

A guide to digital banking

Get it done in your
AIB app or Online

MOBILE BANKING - What you can do on the Mobile app and on Internet Banking

INTERNET BANKING - This is what you can only do on Internet Banking

Join

MOBILE BANKING

Get The App.



Become an AIB customer and open a new account on the app.

INTERNET BANKING

Access

MOBILE BANKING

Logging In.



Log in using Touch ID and Face ID.

Registration Number.



How to find your registration number through Trouble logging in.

INTERNET BANKING

Logging In.



Log in using phone/card reader.

Order A Card Reader.



Order a card reader for more security and link it to your debit card on receipt.

Adding Accounts.



Add your existing accounts to your profile.

My Details



How to find your registration number in My details.

My Details

MOBILE BANKING

Email Address.



How to change your email address.

Your PPS Number.

PPSN

How to tell us and verify your PPS number.

Your IBAN & BIC.

IBAN & BIC

See and share your account details (IBAN/BIC).

Naming Your Accounts.



You can give your accounts a customised name.

Change Your Address.



Change your address if you don't have a joint account (no card reader needed).

Your Debit Card PIN.



How to see or hear your debit card PIN.

INTERNET BANKING

Change Your Address.



Change your address if you don't have a joint account (with a card reader).

Change Your Phone Number.

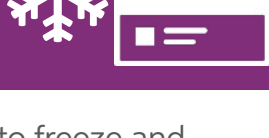


Change your phone number and email address (with a card reader).

Cards

MOBILE BANKING

Freeze / Unfreeze Cards.



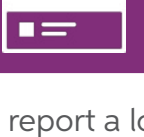
How to freeze and unfreeze a debit or credit card.

Replacing Cards.



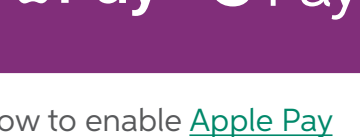
How to replace a debit or credit card.

Lost Or Stolen Cards.



How to report a lost or stolen debit or credit card.

Apple Pay & Google Pay.



How to enable [Apple Pay](#) in app (click here for [Google Pay](#) and [Fitbit Pay](#) set up).

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Order A PIN Reminder.



Order a PIN Reminder for your debit or credit card.

Request A Limit Increase.

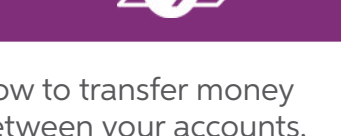


Request a limit increase for your credit card.

Payments

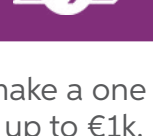
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Transfer Between Accounts.



How to transfer money between your accounts.

One Off Payments.



How to make a one off payment up to €1k.

Transfers Up To €10k.



Pay someone up to €10k whose details you've already saved on internet banking.

Pay A Bill.



How to pay a bill whose details you've already saved.

Direct Debits



How to view and cancel a direct debit

Quickpay.



How to add a favourite payees to the QuickPay menu.

Mobile Phone Top Up.



How to top up your mobile phone.

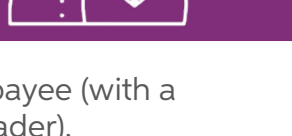
Standing Orders



How to amend a standing order

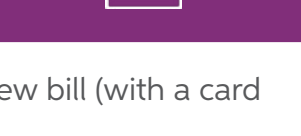
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Add A Payee.



Add a payee (with a card reader).

Pay A Bill.



Add a new bill (with a card reader).

Payments Up To €10k.



Make payments up to €10k per day (with a card reader).

International Payments.



Make international payments up to €10k per day.

Standing Orders.



Set up and change a standing order with a card reader (up to €5k per day).

Cancel A Cheque / Chequebook.



Cancel a cheque or chequebook.

Searching For A Cheque.



Search for or cancel a cheque on my account.

Direct Debits



Set up and change a direct debit with a card reader (up to €5k per day).

Transactions

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Quick Balance.



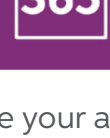
How Quick Balance can show up to 2 account balances without logging in.

Checking Your Account.



How to check your balance and recent transactions.

Annual Statement.



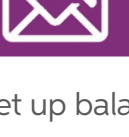
How to see your annual statement of fees, print at home and share by email.

Fees & Charges.



How to see the fees that we charge you.

Setting Up Email Alerts.



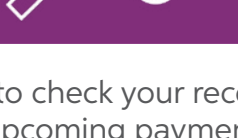
How to set up balance email alerts when your account goes under your chosen amount.

eStatements.



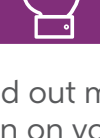
How to check your eStatements, print at home and share them by email.

Check Payments.



How to check your recent and upcoming payments.

Tap On Your Transactions.



How to find out more information on your transactions

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Order A Statement.



Order a statement.

The Money Manager Tool.



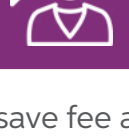
Use the My Money Manager budgeting tool.

eStatements.



Switch to eStatements.

Fee Advises.

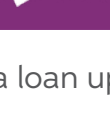


View and save fee advises.

Products

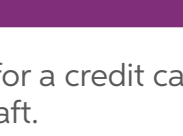
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Loans Up To €30k.



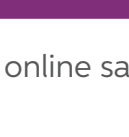
Apply for a loan up to €30k.

Credit Card Or Overdraft.



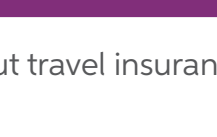
Apply for a credit card or overdraft.

Online Savings Account.



Open an online savings account.

Travel Insurance.



Take out travel insurance.

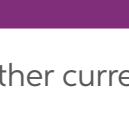
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Our Mortgage Calculator.



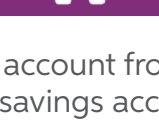
Apply for a mortgage and use the mortgage calculator.

Open A Current Account.



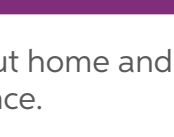
Open another current account.

Open A Savings Account.



Open an account from our range of savings accounts.

Home & Car Insurance.



Take out home and car insurance.