definitions to make them clearer • condition numbers • headings within the conditions to make them clearer • our registered address to "10 Molesworth Street, Dublin 2." 	Definitions section Throughout Throughout Definitions section

Other changes (continued)	
What other changes have we made?	Where do I find this?
We have amended the definition of Account to include any Sub Account: Account means the Card account kept by us in the name of the Principal Cardholder in which debits and credits in respect of Transactions are recorded to include any Sub Account(s) if applicable.	Definitions section
We have added a new definition of Funds Transfer : Funds Transfer means a transfer of funds either from or to your Card using a funds transfer service in accordance with the procedures and terms and conditions of that funds transfer service. When transferring funds from your Card, the Funds Transfer will be treated as a purchase for the purpose of fees and charges.	Definitions section
We have amended the definition for Third Party Agreements: Third Party Agreements means any third party agreements, you are subject to, which relate to your use of your Card and/or Account as detailed in Condition 72. We have clarified the definitions of Agreement, AIB Card, Card Carrier, Card Type, Conditions, Contactless Transaction, Digital Wallet, individual Liability Cardholder, Micro Enterprise, Statement and Transaction.	Definitions section
We have included that you can make or receive a Funds Transfer.	Condition 1
We have added a new condition to explain why we need you to give us certain identification and information before we can open an account or order a Card, which we are required to do by law.	Condition 2
We have updated this wording to say that Your Card, PIN and Security Details must be used in line with these and any other terms and conditions connected to your Card, for example, terms and conditions for an app or Digital Wallet.	Condition 5
We have added wording to clarify when a Card must not be used.	Condition 14
We have added wording to clarify if you are using your Card to withdraw cash abroad, what fees apply and where to find out more information about them. Also we don't have any control over any third parties that might apply a charge to you for processing these types of transactions or who may convert the transaction to euro from the local currency and may charge you for doing this.	Condition 20
We have updated this wording to say that adding an Additional Cardholder to the Account is at our discretion. We have clarified that you are responsible for giving an Additional Cardholder of any changes to the Conditions.	Condition 21
We have updated the loss or misuse section to make these conditions clearer on what your responsibilities are and we have also included Device within these sections. We have added new wording to advise that we will accept notification of lost or theft of the Card or the compromise of its details or your PIN or Security details from a third party such as a card protection service provider or from the Card Schemes.	Conditions 40, 41, 42, 43, 44, 45, 46
We have said that if we believe the Card is being improperly or fraudulently used, or its use is in breach of our Agreement, that we can take whatever action is appropriate, including refusing or delaying payments to or from your Account.	Condition 47
We have clarified that the Transaction and daily limits that we set may vary from time to time.	Condition 49
We have added what we believe shows that you authorised a Transaction, for example, use of your PIN, any Security Details, Safeguard System or any other authentication process.	Condition 50
We have added a new condition in relation to Funds Transfers to confirm that where applicable, if a Funds Transfer is authorised by use of a passcode or any other authorisation procedure required as part of that service the successful use of that passcode or procedure will be taken that the Transaction was authorised by you.	Condition 55
We have added a new condition to say that Funds Transfers are generally treated as payments made to the Account, unless the Merchant has processed it as a refund. And in such cases, this may also affect the amount due for settlement.	Condition 60
We have added wording to explain how your direct debit payment is impacted if you change your bank account details. We also explain how the timing of any other payment to your Account affects the amount of your direct debit for that month.	Condition 61
We have added wording to tell you that if an incorrect amount is paid to or from your Card, or any Transaction is recalled or reversed, we may make any adjustment necessary on your Account without having to contact you about it. And where a payment to your Account is recalled by the paying financial services provider, or is returned by us, we may reverse that payment, without having to contact you about it.	Condition 63
We have added information on where to find details of fees and charges. We have also clarified that fees and charges may apply relating to the use of a Digital Wallet, or other Third Party services connected to the use of your Card.	Condition 68
The section on Third Party Agreements has been updated and extended to include other parties providing services for the use of your Card, for example, mobile phone or app providers.	Condition 71
We have updated the Ending the Agreement section, to make it easier to read and to clarify what you need to do if you want to close your Account. We have also included additional situations when we can suspend your Card or end the Agreement, for example, if you are the subject of any insolvency arrangement, if we suspect fraud, or if you haven't used your Card for 12 months. We have updated wording to say that we can cancel any Card or terminate the agreement, giving you two months' notice or, if allowed by law, shorter notice. We have also added wording on the death, legal disability or dissolution of the Principal Cardholder, the outstanding balance on the account will become the liability of the estate of the cardholder.	Conditions 72 - 80
We have updated the Assignment section to include novate. This is to make clear that we can transfer rights, benefits or obligations to a third party and you may need to sign up to this.	Condition 82
We have added a new condition about keeping the documents that form part of this Agreement either electronically or in paper form. Also, if you apply for your Card on our online banking services, (if applicable) you agree that the electronic signatures may be used by us and you to confirm acceptance of the documents that form part of this Agreement.	Condition 85
We have included a new condition to say that we can stop offering or supporting any Digital Cards or Digital Wallet services.	Condition 88
We have clarified that if we have not enforced any Condition of the Agreement, we may do so retrospectively at a later date.	Condition 97
We have brought the existing conditions about liability together in one section. This should make it easier to find examples of situations where we have responsibilities to you and you have responsibilities to us. We have also included some additional situations, for example, we are not liable for your loss due to situations beyond our control, such as contagious disease and we describe what will happen where a third party is at fault. We have also added additional wording to say that if you are not a micro enterprise, the only liability we will have to you will be as a direct result of our gross negligence or wilful misconduct and in that case we still exclude liability for the types of losses we have described within the liability section.	Conditions 98, 99