



AIB Phone & Internet Banking Registration

For Companies

Who can use this form

This form is for companies only.

Sole traders or partnerships can apply for AIB Phone & Internet Banking online at personal.aib.ie/ways-to-bank/internet-banking

Who can apply for AIB Phone & Internet Banking (the 'Service')

- The company applying to use the Service (the 'Company') must be registered in Ireland.
- The Company must nominate a single person (the 'Nominated User') who will be the only person entitled to use the Service on behalf of the Company.
- The Nominated User must be an authorised signatory on the Company's Current & Deposit accounts open at time of registration.
- The Nominated User must hold a valid mobile phone number to receive SMS notifications to activate the Service.

When using AIB Phone & Internet Banking

- The Company must have a signing instruction of 'any one to sign' on each account, before any type of payment can be made from that account using the Service.
- The Company must have an AIB Business Debit Card in the name of the Nominated User and AIB Card Reader to fully avail of the features of the Service, including certain payment related services.
- A Nominated User with an AIB Business Debit Card will be able to access and transact on other Company accounts. (Note: An AIB Business Debit Card can be used to complete purchases or cash withdrawals on the account linked to that AIB Business Debit Card **only**.)
- The Nominated User is the only person in the business who can access internet banking or authorise payments through the Service.
- Payment templates to pay up to ten payees in one process can be created. (Note: AIB Phone & Internet Banking does not have payments files functionality.)
- Certain Company accounts may be view-only.

Signing this form

Please use a **BLACK** pen to sign this form. _____



Four easy steps to register for AIB Phone & Internet Banking

- 1 Complete this form online in full.
- 2 Print this form and sign appropriately.
- 3 Return this completed form to the account holding branch.
- 4 Upon receipt of your form we will register the Company for the Service and text an activation request to your Nominated User within 3-5 working days so they can complete the activation process over the phone.

Existing AIB iBusiness Banking ('iBB') Customers

- You can continue to use both iBB as well as AIB Phone & Internet Banking. Some features on iBB are not available on AIB Phone & Internet Banking. Please see www.aib.ie for further information.
- If you no longer wish to use iBB you must submit an iBB Withdrawal form.
- Please ensure you are familiar with and understand the features of AIB Phone & Internet Banking before submitting the iBB Withdrawal form.
- **You will continue to be charged for iBB until you submit an iBB Withdrawal form and it is processed by us.**
- If you wish to use the Service to make payments to payees you have set-up on iBB, you will need to set them up separately on AIB Phone & Internet Banking.

Registration Helpline

Call us at **0818 724 020**. We are available to discuss any AIB Phone & Internet Banking registration queries. you may have.

www.aib.ie/business

Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.



Data Protection Notice

For information in relation to how we collect personal information about you, how we use it and how you can interact with us about it, see our Data Protection Notice in branches and online at <https://aib.ie/dataprotection>. It may change from time to time.

Company Details

Company Name	<input type="text"/>
IBAN	<input type="text"/>

Please provide details of one account the Company holds.

AIB Phone & Internet Banking Nominated User

By signing this form, the Company authorises the following person (who is a signatory on all current and deposit accounts of the Company) to be its Nominated User and to access, and where appropriate, to execute transactions on accounts on behalf of the Company in accordance with the Terms and Conditions for AIB Phone & Internet Banking (the 'Conditions'). The Company also confirms that:

- i an activation request in relation to the Company's AIB Phone & Internet Banking profile should be issued directly to this Nominated User via the mobile phone number set out below; and
- ii in order to complete the registration process and activate the Company's AIB Phone & Internet Banking profile, the Nominated User will have to create a Personal Access Code ('PAC') using AIB's PAC activation service.

The fields below are mandatory. Please use block capitals to complete.

Nominated User Name	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>

Nominated User's Signature

Date / /

AIB Business Debit Card

Does the Nominated User you have selected above have an AIB Business Debit Card on your Company account?

Yes ☐

No ☐

If not and you would like your Nominated User to have an AIB Business Debit Card, you can apply below.

If you do not want to apply to have an AIB Business Debit Card, you can skip the AIB Business Debit Card Application section below and move onto the Resolution and Certification section.

Please note to fully avail of all the features of this service the company must have an AIB Business Debit Card and Card Reader.

AIB Business Debit Card Application

This must be completed by the person the Company is authorising to be the Authorised User of an AIB Business Debit Card.

Authorised User
Name

Mr Mrs Ms

Each Authorised User must be an authorised signatory on the Account and must be permitted to effect transactions on the account linked to the AIB Business Debit Card without needing a second person's authority, **this means that the mandate on the Account must be 'any one to sign'**.

To apply for a Debit Card on this form, the Authorised User for the AIB Business Debit Card must also be the Nominated User for AIB Phone & Internet Banking.

The Authorised User will only be able to complete purchases or cash withdrawals using the card on the account linked to the AIB Business Debit Card. However he/she, as Nominated User, may be able to access and transact on other accounts using AIB Phone & Internet Banking.

Name to appear
on Debit Card

No more than 21 characters.

Business Current
Account IBAN

This is the bank account that you would like the AIB Business Debit Card to be issued on (the 'Account'). This must be a current account.

I agree that I will use the AIB Business Debit Card solely for the business purposes of the Company and I confirm that I have received, read and understood the AIB Debit Card Terms and Conditions of Use.

Authorised User's Signature

Date / /

We certify that the following is a true extract of a meeting of the Board of Directors of

(the 'Company').

Held on / /
Day Month Year

- 1 The Chairperson reported to the meeting that it was proposed that the Company apply for the AIB Phone & Internet Banking service (the 'Service').
- 2 A copy of the AIB Phone & Internet Banking Registration Form and the Terms and Conditions for AIB Phone & Internet Banking (the 'Conditions') were produced at the meeting, examined and discussed. The Chairman noted in particular, paragraphs 3 to 13 (inclusive) of the Terms of Registration and Declaration section of the registration form relating to the differences between AIB Phone and Internet Banking and AIB iBusiness Banking, the eligibility criteria for registration for the Service, and the extensive powers granted to the Nominated User in relation to different types of accounts.
- 3 After careful consideration those present at the meeting agreed that use of the Service would be for the benefit of the Company. Therefore IT WAS RESOLVED that:
 - (i) the Agreement (as defined in the Conditions), is approved;
 - (ii) any two directors or a director and the Company secretary are authorised to complete and submit the AIB Phone & Internet Banking Registration Form and any documentation relating to the Service including documentation changing the Nominated User or written notice terminating the Service;
 - (iii) all accounts which the Company has with AIB (including accounts held jointly with other parties) can be used through the Service, in accordance with the Agreement;
 - (iv) the individual designated in the AIB Phone & Internet Banking Registration Form, as 'Nominated User' is authorised to:
 - a) complete the registration for the Service;
 - b) use all features of the Service (as may be changed from time to time) made available to the Company, in accordance with the Conditions, in respect of any account of the Company which appear on the Service, including where appropriate, accessing information in relation to that account and executing transactions on that account; and
- 4 Where the Company is also applying for an AIB Business Debit Card and has filled in the AIB Business Debit Card Application section of the registration form, those present at the meeting, after careful consideration, also agreed that applying for an AIB Business Debit Card for the Nominated User would be for the benefit of Company. Therefore, IT WAS RESOLVED that:
 - (i) the Company will apply for an AIB Business Debit Card to be issued in the name of the person listed as Authorised User in the AIB Business Debit Application section of the AIB Phone & Internet Banking Registration Form (who must also be the Company's Nominated User for AIB Phone & Internet Banking) in accordance with the AIB Debit Card Terms and Conditions of Use, a copy of which was presented to the meeting;
 - (ii) any two directors or a director and the company secretary are authorised to complete and submit the registration form and any documentation relating to the application for an AIB Business Debit Card;
 - (iii) the AIB Business Debit Card shall remain in place unless and until it is terminated by either the Company or by AIB in accordance with the AIB Debit Card Terms and Conditions of Use.

This must be signed by the chairperson of the meeting (this person must be a director of the Company) and also signed by another director or the company secretary. The individuals who sign this certification must also sign the Terms of Registration and Declaration below.

Name of Director	<input type="text"/>						
Signature	<input type="text"/>						
Name of Director or Company Secretary	<input type="text"/>						
Signature	<input type="text"/>						
Date	<table><tr><td>Day</td><td>Month</td><td>Year</td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></table>	Day	Month	Year	<input type="text"/>	<input type="text"/>	<input type="text"/>
Day	Month	Year					
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Terms of Registration and Declaration

Please read the following statements and sign on the next page to indicate acceptance.

We also recommend you read the AIB Terms of Business which are available at www.aib.ie

The Company:

- 1 applies for AIB Phone & Internet Banking (the 'Service') and agrees to be bound by the terms of the Agreement, (as defined in the Terms and Conditions for AIB Phone & Internet Banking (the 'Conditions');
- 2 confirms that the Agreement including the Conditions has been received, read and accepted;
- 3 agrees and acknowledges that it understands the differences between the Service and AIB's other business internet banking service, iBusiness Banking ('iBB'), and that:
 - a) if the Company currently avails of iBB it needs to consider whether it should continue to use iBB as well as the Service;
 - b) if the Company decides to avail of both services, fees will apply to the use of iBB;
 - c) if the Company chooses to avail of both services it will be bound at any time by the terms and conditions of the service being used at that time;
 - d) communication with AIB in relation to one service will not impact on the other service; and
 - e) if the Company decides to no longer avail of iBB, a 'Withdraw a Company from iBB Form' must be submitted;
- 4 agrees and acknowledges that it is solely responsible for:
 - a) selecting the Nominated User and for the suitability of the person chosen;
 - b) the actions and omissions of the Nominated User;
 - c) ensuring that the Nominated User has read, understood and complies with the Agreement and complies with all laws and regulations in using the Service; and
 - d) ensuring in the event the Nominated User changes, that any new registration number or PAC is not disclosed to any person other than the new nominated user;
- 5 agrees and acknowledges that, until the Agreement is terminated in accordance with the Conditions, the Nominated User may individually authorise transactions using the Service on the Company's accounts, even if this is contrary to any mandate, and/or any agreement the Company has provided in relation to any account or any other service or will provide in the future to AIB in relation to an account or any other service;
- 6 acknowledges that the Nominated User is permitted to effect transactions through the Service on all Company current and deposit accounts on which the Company has provided an 'any one to sign' mandate and that all accounts of the Company with AIB (whether held solely or jointly with any other party) will be visible to the Nominated User through the Service, even where the Nominated User is not listed as an authorised signatory for that account;
- 7 acknowledges that the Nominated User is permitted to effect transactions through the Service on all Company credit card accounts, even if the Nominated User does not hold a credit card for that account;
- 8 acknowledges that if the Nominated User does not hold an AIB Business Debit Card it will only be possible for the Nominated User to carry out limited functions on the Service until an AIB Business Debit Card is received;
- 9 acknowledges that the available features of the Service will differ depending on the type of accounts held by the Company;
- 10 understands that AIB will continue to take instructions from the Nominated User until the Company has, in accordance with the Agreement, changed the Nominated User or terminated the Agreement. This is the case even if the Nominated User ceases to be an authorised signatory on any account or ceases to hold an AIB Business Debit Card;
- 11 acknowledges that the only way it can change a Nominated User is to submit a completed 'Amendment of Nominated User Form'. The existing Nominated User will continue to have access to the Service until that form is processed by AIB. The new nominated user must receive the new Registration Number and activate the new PAC before being able to access the Service. The 'Amendment of Nominated User' form can be obtained on www.aib.ie;
- 12 acknowledges that any new nominated user will need to satisfy AIB criteria to be eligible to be registered;
- 13 agrees that if it is suspicious of any fraudulent or unauthorised use of the Service, a director of the Company will contact AIB immediately using the contact details provided in the Conditions and on our website. In such circumstances, AIB may suspend the Service until the Nominated User has been changed;
- 14 understands that AIB may make enquiries that it deems necessary in connection with this application;
- 15 acknowledges that any written communications issued by post to the Company will be directed to the Company's address held by us and that there is an ongoing obligation on the Company to submit a completed change of address form to the Company's AIB branch if the address is no longer up to date;
- 16 confirms that all information provided in this application form is accurate and complete and acknowledges that AIB will be relying on that information in processing the application and that any errors or mistakes may cause unnecessary delays; and
- 17 understands that AIB reserves the right to decline this application without giving a reason.

Terms of Registration and Declaration Continued

Please read the following statements and sign below to indicate acceptance.

We also recommend you read the AIB Terms of Business which are available at business.aib.ie/terms-of-business

Where the Company is applying for an AIB Business Debit Card, and has filled in the AIB Business Debit Card Application section, the Company also:

- 18 applies to AIB to issue an AIB Business Debit Card in the name of the person listed as Authorised User in the AIB Business Debit Card Application section of the AIB Phone & Internet Banking Registration Form (who must also be the Company's Nominated User for AIB Phone & Internet Banking) in accordance with the AIB Debit Card Terms and Conditions of Use;
- 19 confirms that the AIB Debit Card Terms and Conditions of Use have been received, read, and are understood by the Company;
- 20 requests AIB to issue a Personal Identification Number ('PIN') for the AIB Business Debit Card to the Authorised User;
- 21 confirms that the Authorised User is also an authorised signatory on the account listed in the AIB Business Debit Card Application section of this registration form and is permitted to effect transactions on that account alone;
- 22 permits AIB to cancel the AIB Business Debit Card if the mandate on the account listed in the AIB Business Debit Card Application section of the AIB Phone & Internet Banking Registration Form ceases to be 'any one to sign';
- 23 understands that the Company is liable for the payment of all transactions carried out by the Authorised User as if the transactions had been carried out by the Company;
- 24 understands that if the Authorised User ceases to be an authorised signatory on the Account that the AIB Business Debit Card will remain in existence until cancelled by the Company.

Signed for and on behalf of the Company

This must be signed by two directors or a director and the company secretary.

Name of Director	<input type="text"/>												
Signature	<input type="text"/>												
Name of Director or Company Secretary	<input type="text"/>												
Signature	<input type="text"/>												
Date	<table><tbody><tr><td>Day</td><td><input type="text"/></td><td><input type="text"/></td><td>/</td><td>Month</td><td><input type="text"/></td><td><input type="text"/></td><td>/</td><td>Year</td><td><input type="text"/></td><td><input type="text"/></td><td><input type="text"/></td></tr></tbody></table>	Day	<input type="text"/>	<input type="text"/>	/	Month	<input type="text"/>	<input type="text"/>	/	Year	<input type="text"/>	<input type="text"/>	<input type="text"/>
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AIB Phone & Internet Banking Registration For Companies Checklist

Please use this checklist to ensure that the form has been completed in full

- | | | | | |
|--|-----|--------------------------|----|--------------------------|
| • Has the Company Name and IBAN been completed – “Company details” Page 2? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • The Nominated User name must be filled in – Page 2 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Nominated User Mobile – Page 2 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Nominated User Email – Page 2 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Nominated User signature and date – Page 2 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

AIB Business Debit Card Ordering Page 2 & 3 (*Optional fields)

- | | | | | |
|---|-----|--------------------------|----|--------------------------|
| • Authorised User Name must be listed – (Nominated User and Authorised User must Match) | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Name to appear on Debit Card (must match Authorised User Name not Company Name) | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • List Business Current Account IBAN | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Authorised User Signature and date | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

Resolution Page 4

- | | | | | |
|---|-----|--------------------------|----|--------------------------|
| • Company name and date of Board of Directors meeting must be listed – Page 4 Top of Page | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| • Two Directors or Director and Secretary must sign
(Director and Secretary must sign) – Page 4 and 6* | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

***Date must not Pre Date The Meeting Date listed on the Top of Page 4**



AIB Phone & Internet Banking

Terms and Conditions

Effective date 9th January 2025

Definitions

In these Conditions:

Account means the account or accounts held by you with us (including but not limited to an AIB Credit Card account) and which you choose as account(s) which may be accessed and used through AIB Phone & Internet Banking.

Account Conditions means our terms and conditions that apply to your Account.

Account Holder means a person(s) or entity who has an Account with us in their name.

Adviser Facility means the facility available through AIB Phone Banking by which you may access and utilise certain (at our discretion) Banking Services with the assistance of a Customer Service Adviser.

Agreement means the agreement concluded between us and you for the purposes of receiving any of the Banking Services through AIB Phone & Internet Banking which consists of (1) the Registration Process(es); (2) these Conditions; (3) Security Policy; and all other documents that are incorporated into these Conditions or otherwise become part of our agreement with you including all Account Conditions.

AIB Banking App means an application owned by or licensed to the AIB Group (or a member of the AIB Group) which can either (1) be downloaded from a software application distributor(s) or (2) be available on a Kiosk and which can be used to access AIB Internet Banking and/or any of the Banking Services.

AIB Credit Card means any AIB Credit Card issued to you or any Authorised User.

AIB Group means Allied Irish Banks, p.l.c. and any other company which is now or later becomes a subsidiary or holding company of Allied Irish Banks, p.l.c. or a subsidiary of such holding company; 'subsidiary' and 'holding company' are to be construed in accordance with sections 7 and 8 of the Companies Act, 2014.

AIB Internet Banking means any online system made available by us for approx. 20 hours a day to enable you to access and utilise certain (at our discretion) Banking Services through the internet and/or other internet technology-based telecommunication media by accessing the Website and/or any AIB Banking App.

AIB Phone Banking means the system provided by us to enable you to access and utilise certain (at our discretion) Banking Services for approx. 20 hours a day by telephone using the Self-Service Facility and/or the Adviser Facility by telephone.

AIB Phone & Internet Banking means AIB Phone Banking, AIB Internet Banking and/or AIB Top-Up Services.

AIB Top-Up Services means the service allowing you to transfer an amount from your Nominated Account (other than your AIB Credit Card Account) to a mobile network operator (authorised by us from time to time) using AIB Internet Banking to enable you to pay that mobile network operator for its services to a pre-paid mobile telephone.

Authorised User has the meaning specified in the relevant Account Conditions.

Banking Services means any banking, financial, investment and insurance services or any other services which we, at our discretion, supply or may supply to you from time to time through AIB Phone & Internet Banking. For the avoidance of doubt, not all services will be available to or through third parties and we may, at our discretion, vary the Banking Services available on AIB Phone & Internet Banking and/or only make available to you a limited number of the Banking Services on AIB Phone Banking, the Website and/or any AIB Banking App.

Bill Payment Account means an account of a third party which has been set up by us for Bill Payment arrangements. The list of Bill Payment

Accounts (which may be added to or changed by us from time to time) will be made available to you and you may then designate Bill Payment Account(s) from the list for Bill Payment through: (i) the Adviser Facility; and/or (ii) through AIB Internet Banking.

Bill Payment means the transfer of funds by you for credit of a Bill Payment Account designated by you which is made at the debit of: (i) a Nominated Account using the Self-Service Facility and/or AIB Internet Banking; or (ii) an Account.

Business Day means a day (other than a Saturday, Sunday or public holiday) on which we are generally open for business in Ireland. For execution timeframes in respect of a payment to an account with another financial services provider, Business Day means a day on which that financial services provider is also open for business.

Card Reader means the device which may be issued to you by us for use together with your Debit Card for authentication purposes and to avail of (at our discretion) certain Banking Services.

Conditions means these terms and conditions as amended, extended or replaced from time to time.

Consumer means any individual who uses AIB Phone & Internet Banking for personal use, not connected with their trade, business or profession.

Customer Service Adviser means an employee or agent of AIB authorised to provide assistance to you in relation to your use of AIB Phone & Internet Banking.

Debit Card means any debit card issued by us to you or any Authorised User.

Fee Advice means the detailed breakdown of the account fees charged to your Account as set out in the Fees and Charges Booklets.

Fees and Charges Booklets means the current editions of our schedules and/or fees and charges booklets for personal and/or business Accounts as applicable, and provided to you in connection with your Account and as available in our branches or on our website. These booklets and/or schedules set out the fees and charges that apply to your Account, including any international charges, whether accessed in Ireland or abroad.

Kiosk means an in-branch machine capable of accepting and processing requests with the use of a Debit Card and PIN or a Registration Number and PAC.

Mobile Device means a portable computing device capable of accessing the Banking Services through any AIB Banking App, including devices that are wearable.

Money Transfer means a transfer of funds which you make using AIB Phone & Internet Banking, including payments between your Accounts, payment to other AIB accounts, payments to accounts held with other banks, payment service providers and financial institutions in Ireland, and international payments.

My Messages means the facility in AIB Internet Banking which allows you to send messages to us (in the case of small business customers only) and to receive and access messages sent by us or other AIB Group members to you.

Nominated Account means the Accounts that are chosen by you for access through the Self-Service Facility and/or AIB Internet Banking.

PAC means the personal access code, consisting of not more than five digits, which is generated during the Registration Process for use by you or where you are a business Account Holder, your nominated User, in conjunction with the Registration Number.

Payment Services Directive or PSD2 means the Irish laws which give effect to EU Directive 2015/2366 relating to payment services.

PIN means the secret personal identification number allocated by us and/or subsequently chosen by you for use with a Debit Card.

Registration Process(es) means the process(es) which must be properly and fully completed by an Account Holder applying to us for the provision of Banking Services using AIB Phone & Internet Banking. This includes application forms, online application forms and forms completed by you or by a Customer Service Adviser on your behalf, or information given to a Customer Service Adviser by you or, where applicable, when you register any Mobile Device to use the Banking Services through an AIB Banking App.

Registration Number means the user identification number allocated by us to you, including where you are a business Account Holder where it has been allocated by us directly to your nominated User, in connection with AIB Phone & Internet Banking, or the mobile phone number verified by you with us and used as the registration number in connection with AIB Top-Up Services.

Security Device means any numbers, codes, words, biometric information (including eg, fingerprint details) or other security measure or procedure we require you to use in connection with the Banking Services, including, but not limited to any Registration Number, PAC, and/or a Card Reader generated code.

Security Policy means the Security Policy published on the Website from time to time.

Self-Service Facility means the fully automated facility available to you in connection with AIB Phone Banking which enables you to access and utilise certain (at our discretion) Banking Services attaching to this facility.

TPP means a third party that is appropriately registered or authorised as an "Account Information Service Provider" (AISP) and/or "Payment Initiation Service Provider" (PISP) and/or "Card Based Payment Instrument Issuer" (CBPII) in accordance with PSD2. For further information, you should check with the Central Bank of Ireland (www.centralbank.ie). In addition, the European Banking Authority maintains an electronic central register of established institutions which can be publicly accessed through its website (www.eba.europa.eu).

Unique Identifier means a combination of letters, numbers or symbols we use to identify the bank account or card account of the payee when we process a payment (for example, national sort code (NSC) of the payee's bank and the payee's account number or the payee's International Bank Account Number (IBAN) and the Bank Identification Code (BIC) of the payee's bank or the payee's sixteen digit card number. The payee is the person to whom the payment is being made. The payer is the person who is making the payment. Your verified mobile phone number may be directly linked to one or more of your unique identifiers when using certain AIB Banking Apps).

User means the Account Holder or any person to whom any Security Device is issued by us (if applicable). Where you are a business Account Holder (including a company), any person nominated by you (in accordance with our procedures, such as our Registration Process(es) or using the Amendment of nominated User form) to use AIB Phone and Internet Banking on your behalf will be a User.

Website means any AIB website used by you to access any of the Banking Services from time to time.

When we say '**you**' and '**your**', we mean the Account Holder and/or the User or other third party authorised to act on your behalf, to include your personal representatives and successors and where appropriate includes any joint Account Holder.

When we say '**AIB**', '**we**', '**us**' and '**our**' we mean Allied Irish Banks, p.l.c. and this includes our successors and assigns. Our head office and registered office is at 10 Molesworth Street, Dublin 2. We are regulated as a credit institution by the Central Bank of Ireland of PO Box 559, Dublin 1. We are registered at the Companies Registration Office, Dublin under registration number 24173. Our VAT number is IE8E86432H.

Use of AIB Phone & Internet Banking

1 Interpretation

- 1.1 These Conditions are supplemental to and should be read in conjunction with our Account Conditions and both shall apply to your Account. If there is a conflict or inconsistency between these Conditions and the Account Conditions, these Conditions shall be applied.
- 1.2 The relevant Account Conditions contain important information and provisions which will apply to the Banking Services you access using AIB Phone and Internet Banking. This includes, in particular, information and provisions relating to:
 - 1.2.1 the information and Unique Identifiers you must give us in order for a payment to be properly executed;

- 1.2.2 execution timeframes;
- 1.2.3 liability in respect of unauthorised, non-executed, incorrectly and/or late executed payment instructions;
- 1.2.4 interest and exchange rates; and
- 1.2.5 the manner in and frequency with which we have to communicate with you,

and you should refer to your Account Conditions to ensure that you understand these provisions when using AIB Phone and Internet Banking.

- 1.3 In these Conditions, references to the singular include the plural and references to the plural include the singular, where the context allows it.
- 1.4 In these Conditions, we may sometimes refer to Irish and European Union laws, including specific legislation or regulations. If we do this, we mean the most up to date version of the specified laws, including any replacement legislation or regulations.
- 1.5 We have included headings for convenience only. The headings are to assist you, but should not be taken into account when interpreting these Conditions.
- 1.6 We sometimes give an example of something covered by a Condition or definition. We do this to assist you. The meaning and scope is never limited to those examples.
- 1.7 Copies of these Conditions and all other documents that constitute the Agreement (such as your Account Conditions) may be obtained from your branch. These Conditions and certain other documents that constitute the Agreement are available online at www.aib.ie.
- 1.8 When you use any of the Banking Services you are deemed to have accepted these Conditions.

2 Availability and Security

- 2.1 AIB Phone & Internet Banking is only provided to you in respect of Accounts in Ireland.
- 2.2 AIB Phone & Internet Banking (including the Banking Services provided through it) and each Security Device (if applicable) must be used by you strictly in accordance with the Agreement. Your compliance with the Agreement is designed to minimise the risk of unauthorised use of AIB Phone & Internet Banking. If you do not use AIB Phone & Internet Banking or Security Devices in accordance with the Agreement, you may not be able to get compensation for any loss you have suffered. This is explained in more detail in the Our liability to you section in these Conditions.
- 2.3
 - 2.3.1 The Registration Number and PAC will be generated during the Registration Process (and a Card Reader, if requested, will be provided by us directly to you). You must not disclose any details of any Security Device, whether directly or indirectly, to anyone except:
 - (a) as described in the Third Party Providers section in these Conditions; or
 - (b) if you are a business Account Holder, to your nominated User.
 - 2.3.2 The Card Reader identifies you by means of your Debit Card, which means that a Card Reader can be shared by Users. The Card Reader is used with your Debit Card for authentication purposes (to ensure you are who you say you are).
 - 2.3.3 You must never disclose your PIN or PAC to anyone. You should take care when entering your PIN or PAC that it is not visible to anyone.
 - 2.3.4 You must disconnect and exit AIB Internet Banking when you are not using the Banking Services.
 - 2.3.5 You should disable any function on your AIB Internet Banking that could allow another person to view your Account balance if you share your Mobile Device for any purpose whatsoever. Your Account balance may be visible on your wearable Mobile Device for a short period of time after you view it.
 - 2.3.6 You must keep all Mobile Devices secure. Before you replace or dispose of a Mobile Device, you must ensure that Mobile Device is no longer registered to use Banking Services through an AIB Banking App and delete any AIB Banking App from the Mobile Device.

- 2.3.7** You should immediately delete any text message sent or received by you in connection with the Banking Services and/or the Registration Process(es) which contains reference(s) to or details of any Security Device.
- 2.3.8** You must tell us as soon as possible if you know or think it is possible that there has been a loss (including an accidental disclosure), theft or misappropriation of any Mobile Device and/or Security Device and/or Card or their unauthorised use (which means any use by someone other than you which is not permitted by these Conditions). You should do this by contacting our customer service helpline (our contact details are set out in the Contacting us section of these Conditions). If it is your Registration Number and / or PAC which has become known or compromised, you must also change your PAC as soon as possible. If there has been undue delay on your part in contacting us or in changing your PAC (if required), you may not be able to get compensation for any loss you may have suffered.
- 2.3.9** We may, from time to time, operate other security procedures which we consider appropriate, including making call backs to you. We are not obliged to do this.
- 2.3.10** We do not provide any guarantee or undertaking that your use of or access to AIB Phone & Internet Banking and/or the Banking Services will be uninterrupted or without occasional delay. If there is a breakdown, fault or failure to operate normally of, or connection to, any system used to enable access to AIB Phone & Internet Banking, or where there is a real or potential security risk, we shall be entitled to temporarily suspend some or all of the Banking Services and / or access to AIB Phone & Internet Banking for a reasonable period so that the system issue can be fixed and / or the security issue resolved.
- 2.3.11** From time to time we may update an AIB Banking App. Depending on the update, you may not be able to use that AIB Banking App until you have downloaded the latest version of the AIB Banking App and, where appropriate, accepted any new terms and conditions.
- 2.3.12** Electronic communications, the internet, telephone lines or text-based media may not be secure, and communications through such media may be intercepted or accessed without permission or delivered incorrectly. We cannot guarantee the privacy or confidentiality of communications through such media, although we will put in place security measures to help protect these methods of communications.

3 Payments from your Account

- 3.1** You authorise us to act upon any instruction to debit (ie, to remove funds from) an Account received through AIB Phone & Internet Banking which has been sent and/or authorised using all or part of any Security Device and/or any other authentication process which we may require you to use in connection with AIB Phone & Internet Banking. We reserve the right to process any transactions in progress on termination of the Agreement or on suspension or withdrawal of any of the Banking Services. All debits will be a liability of yours. We can rely on your authorisation without having to make any further enquiry or require additional authentication.
- 3.2** The use of any Security Device or authentication process to authorise a transaction will be relied on as proof that the transaction was authorised by the User. This includes where you give consent to a TPP or other third party provider to access your Accounts
- 3.3** We may refuse or delay a transaction if we have legitimate reasons to refuse or delay, for example:
- 3.3.1** you have not authorised the transaction in accordance with these Conditions and any applicable Account Conditions;
- 3.3.2** we are prevented from following the instruction by any law or regulation or other circumstances beyond our reasonable control;
- 3.3.3** you do not have sufficient cleared and available funds in your Account to cover the amount of the transaction and all applicable charges;
- 3.3.4** the transaction would result in any applicable transaction limits being exceeded;
- 3.3.5** you have not provided us with all the information or you have not followed all the instructions we have given to you to enable us to execute the transaction;

- 3.3.6** where we are suspicious that the transaction is not secure or that it is unauthorised or fraudulent; or
- 3.3.7** we have the right to terminate as described in the Termination of the Agreement section in these Conditions (even if we chose not to terminate the Agreement);
- 3.3.8** we are entitled to refuse or delay under the Account Conditions;

We will not be liable for any delay or failure in any payment or transaction as a result of any of the circumstances described in this Condition.

3.4

- 3.4.1** You must ensure that all instructions given by you or on your behalf through AIB Phone & Internet Banking are accurate and complete, and that, where appropriate, you correctly identify the Account/account (including any Unique Identifier required) to which any amount is to be paid or from which it is to be deducted. If you are sent a message asking you to confirm an instruction which was sent to us through AIB Phone & Internet Banking, you must ensure that the details in the request for confirmation match the instruction which you intend to give. The processing by us of any confirmed instruction shall be final and you will not be able to withdraw or amend the instruction.
- 3.4.2** We are not responsible for any delay or error which arises from incomplete, unclear, inconsistent or mistaken instructions given to us through AIB Phone & Internet Banking by you or on your behalf, including where we act on those instructions. Where you give us inconsistent instructions (for example, where the receiving bank's NSC or BIC and its name and address details do not match), we may, and are authorised by you to, rely on any part of those instructions. If you give us incorrect or mistaken instructions (for example, where an NSC or BIC are incorrect), we will rely on those instructions and are not liable to you or anyone else for any loss as a result.
- 3.4.3** Once accepted by us for execution, a payment instruction is irrevocable. This means you do not have any right to amend or cancel the instruction. However, if you wish to amend or cancel an instruction that you have given to us, we will try, but are not obliged, to make such amendment or cancellation if it is possible for us to do so. We can only try to do so if you have given us an instruction to make the amendment or cancellation in such form as we may specify. Any amendment or cancellation should be given to your branch in writing, by telephone or in such other form as we may prescribe. You will have to pay any additional fees or expenses or exchange losses which arise out of any such amendment or cancellation, or any payment investigation done at your request.
- 3.4.4** All payments made by us from any Account, including the Nominated Account, before we receive notice of your death or incapacity shall be valid and binding upon you and your estate or legal representative.

- 3.5** You shall not use AIB Phone & Internet Banking in any way which would breach your Account Conditions (for example, to create an unauthorised overdraft, exceed an approved limit on an Account) or our Agreement.

4 Third Parties

- 4.1** You may consent to TPPs accessing your Account online (for example, to make payments or to obtain information about balances or transactions on your Account). You may also consent to access by other third parties that may be approved by us from time to time as listed on our website (www.aib.ie).
- 4.2** You may not allow anyone to access your Account online that is not an Authorised User, your nominated User where you are a business Account Holder, or is not approved by us or appropriately registered or authorised as a TPP. If you do, we will not be liable for any loss you suffer as a result.
- 4.3** Before you consent to anyone accessing your Account online, you should inform yourself as to the degree of access you are consenting to, what Account information that third party will have access to and how your Account information will be used and to whom it may be passed. For TPPs, you will provide the necessary consent to access your Account to them directly. In the case of CBPIIs, consent must also be provided to us directly before the CBPII is granted access.

4.4 Where you consent to anyone (ie, a third party) accessing your Account online, the following applies:

- 4.4.1** in certain cases the third party cannot access your Account eg, if AIB Internet Banking is unavailable. Please see the Availability and Security and the Maintenance and Availability sections of these Conditions for more information;
- 4.4.2** the third party will have access to the same information about your Account as you would if you were to access the Account on AIB Internet Banking. Please see the Information on Account Balances and Statements section of these Conditions for more information;
- 4.4.3** you are usually entitled to withdraw your consent allowing them access to your Account. However, you will not be able to cancel instructions given by them before you withdrew your consent, and we will continue to rely on any such instructions (for example, where we have started to process a payment, you cannot withdraw your consent to that payment). To withdraw your access consent, you must advise the relevant TPP or third party. In the case of a CBPII, you must also inform us directly. If you have any concerns about the security of your Account, you must contact us without undue delay by contacting our customer service helpline (our contact details are set out in the Contacting us section of these Conditions);
- 4.4.4** unless your Account Conditions state otherwise, we are not responsible for anything that the third party does or does not do (for example, if they suspend or terminate your use of their service) or for any losses. We are also not responsible for, or a party to, any agreement that you enter into with any relevant third party. You should make sure that you read and comply with such agreement or other policies and obligations. This Agreement will continue to apply and will not be amended by any agreement you have with a third party (for example, the third party may charge you fees for your use of their service which will be in addition to any fee we may charge).

4.5 There may be circumstances when we need to deny any third party access to your Account online. This may be for a number of reasons (for example, for the prevention of fraud, money laundering or terrorism), and we will only do this where we have a valid reason. Where we do so, we will let you know either in writing, through AIB Internet Banking (for example, in your payment logs or My Messages), over the phone or by email. Where possible, we will tell you our reason(s) for doing so, unless we cannot do so for legal or security reasons.

5 The application of foreign exchange rates to transactions

5.1 Any payment on your Account in a currency other than the currency in which your Account is denominated, will require a currency conversion using a foreign exchange rate. For details of the applicable rates and procedures, please see your Account Conditions and Fees and Charges Booklets.

6 Time periods for payments and payment limits

- 6.1** Any payment instructions in respect of the Accounts issued by you through AIB Phone & Internet Banking must be received by us before the relevant cut off time on a Business Day, in order to be dealt with by us on that Business Day. Any payment instructions in respect of the Accounts issued through AIB Phone & Internet Banking which is received by us after the relevant cut off time or on a non-Business Day will, if we accept the instruction, be dealt with on the next Business Day unless we tell you otherwise through AIB Phone & Internet Banking. Details of the applicable cut-off times are available on AIB Internet Banking, the Website or through our customer service helpline (our contact details are set out in the Contacting us section of these Conditions).
- 6.2** Details of the applicable execution timeframes are available in the Account Conditions, on AIB Internet Banking, on the Website, or through our customer service helpline (our contact details are set out in the Contacting us section of these Conditions).
- 6.3** We are not responsible for any delay in the processing of payments by the payee's bank or payment service provider.
- 6.4** Where you wish to make a payment by a particular deadline, you should allow additional time to that set out above for the payee's bank to process and apply the payment to the payee's account.
- 6.5** Upon receipt of a proper and complete request from you for a Top-Up, AIB will debit the Nominated Account and forward an electronic request to the relevant mobile network operator to

provide a credit of the amount transferred for the benefit of the pre-paid mobile phone number nominated by you. We are not responsible for any delay by the mobile network operator in providing the credit.

6.6 Details of the daily transactional limits which apply to the Banking Services and the maximum aggregate amount which you may transfer using the Banking Services including through AIB Phone & Internet Banking (whether by Bill Payments, Money Transfers, Top-Ups and/or otherwise) during any Business Day are available on the Website or through our customer service helpline (our contact details are set out in the Contacting us section of these Conditions).

7 Our liability to you

- 7.1** While we will do what we reasonably can to make sure AIB Phone & Internet Banking is available to you in accordance with these Conditions, there may be circumstances in which that is not possible. We will not be responsible for any losses due to circumstances outside our reasonable control which mean we could not follow the Agreement despite our best efforts to do so (for example, a problem with a payment, settlement or clearance system, failure of or delay in the transmission of text messages and communications through any mobile phone network or failure of any other telecommunications network, labour dispute, or any acts or omissions of our agents or third parties). The Maintenance and Availability section of these Conditions also explains situations where Banking Services may not be available to you.
- 7.2** If you suffer fraud through AIB Phone & Internet Banking, we will refund you the full amount taken fraudulently from your Account, if:
 - 7.2.1** you have not acted fraudulently;
 - 7.2.2** you have acted fully in accordance with these Conditions (in particular the Availability and Security section of these Conditions) and your Account Conditions; and
 - 7.2.3** you keep your computer and/or where appropriate your Mobile Device security software (e.g. anti-virus, anti-spyware and firewall software) up to date and run regular security scans.
- 7.3** You shall have no claims against us and we shall have no liability to you:
 - 7.3.1** if we reasonably think you have acted fraudulently or unlawfully or due to your misuse or abuse of AIB Phone & Internet Banking;
 - 7.3.2** if you do not comply with these Conditions or your Account Conditions or any agreement with a TPP or other third party;
 - 7.3.3** where your loss is due to any delay or refusal to carry out any instruction for a payment from your Account where we are entitled to do so in accordance with these Conditions, your Account Conditions or by law, or for any loss or damage you may suffer as a result of the way in which any such delay or refusal is communicated to you or to others. This is described in more detail in the Payments from your Account section of these Conditions;
 - 7.3.4** if we exercise our right to process any transactions in progress on termination of these Conditions or on suspension or withdrawal of any of the Banking Services;
 - 7.3.5** where we take whatever action we consider appropriate to meet our obligations, either in Ireland or elsewhere in the world, relating to the prevention of fraud, money laundering or terrorism and to the provision of financial and other services to persons who may be subject to sanctions;
 - 7.3.6** for information about third party products, policies or accounts which may be made available to you through AIB Phone & Internet Banking (more detail is available in the Information about third party products, policies and accounts section of these Conditions);
 - 7.3.7** where you are unable to access some or all of the Banking Services from outside Ireland; or
 - 7.3.8** any action or inaction taken by or against us as a result of any action of a government authority, a legal order or legal proceedings, relating to you, the Accounts or your use of AIB Phone & Internet Banking.

We will not be liable to you for any of the above losses or damages in any circumstances, even if such loss or damage was reasonably foreseeable or is due to an action by a third party.

7.4 Nothing in these Conditions will stop us being responsible for your loss if:

7.4.1 we act fraudulently, with gross negligence or such loss is as a result of our wilful misconduct; or

7.4.2 law or regulation does not allow us to exclude or limit liability.

8 Your responsibility to us

8.1 It is important that you are aware that you also have responsibilities to us. By using AIB Phone & Internet Banking, you agree that:

8.1.1 you will comply with your obligations under these Conditions;

8.1.2 you, as Account Holder, are liable to pay all amounts owing on your Accounts, even if you do not comply with these Conditions or these Conditions are terminated or your ability to use AIB Phone & Internet Banking is suspended.

8.2 If you do not comply with these Conditions, we can claim from you any losses or costs we reasonably incur (for example any costs in taking steps as a result of you not complying with these Conditions). In addition, we have the right to terminate these Conditions, and may have the right to terminate your Accounts.

8.3 Where your Account is maintained in joint names the liability of the Account Holders will be joint and several. This means that any one, some, or all, of the joint Account holders can be held responsible to pay us any amount owed.

9 Information on Account Balances and Statements

9.1 Any Account balance quoted through AIB Phone & Internet Banking may not be fully up to date. For instance the quoted Account balance may not have been appropriately adjusted to include any debit or credit (whether paper or electronic (including by text message)) transactions processed or issued since close of business on the previous Business Day. As the Account balance quoted may contain uncleared transactions, it may be adjusted in the event of non-payment of any such transactions. You also accept that for certain Accounts an account balance may not always be available.

9.2 You should carefully examine the transactions recorded on your Account online and any account information received by you, or any other information provided by us to you, through AIB Phone & Internet Banking on a regular basis. Please contact us as soon as possible on our customer services helpline (our contact details are set out in the Contacting us section of these Conditions) or as described in your Account Conditions if you have any queries, or if you think there may be a mistake or you think you might not have authorised a transaction. If there has been undue delay on your part in contacting us, you may not be able to get compensation for any loss you may have suffered. We will normally consider that there has been undue delay on your part if you do not notify us within 30 days after receipt by you of a statement or payment advice detailing the relevant debit to your Account, or where a statement or payment advice is not issued to you, within 30 days of the relevant information being made available to you through our Banking Services. In any event, a failure to notify us within 13 months of the payment being debited to your Account will always amount to undue delay.

10 eStatements and eFee Advices

10.1 We may issue electronic statements ("**eStatements**") and/or electronic Fee Advices ("**eFee Advices**") on your Account through AIB Internet Banking. In some instances we may issue eStatements and/or eFee Advices only. Please refer to your Account Conditions for further information.

10.2 Where your Account is a joint Account, you may not be eligible to receive eStatements and/or eFee Advices.

10.3 For certain Accounts and where applicable, you may at any time ask us to stop issuing paper statements and/or paper Fee Advices and issue eStatements and/or eFee Advices instead. You can do this by either choosing that option on AIB Internet Banking or we may switch to issuing eStatements and/or eFee Advices only. If you choose to do so or we switch you, we will no longer issue paper statements and/or paper Fee Advices to your postal address and the next statements and/or Fee Advices will issue electronically only. You may switch back at any time by following our procedures.

10.4 If you receive eStatements and/or eFee Advices only, you may at any time request that we issue your next and subsequent statements and/or Fee Advices in paper form by post in addition to electronically. This may be done by following our procedures on AIB Internet Banking, by contacting our customer service helpline

or by writing directly to us. The timeframe for restarting paper statements and/or Fee Advices will vary depending on how you contact us (our contact details are set out in the Contacting us section of these Conditions).

10.5 Should you request a paper copy statement following issuance of an eStatement, a duplicate statement fee may be applied in accordance with the fees and charges applicable to your Account.

10.6 You should regularly access the relevant section of the AIB Internet Banking service to check whether a new eStatement and/or eFee Advice is available. It is your responsibility to access eStatements and/or eFee Advices online.

10.7 Upon accessing any eStatement and/or eFee Advice on AIB Internet Banking, the eStatement and/or eFee Advice will be displayed in a separate session window. This means that when you close AIB Internet Banking, the eStatement and/or eFee Advice will remain on your screen unless this is also closed by you. You must close this session window and not leave it open to view by, or be in any way accessible to, third parties. You must not save an eStatement or eFee Advice on any device which is not your own.

10.8 eStatements about an AIB Credit Card Account and all other eStatements and eFee Advices will be stored by us and available to view on AIB Phone & Internet Banking for a minimum of 12 months and a maximum of seven years from the date they become available. You should print, save or otherwise store your eStatements and/or eFee Advices if you wish to be able to view them outside these timeframes.

10.9 Should any of your Accounts be closed or should this Agreement be terminated, you will no longer be able to view your eStatements and/or eFee Advices online in PDF form. It is your responsibility to print, save or otherwise store your eStatements and/or eFee Advices if you wish to be able to view them in these circumstances.

10.10 We may at our discretion, at any time and for any reason, suspend your access to eStatements and/or eFee Advices during which time you may receive paper statements and/or Fee Advices by post. Such suspension may be caused by circumstances beyond our control.

10.11 If we issue eStatements and/or eFee Advices only for an Account and you remove that Account from AIB Internet Banking, we will issue paper statements and/or Fee Advices for that Account by post.

10.12 References to statements and/or Fee Advices in the Account Conditions, in these Conditions or any other applicable conditions shall include references to eStatements and/or eFee Advices. For the avoidance of doubt, all provisions of the Account Conditions and these Conditions dealing with the provision of information apply equally to the issuance of eStatements and/or eFee Advices.

10.13 AIB shall have no greater liability in respect of loss or damage suffered directly or indirectly arising out of, or in relation to, the provision by us and access by you of eStatements and/or eFee Advices than would be the case if you received paper statements and/or paper Fee Advices only.

11 Information about third party products, policies and accounts

11.1 From time to time, we may choose to provide or make available information about third party products, policies or accounts through AIB Phone & Internet Banking. If we do so, any information about those products, policies or services made available through AIB Phone & Internet Banking is in all cases subject to the terms and conditions of the third party, including any authorisation or consent you have agreed with or provided to the third party relating to the provision of such information through AIB Phone & Internet Banking.

11.2 Any information which we provide or make available through AIB Phone & Internet Banking about third party products, policies or accounts will be provided to us by the third party and will be subject to the terms of your agreement with the third party. You will have no claim against us relating to accuracy or completeness of the information, and you rely on the information at your own risk and subject to your agreement with the third party.

11.3 You should carefully examine any information about the third party products, policies and / or accounts which is accessed by you and report any errors or omissions to the third party as set out in your agreement with that third party.

11.4 Any queries about the third party product, policy or account information made available through AIB Phone & Internet Banking should be directed to the third party as set out in your agreement with the third party.

12 Charges/Fees

- 12.1** Where a fee is applicable to any of the Banking Services provided through AIB Phone & Internet Banking that fee shall be charged at the appropriate rate specified in the Fees and Charges Booklets.
- 12.2** We may from time to time alter such fees and charges and introduce new fees and charges. Such variation will be notified to you in accordance with the Changes to these Conditions section of these Conditions.
- 12.3** You are also responsible for any third party costs or fees and charges which may apply to the means used by you to access AIB Phone & Internet Banking (for example, a mobile phone or internet) or the use of their services. These charges may arise during periods when AIB Phone & Internet Banking is unavailable in accordance with these Conditions. Specific, separate charges may be charged by mobile network operators or telecommunications service providers where you use AIB Phone & Internet Banking outside of Ireland. You are advised to refer to your mobile network operator or other relevant service provider for further details, including for details of charges which apply to the sending and/or receiving of text messages and/ or to the transmission or receipt of data through AIB Phone & Internet Banking. Whether or not you will be entitled to avail of AIB Phone & Internet Banking outside of Ireland, including those which require you and / or us to send any text message(s) will depend on the service provided by the relevant mobile network operator or telecommunications service provider

13 Termination of these Conditions and Withdrawal of AIB Phone & Internet Banking

- 13.1** We may end these Conditions on giving two months' notice to you. However, we may immediately end these Conditions and / or withdraw any Banking Services from AIB Phone & Internet Banking without notice if:
- 13.1.1** you become bankrupt or go into liquidation or if you enter into a voluntary arrangement with your creditors;
 - 13.1.2** you cease trading;
 - 13.1.3** you are no longer, in our opinion, able to manage your financial affairs;
 - 13.1.4** you die;
 - 13.1.5** you materially breach these Conditions, your Account Conditions or any other agreement with us;
 - 13.1.6** any representation, warranty or statement made by you to us is or becomes untrue in any material respect;
 - 13.1.7** we must do so in order to comply with any law;
 - 13.1.8** we reasonably believe that AIB Phone & Internet Banking has been used negligently, illegally or fraudulently by you, or by a third party as a result of your negligence or recklessness;
 - 13.1.9** for any reason these Conditions becomes unenforceable or void.

If we take such action we will immediately give you notice in writing that we have done so.

- 13.2** The Agreement does not have a minimum or fixed duration and will continue to apply to the parties until it is terminated.
- 13.3** You can ask us to end these Conditions at any time by contacting us in accordance with the Contacting us section. However, if you have not accessed AIB Phone & Internet Banking for 12 months, or if you no longer have any Accounts which may be utilised to avail of the Banking Services, we will take it that you have ended the Agreement with us.
- 13.4** You will remain responsible for any unpaid amounts and amounts owing on your Accounts if these Conditions and/or any of the Banking Services are terminated. In this regard any amounts for which you are liable on the date of termination shall become immediately payable on that date subject to any right of refund pursuant to the Payment Services Directive. Any right under the Payment Services Directive is explained in your Account Conditions.

14 Changes to these Conditions

- 14.1** We may change these Conditions from time to time (for example, because of changes in the banking system, industry guidance, law or regulation or for our own internal reasons such as improving or replacing a service or introducing new fees or charges for our

services). Unless we are permitted by law or regulation to give you shorter notice we will tell you at least two months in advance of any change to these Conditions.

- 14.2** If you do not want to accept the change, you can stop using AIB Phone & Internet Banking before the change applies. You will need to tell us that you are ending these Conditions by contacting us in accordance with the Contacting us section.
- 14.3** Unless we are required by law or regulation to tell you about a change in a particular way, we may notify by any means available to us at the time (for example, by email, text message, through AIB Internet Banking or by notice published in a national daily newspaper, by notice displayed prominently at our branches).

15 Complaints

- 15.1** If you feel we have not met your expectations in any way, please let us know so that we can address the problem as quickly as possible.
- 15.2** If you wish to make a complaint about AIB Phone & Internet Banking and / or the Banking Services, you can do so by visiting our website or by writing to your branch and we will look into it. If you are still not happy with the conclusion that we come to, you have the right to take your complaint to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2. The Ombudsman's office is independent and it looks into and makes a decision on, the complaints of personal and some small business customers.
- 15.3** If you are a business with an annual turnover of more than €3 million, you may take your complaint to the Central Bank of Ireland, PO Box no. 559, Dublin 1. You'll find more about the steps we take to try to solve your complaint in our complaints brochure, which is available in any of our branches or on our website.

- 15.4** You may be able to submit a complaint for online resolution to the European Commission Online Dispute Resolution platform (available at <https://ec.europa.eu/consumers/odr/>) if you are not happy with how we have handled a complaint or if you prefer not to deal directly with the Financial Services and Pensions Ombudsman.

16 Use of Information and Confidentiality

- 16.1** For information about how we collect personal information about you, how we use it and how you can interact with us about it, see our data protection notice in branches and online. Any personal data provided to us by you will be provided in accordance with applicable data protection laws, and you will ensure all Users are made aware of our data protection notice. Our data protection notice may change from time to time.
- 16.2** You shall ensure that all information obtained from us by you relating to our operations, services, software, hardware and/or systems in connection with the Agreement shall be treated by you in strictest confidence and (with the exception of you choosing to give your Registration Number and PAC to a TPP or other third party approved by us), shall not be disclosed by you to any third party unless it is already in the public domain.
- 16.3** We are entitled, but not obliged, to record all communications from, or instructions given by you to us, or messages sent by us to you through AIB Phone & Internet Banking.
- 16.4** The Belgium based Society for Worldwide Interbank Financial Telecommunications (SWIFT) processes payments on behalf of financial services providers worldwide and is currently the only organisation providing such a service. All transactions processed in Belgium are replicated in a back-up system (known as a 'mirror site') in the United States of America (US). Maintaining a geographically separated back-up infrastructure to ensure continued operation is in line with international standards and supervisory requirements. On foot of official subpoenas, transaction data held in the US 'mirror site' may be disclosed to US or other authorities for the purposes of combating terrorism and other serious crimes. Therefore, by instructing us to execute a payment instruction, any information you provide to us in order to effect a payment instruction could potentially be disclosed to the US authorities. We reserve the right to amend this notice at any time. You should regularly check for any amendments.

17 Intellectual Property

- 17.1** The data, information, systems, processes or other material used by or developed by us for the purposes of providing the AIB Phone & Internet Banking and the Banking Services (including the Website and any AIB Banking App) or performing our obligations

under the Agreement are protected by copyright and other forms of intellectual property rights, such as trade marks. This includes any software or firmware in devices provided by us and in any user guides or other information provided to you. All intellectual property rights shall belong to us or by the person who licenses it to us (if applicable) (our "licensor").

- 17.2** You have a limited personal right to use any software, firmware or devices provided by us exclusively in connection with this Agreement, and to print or download a copy of the contents of the Website and/or any Banking AIB App for personal non-commercial use, for the purpose of receiving the Banking Services as described in the Agreement and any user guide or other information we provide to you. You will obtain no rights, title or interest in any such materials or intellectual property rights relating to them.
- 17.3** Before you can use any AIB Banking App, you will be required to accept any applicable terms and conditions from AIB or from the relevant application provider.

18 Maintenance and Availability

- 18.1** From time to time it may be necessary or desirable for security reasons, maintenance, upgrades or other reasons to:
- 18.1.1** make certain or all of the Banking Services unavailable to you through AIB Phone & Internet Banking; and/or
 - 18.1.2** delay implementation of any new Banking Services; and/or
 - 18.1.3** withdraw, replace or reissue any Security Device, Debit Card and/or any other authorisation process; and/or
 - 18.1.4** change authentication procedures or processes for accessing AIB Phone & Internet Banking.

While we will use reasonable endeavours to minimise any inconvenience caused to you, these events may occur and we have no liability to you if they do.

- 18.2** The Banking Services may not be available during the period from 03.00 to 07.00 hours Irish Standard Time.
- 18.3** In respect of certain Accounts, we may at our discretion make some Banking Services unavailable to you for particular periods (other than for the reasons outlined in this Condition). Where this is the case, we will endeavour to set out any possible periods of unavailability through messaging in AIB Internet Banking.

19 Equipment

The equipment necessary for you to access AIB Phone & Internet Banking and replacement batteries for your Card Reader (if required) must be provided by you and be maintained by you and at your expense and we may change the requirements for such equipment from time to time.

20 Agency

You agree that you have entered into the Agreement for your own benefit and not for the benefit of another person, and may not transfer or assign any of your rights or obligations under the Agreement. AIB enters into the Agreement for itself and as agent for any member of the AIB Group where that member of the AIB Group has an agreement with you in respect of a product or service to which the Banking Services that are provided to you apply.

21 Severability

Each of the provisions of these Conditions shall be interpreted in a way that is valid under applicable law. If at any time any Conditions or any part of any Condition is held to be invalid or incompatible with applicable law, the remainder of the Conditions or Condition will remain valid and enforceable.

22 Waiver

If we do not enforce the rights we have under these Conditions or in law or we delay enforcing them, we may still enforce those rights in the future, even if we did not enforce or delayed enforcing those rights on any previous occasion.

23 Contacting us

At the date of issue of these Conditions our contact details are as set out below. These may change from time to time and up to date details can be found online at www.aib.ie.

Our address is:

AIB, AIB Phone Banking, P.O. Box 24,
Naas,
Co. Kildare.

AIB Phone & Internet Banking: You may contact our customer service helpline on 0818 724 724 or if you are calling from abroad on + 353 (0)818 724 724 or +353 (0) 1 771 24 24

AIB Internet Banking Helpdesk: You may also contact us on our customer service helpline if you need urgent help with, or you have a question about, AIB Internet Banking. You can also visit www.aib.ie for information.

Unless otherwise stated in these Conditions, any notice required to be given by you to us in connection with the subject matter of the Agreement shall be given in writing and sent through the post to the address set out above.

24 Contacting you

Where we are allowed by law, we may contact you in a variety of ways, such as in person, using our Internet Banking service (including through My Messages), by post, electronic or telecommunication means or any other way available to us.

25 Nominated Users for Business Account Holders

- 25.1** As a business Account Holder, you are solely responsible, without limitation, for:
- 25.1.1** selecting, appointing and ensuring the suitability and integrity of your nominated User(s);
 - 25.1.2** the actions or omissions of your nominated User(s);
 - 25.1.3** ensuring that your nominated User has read, understood and complies with the Agreement and complies with all local laws and regulations in using AIB Phone & Internet Banking; and
 - 25.1.4** ensuring if your nominated User changes, you effect a change to your PAC in accordance with the Availability and Security section of these Conditions and that the new PAC is not disclosed to any person other than your new nominated User.
- 25.2** If you are a business Account Holder that is a company, any change in the identity of the person authorised to act as your nominated User must be notified to us by sending us a completed "Amendment of nominated User" form. Until such time as the correctly completed "Amendment of nominated User" form has been processed by us and the new nominated user has changed the relevant Registration Number and PAC, the previous nominated User may have access to your Account through the Banking Services.
- 25.3** As a business Account Holder, you acknowledge and accept that some of the Banking Services may not be made available to you.
- 25.4** As a business Account Holder, you irrevocably and unconditionally authorise us to act upon all instructions and authorisations in relation to AIB Phone & Internet Banking (including the Banking Services accessed through AIB Phone & Internet Banking) sent to us by your nominated User.

26 Business Account Holders

- 26.1** This Condition applies to business Account Holders only. For the avoidance of doubt, if you are an individual and use AIB Phone and Internet Banking both in your capacity as a Consumer and for the purposes of your business, trade or profession, this Condition only applies to you when you use are using AIB Phone and Internet Banking for the purposes of your business, trade or profession. It does not apply when you use AIB Phone & Internet Banking as a Consumer.
- 26.2** Without prejudice to any other exclusion or limitation on liability under the Agreement, and notwithstanding any other provision of the Agreement, to the extent permitted by law, we shall not be liable for any loss suffered by you in connection with the Agreement except to the extent directly attributable to our fraud or negligence or where Condition 7.2 applies.

- 26.3** We shall not be liable for any loss which arises as a result of:

- 26.3.** the non-availability, non-functioning or malfunctioning of AIB Phone & Internet Banking;

- 26.3.2** any corruption of data, any breakdown, interruption or errors caused to your software or hardware as a result of using AIB Phone & Internet Banking;
- 26.3.3** any action or inaction taken by or against us as a result of any action of a government authority, a legal order or legal proceedings, relating to you, the Accounts or your use of AIB Phone & Internet Banking;
- 26.3.4** any failure by you to use AIB Phone & Internet Banking in accordance with the Agreement or your misuse or abuse of AIB Phone & Internet Banking;
- 26.3.5** our failure to act in accordance with any instruction from you where there are insufficient funds in the relevant Account to effect a transaction or if the transaction, if effected, would result in any applicable limits being exceeded;
- 26.3.6** any act, delay or error by a third party, including another financial institution, including failure by a third party to accept or acknowledge receipt of funds, or for any delay by us in advising you, and/or crediting your Account, if an instruction is not successfully processed by a third party;
- 26.3.7** reliance upon any information received through AIB Phone & Internet Banking; or
- 26.3.8** disclosure of information to unauthorised persons as a result of the transmission of such information electronically.
- 26.4** You agree that under no circumstances shall we be liable for any increased costs or expenses, or for any loss of profit, business, contracts, revenues or anticipated savings or for any special, indirect or consequential damage of any nature whatever indirect, special, incidental or consequential loss (including any suffered by you as a result of an action brought by a third party) even if that loss was reasonably foreseeable, or even if we had been advised of the possibility of the loss being incurred.
- 26.5** You indemnify and agree to keep us indemnified against all loss suffered or incurred by us and all claims made against us in relation to the Agreement provided that we will not be entitled to rely on this indemnity in respect of any loss or claim attributable solely to our fraud or gross negligence or where we have expressly agreed in these Conditions or your Account Conditions that we will be liable to you. For the avoidance of doubt, in the case where any Account is held with a subsidiary or an associated company of AIB, such subsidiary or associated company shall be entitled to the benefits of this indemnity.
- 26.6** We do not make any representations or warranties to you concerning AIB Phone & Internet Banking, and we exclude any representations, warranties, terms and conditions, whether express or implied and whether statutory or otherwise to the fullest extent permitted by applicable law in connection with AIB Phone & Internet Banking.
- 26.7** You represent and warrant to us that you are entitled and authorised to enter into the Agreement and that the provisions of the Agreement constitute legal, valid and binding obligations on you.
- 26.8** For the avoidance of doubt, the provisions of this Business Account Holders section of these Conditions shall not form a part of the Agreement between us and any party using AIB Phone & Internet Banking as a Consumer, and nothing in this Business Account Holders section of these Conditions shall in any way affect the interpretation of any other provision of an Agreement between us and any party using AIB Phone & Internet Banking as a Consumer. If you are an individual and use AIB Phone & Internet Banking both in relation to your capacity as a Consumer and for the purposes of your business, trade or profession, you will be deemed to have entered two separate and distinct Agreements (one as Consumer and one as a business Account Holder) with us and neither shall be interpreted by reference to the other.
- 26.9** Nothing in the Agreement shall affect any of your statutory rights in relation to your use of AIB Phone & Internet Banking as a Consumer, except to the extent permitted by law.
- 26.10** You agree that paragraphs (1) and (2) of Regulation 13 and paragraphs (1) (a) and (2) of Regulation 14 of S.I. 68/2003 – European Communities (Directive 2000/31/EC) Regulations 2003 do not apply.
- ## 27 Electronic information
- For the Registration Process(es) and where you apply for or access any of the Banking Services through AIB Phone & Internet Banking, you consent to:
- 27.1** any related documents and/or information being provided in electronic form;
- 27.2** any related documents and/or information being retained, presented and produced by AIB in electronic form whether originally provided in electronic form or otherwise;
- 27.3** to both you and AIB using an electronic signature to sign any related documents; and
- 27.4** when asked to do so by AIB, to printing, saving or downloading any documents provided in electronic form by AIB.
- ## 28 Governing Law and Jurisdiction
- 28.1** The Agreement is governed by the laws of Ireland. If you live in an EU country other than Ireland, this will not affect your consumer protection rights under the law of the country in which you live.
- 28.2** You agree to submit to the exclusive jurisdiction of the Irish courts in relation to any dispute or claim arising out of or in connection with this Agreement. This Condition still allows us to take proceedings before any other court in a different jurisdiction where we are permitted to do so under applicable law.
- 28.3** If you are a Consumer, the jurisdiction of the Irish courts will be non-exclusive, and nothing in this Condition will affect your right to take or defend proceedings in Ireland or before the courts in the country in which you live.



**For the life
you're after**

Debit Card Terms and Conditions of Use

Effective 9th January 2025

Debit Card Terms and Conditions of Use effective from 9th January 2025

Section 1 - Your Agreement

In this document, if we use words that start with a capital letter, that means the word has been defined in this 'Your Agreement' section.

This Agreement sets out:

- what you can use your Card for;
- how you can use your Card safely; and
- our responsibilities and yours.

1.1 When we say 'Agreement', we mean all of the following:

- a) this document, which contains the main terms and conditions for your Card;
- b) the terms and conditions for the Account;
- c) the information in your application form (if applicable) for your Card;
- d) the terms and conditions for your Digital Wallet (if applicable);
- e) any document provided to you regarding your Card, containing information on its terms and conditions, use and/or security;
- f) the Fees and Charges Booklets; and
- g) the terms and conditions for any other services we provide that you may use in connection with your Card or the Account (for example, our online banking services).

Some of the documents listed in this section may be amended from time to time, as outlined in the 'Changes to your Agreement' section. You should keep updated on all these changes as the revised document will still form part of your Agreement.

You can get copies of any of our terms and conditions and our Fees and Charges Booklets from our branches or on our website.

Important: If any term in this document is different from a term in any of the other documents listed in this section, we will rely on the terms in this document.

1.2 By using your Card, we will consider this to mean that you have read and accepted the terms of this Agreement. If you are not happy to accept any of these terms you can cancel your Card following the instructions in the 'Cancelling, blocking or suspending your Card' section.

1.3 We may provide you with, and we may keep a record of, documents which form part of this Agreement in either electronic or paper form. When you apply for your Card through our online banking services, you agree that electronic signatures may be used by us and you to confirm acceptance of documents which form part of this Agreement.

1.4 In this Agreement:

'Account' means the bank account with us that is linked to your Card;

'Account holder' means the person or entity whose name the Account is in;

'Agreement' has the meaning set out at the start of this 'Your Agreement' section;

'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 as required when making Transactions, to access banking services and/or such other uses as we may designate from time to time;

'Authorised User' has the meaning set out under the heading 'Can you get an additional Card?' in the 'Your Card' section;

'Business Day' means a day (other than a Saturday, Sunday or public holiday) on which we are generally open for business in Ireland;

'Card' means the debit card issued by us to you for the purpose of effecting Transactions on the Account in accordance with the terms of this Agreement. This incorporates all elements of the Card, including, without limitation, the chip, which is the embedded circuit on the Card, and Card number. The term also includes a 'Digital Card', being the Card or any virtual or digital representations of your Card registered in a Digital Wallet;

'Card Scheme' means a scheme governing the issue and use of Cards, for example, Visa as that Card Scheme or name may change or as we may replace that Card Scheme from time to time;

'Consumer' means any individual that holds a Card for personal use not connected with their trade, profession or business;

'Contactless Transaction' means a Transaction that is authorised by you touching the Card or Device against a terminal or cash machine, generally without the need to insert your Card. Whether this is available or not depends on the amount of the Transaction. You may or may not have to use your PIN or Security Details. Not all terminals can process such Transactions;

'Digital Card' has the meaning set out within the definition of Card above;

'Digital Wallet' means any electronic payment system that your Card has been registered to, which allows you to use your Card or an electronic record of your Card to carry out Transactions;

'Device' means a mobile phone, tablet or other device that a Digital Card has been registered to or that you use to access a Digital Wallet and/or an AIB Banking App;

'EEA' means any country that is currently a member of the European Economic Area. This may change from time to time.

'Fees and Charges Booklets' means the current editions of our schedules and/or fees and charges booklets for personal and/or business Accounts, as applicable, and provided to you in connection with your Account and as available in our branches or on our website. These booklets and/or schedules set out the fees and charges that apply to the relevant Account and Card, including any international charges, whether accessed in Ireland or abroad;

'Merchant' means any business or individual who accepts payments made with a Card;

'Microenterprise' means any enterprise that employs less than 10 people and whose annual turnover and/or annual balance sheet does not exceed €2million subject to certain provisions set down by law;

'Safeguard System' means a system to aid the secure use of your Card online, for example, Visa Secure, as that system or its name may change or be replaced from time to time;

'Security Details' has the meaning set out at the start of the 'Keeping your Card safe and secure' section;

'Third Party Agreements' means any third party agreements you are subject to, which relate to your use of your Card and/or Account;

'Transaction' means a transaction in which a Card is used by you, in any manner, to debit or credit money to or from your Account;

where we use a word in the singular this includes the plural if the context allows it, and vice versa (for example, "person" can mean "persons" and vice versa);

when we say **"you"** and **"your"** we mean the Account holder and/or the person whose name is on the Card, their successors and assigns;

when we say **"we"**, **"us"**, and **"our"** or **"Bank"** we mean Allied Irish Banks, p.l.c., and this includes our successors and assigns;

we sometimes give an example of something covered by a clause or definition. We do this to assist you. The meaning and scope is never limited to these examples; and

headings are used to assist you in reading this Agreement, but should not be taken into account in interpreting the meaning of conditions.

Consumer Rights

- 1.5** Where you are a Consumer, nothing in this Agreement shall affect your statutory rights under applicable consumer rights law, consumer credit law or any regulations made in connection with these laws. In the event of any conflict between this Agreement and such rights, your statutory rights shall prevail.

Section 2 - Your Card

Starting off

- 2.1** We issue your Card to you so you can use it for Transactions on the Account.
- 2.2** Once you receive your Card, you must sign it immediately, otherwise it is not valid. Before you use your Card, we may ask you to activate it. If required, we will send you details on how to do this with the Card.
- 2.3** We supply a personal identification number (PIN) which is particular to your Card. Please see the 'Keeping your Card safe and secure' section for more information.
- 2.4** The Card remains our property at all times. As a result there may be some circumstances where we have to suspend, cancel, recall or retain it. We won't do so unless we decide it is necessary.

Using your Card

- 2.5** You must use your Card in the way set out in this Agreement.
- 2.6** You can use your Card up to a certain number of times a day. We call this a Transaction limit. There is also a daily limit, meaning your Card can be used to make payments up to a certain combined value every day. You can find out more about these limits by contacting us. They are subject to change and we won't always be able to confirm the limit due to security reasons. You can also contact us to agree spending limits for using your Card online, subject to our Transaction and daily limits. We may also be able to offer you a way to request us to block or limit certain Transactions. If we offer such a service, we may decline a Transaction where it is a type of Transaction that you have asked to be restricted on your Account.
- 2.7** Depending on the way you use your Card, there may be other limits beyond our control. For example, certain cash machines may have their own limits attached, which could be more or less than the daily limit on your Card.
- 2.8** Transactions are generally processed within 3-5 Business Days of using your Card. This timeframe may be shorter or longer depending on how or where your Card is used. It may also depend on factors outside our control.
- 2.9** Your Card can be used abroad. It may be accepted at locations displaying a symbol that matches the one on your Card. There may be different limits and local regulations that govern its use, which are beyond our control.

- 2.10** If you are refunded by a third party, such as a Merchant, in respect of a Transaction, we will credit you the relevant amount once that third party has processed the refund with us. If it was a non-euro Transaction, the amount refunded may differ to the original amount spent, once fees and charges have been deducted. Please see the 'Fees and charges' section for further information.
- 2.11** If you are a Consumer, your Card may not be used for business or commercial purposes. If you are not a Consumer, your Card may only be used for business or commercial purposes.
- 2.12** A Card must not be used for any illegal purpose.
- 2.13** A Card must not be used after this Agreement has ended, the Card has expired, been cancelled or suspended, or if the Card or Device has been reported lost, stolen, misused or its safety has been compromised.

How do you get a replacement Card?

- 2.14** You can contact us if you need a replacement Card at any time. We will then organise for a replacement Card to issue to the last address you provided us with. Otherwise, it will automatically issue by the expiry date printed on the Card. However, we may not issue a replacement if you have not used your Card in the last 12 months. We will not supply a replacement Card if you have asked us not to do so at least 45 days before the expiry date printed on the Card.
- 2.15** We may not issue a replacement Card.

Can you get an additional Card?

- 2.16** On the Account holder's request, we may issue a Card, or an additional Card, to a nominated person, known as an 'Authorised User'. We may or may not grant this request. We may have additional rules on who can be an Authorised User (for example, they may have to be a signatory on the Account).
- 2.17** The Authorised User's Card will have its own PIN. The use of that Card will also be governed by this Agreement. It is the Account holder's responsibility to provide a copy of this Agreement, and any future amendments to it, to the Authorised User and ensure that they comply with its terms.
- 2.18** If the Account holder wants to remove an Authorised User, that Authorised User will still be able to use their Card, including any Digital Cards, until the Card is cancelled, destroyed and, if applicable, returned to us. We set out what we mean by 'destroy' in the 'Keeping your Card safe and secure' section.
- 2.19** The Account holder will have access to the information on the Authorised User's Transactions. Likewise the Authorised User will have access to information about the Account and Transactions. However, the Authorised User will not be able to amend any of the Account details.
- 2.20** We may block, suspend and/or cancel an Authorised User's Card at any time in line with these Conditions (including the 'Cancelling, blocking or suspending your Card' section of these Conditions. We can also cancel the Authorised User's Card at any time on the Account holder's, or the Authorised User's, request. You must contact us to do so. You must then destroy the Card and, if applicable, return it to us immediately.

Section 3 - Authorising Transactions

How do you authorise Transactions?

- 3.1** The way you authorise Transactions depends on how you use your Card. You can:
- use your Card with its PIN, such as at a cash machine or at a card terminal (for example, in a shop);
 - use your Digital Card or Digital Wallet with or without your Security Details and/or a Safeguard System;
 - provide the Card details by phone, mail or online, with or without the use of your Security Details and/or a Safeguard System;

- d) use your Card and/or Device for Contactless Transactions, where possible;
- e) use your Card together with your Security Details to transfer money to another card, where possible; or
- f) use your Card and sign for the Transaction.

When you use your Card in these ways we will take it that you have authorised the Transaction.

Important: With some of the above, you may also be asked to use your PIN and/or provide identification details, such as your name, address and telephone number, or call out parts of your Card details such as the 3 digit code on the back of your Card as a precautionary measure.

What else affects how you authorise Transactions?

- 3.2** You must also comply with any additional terms connected with the use of your Card. These may be our terms and conditions (like those for a Safeguard System) or Third Party Agreements (such as those from the provider of a Digital Wallet). If you don't comply, we might not authorise the Transaction.
- 3.3** We may need to confirm it's you before an online Transaction can be authorised or your Card details can be stored online for future use. We'll do this by using a Safeguard System and may also use an authentication service. Your Card is automatically enrolled for a Safeguard System, however the Account holder or Authorised User may need to register for an authentication service. This authentication service will require you to enter your Security Details to identify you, for example, using an AIB Banking App, or any other way made available by us. If we ask you to identify yourself and you can't or you don't follow the instructions for the Safeguard System or the authentication service, we will take it that your Transaction is not authorised and it will not go ahead.

For this reason, it is important to ensure that the personal information we hold about the Account holder and the Authorised User is correct and up-to-date (for example your mobile phone number and email address).

To find out more please go to www.aib.ie/webshopping

- 3.4** In some cases, you may agree to authorise a Transaction with a Merchant in advance (for example, a self-service petrol station or hotel.) This is called pre-authorisation. This pre-authorised amount might not immediately reduce the balance on the Account but may still affect the amount of funds available to you. The pre-authorised amount should only be debited from your Account if agreed by you with that Merchant. If not, and the Merchant instructs us to remove it, we will remove the pre-authorised amount from your Card as soon as possible.
- 3.5** We can't cancel a Transaction that you have authorised. If you gave a continuous payment instruction for a recurring Transaction (for example, a subscription, set up from your Card with a third party) and you want to cancel it you can do so by contacting us up to the last Business Day before the Transaction is due to leave your Account. You should also give written notice to that third party and keep a record of any contact made. To assist you, your Card is automatically enrolled in a card updater service with the relevant Card Scheme (for example, Visa). This service allows a participating Merchant to access Card details through the Card Scheme so they can continue to process a Transaction, recurring or otherwise. As not all Merchants take part in this service, you should still notify each Merchant when your Card details or the status of your Account changes.
- If you don't, your Account may or may not still be charged. You are responsible for making sure the Merchant has your new Card details to process a Transaction. If you do not want to be included in the card updater service, please contact us as set out in the 'How we can contact each other' section.
- 3.6** Where you have authorised a Transaction and something has gone wrong, through no fault of ours, for example, goods are not received, we may be able to seek a refund for this Transaction on your behalf. We will have limited time to do this, so, in general, you will need to let us know within 60 days of the Transaction and we will need you to supply supporting information. There is no guarantee that we can get your money back. While we may be able to seek a refund, we are not responsible for any goods and/or services that you purchase with your Card from any Merchant and we have no responsibility to deal with any Merchant on your behalf in connection with any disputed Transaction. Our contact details are set out in the 'How we can contact each other' section of these Conditions.

Unauthorised Transactions

- 3.7** Except as set out under the rest of this 'Unauthorised Transactions' heading, if you notify us without undue delay that a Transaction from your Account was not authorised by you, we will usually refund the amount of that unauthorised Transaction and restore your Account to the state it would have been in had the unauthorised Transaction not taken place. We will not have any further liability to you in this respect.

Important: We will normally say that there has been undue delay to notify us if you fail to do so within 30 days, or 60 days if the receiving financial institution is outside the EEA, after receipt by you of a statement or payment advice detailing the relevant Transaction. In any event, a failure to notify us within 13 months of the Transaction will always amount to undue delay. You must notify us by contacting us through your branch or by phone or by any other way which we make known to you.

- 3.8** If the unauthorised Transaction resulted from the loss, theft or misuse of any Card, Device and/or Security Details, you may be liable for any losses. However, **if you are a Consumer or Microenterprise**, this liability is limited to €50 per unauthorised Transaction. In any event, we will refund the full amount where:
- a) the loss, theft or misuse was not detectable to you prior to a Transaction, except where you have acted fraudulently; and/or
 - b) the unauthorised Transaction was caused by the acts or lack of action on our part (including any employee, agent or branch of ours or a body to which we have outsourced activities).
- 3.9** We may not give you a refund if:
- a) we reasonably think you have acted fraudulently and we notify the relevant national authority of this; and/or
 - b) you have fraudulently, intentionally or with gross negligence:
 - i. failed to keep safe any aspect of your Card, Device and/or Security Details; and/or
 - ii. failed to tell us without undue delay about the loss/theft/misuse of your Card, Device and/or Security Details.
- 3.10** If, as result of an investigation, we establish that the Transaction claimed as unauthorised is in fact an authorised Transaction, we will debit your Account with any amount refunded and re-charge any fees and/or charges (including interest) that you owe us. You may also be responsible for any reasonable costs incurred by us in carrying out the investigation. As part of any such investigation, if you are not a Consumer or Microenterprise, you will be responsible for demonstrating that the Transaction was unauthorised.

What about refunds for Transactions you have authorised?

- 3.11** **If you use your Card as a Consumer or Microenterprise** and the Merchant's financial service provider is also in the EEA, then you may also be entitled to a full refund if you can prove to us that both of the following circumstances applied:
- a) when you authorised the Transaction the exact amount of the Transaction was not specified to you; and
 - b) the amount of the Transaction was more than you could have reasonably expected to pay, given your previous spending patterns, the terms of this Agreement and the circumstances of the Transaction.
- 3.12** You will not be entitled to any refund for an authorised Transaction where you gave us direct permission to carry out the Transaction and where information on the future payment was made available to you at least 4 weeks before the Transaction.
- 3.13** To request a refund of a Transaction you have authorised, you must contact us within 8 weeks of the date of the Transaction being debited from your Account. If we are satisfied you are entitled to a refund, we will refund you within 10 Business Days of your request or provide reasons for refusing the refund.

To calculate the 10 Business Day period, we will take it that your request has been made when you provide us with all information we reasonably consider relevant to assess your claim. If we refuse to refund you and you are not satisfied with our reasons, you may wish to log a complaint as set out under the 'Complaints' heading in the 'How we can contact each other' section.

Section 4 - Keeping your Card Safe and Secure

By 'Security Details' we mean any security process we may require you to follow or use to make an instruction or confirm your identity or access a Device for certain functionality on that Device (for example, a passcode, password, fingerprint or voice).

How to keep your Card, PIN and Security Details safe and secure

- 4.1 The PIN we issue for your Card may be changed by you. You may also have other Security Details that you use in connection with your Card and/or Device. You must not share any PIN or Security Details with anyone else. You should memorise them and then dispose of them securely.
- 4.2 You must not give your Card to other people or allow others to use it. You must only ever give out any of your Card details as part of a Transaction, to verify your identity to us or to report it as lost, stolen, misused or that its safety has been compromised.
- 4.3 You must not give your Device to other people or allow others to use it as they may be able to access or use your Digital Card or AIB Banking App. Before you replace or dispose of a Device, you must ensure you delete any Digital Wallet or AIB Banking App from that Device. You should also immediately delete any information such as an email or text messages sent or received by you in connection with your Card or Account. You must not have any reference(s) to or details of any PIN or any Security Details on your Device.
- 4.4 You should always check the amount of any Transaction before you authorise it.
- 4.5 You should also check the Transactions recorded on the Account as often as possible and, where possible, we recommend that you review your Account details online on a regular basis. Please contact us immediately if you have any queries, if you think you might not have authorised any entry or if a Transaction hasn't appeared on the Account.
- 4.6 Any Third Party Agreements you might have (such as those with your mobile phone or Digital Wallet provider) may also set out security requirements for you to comply with.

Important: If you do not comply with this Agreement and someone else finds or knows your PIN or Security Details they could use your Card without your permission. You may be responsible for any loss suffered. There may be other consequences, which we set out under the 'Unauthorised Transactions' heading in the 'Authorising Transactions' section and in the 'Our and your responsibilities' section.

What happens if you or we have any security concerns?

When we say you must destroy your Card, we mean that you must cut your physical Card in two through the signature, magnetic strip and chip and return it to us. It also means that you must deregister or delete all digital versions of that Card.

- 4.7 You must contact us immediately if you have any concerns whatsoever about the whereabouts or the safety of any aspect of your Card, Device or Security Details. We will also accept notification from the Card Scheme or a card protection service acting on your behalf.
- 4.8 You may request us to suspend your Card temporarily. We may do this but you will not be able to use your Card until the suspension has been lifted as your Transactions will be declined. We will lift the suspension at your request.
- 4.9 If we are notified of safety concerns for your Card, Device or Security Details, we may cancel the Card. If the Card is in your possession, you must immediately destroy the physical Card. If your Card is registered to a Digital Wallet, your replacement Card should automatically update in the Digital Wallet by the time you receive your replacement physical Card.
- 4.10 If we do have to cancel your Card, we may have to contact third parties such as the police or other relevant authority and pass on any relevant information to them. We will only do so if necessary. If so, you will be required to cooperate with any resulting investigation.

- 4.11 Where we suspect your Card is being used in breach of this Agreement or without your permission, we may investigate and/or stop allowing its use. This could result in your Card being refused and/or Transactions declined. We may ask you to respond to a communication we send you, such as a text message, to verify the Transaction before we can process it. Further details are set out in the 'How we can contact each other' section. It may not always be possible for us to contact you before we suspend your Card or decline a Transaction but we will do our best to do so. This is done for your protection and we are not responsible for any loss or damage that might be caused as a result.

Section 5 - Fees and Charges

What do you need to know?

- 5.1 We charge certain fees and/or charges for using your Card. We list them in our Fees and Charges Booklets.
- 5.2 We may take any fees and/or charges that you owe us for the use of your Card directly from the Account.
- 5.3 We apply government levies and stamp duties in respect of your Card which will also be debited from the Account.
- 5.4 We do charge for non-euro transactions as detailed in the Fees and Charges Booklets. If you use your Card for any non-euro Transactions, the amount will be converted to euro using the Card Scheme exchange rate. We have no control over when the Transaction is processed by the Card Scheme and when the exchange rate is applied. For most non-euro Transactions, the Card Scheme generally applies their exchange rate within a few days.

More information on how and when these exchange rates apply is available on our website www.aib.ie. For Transactions within the EEA, we provide a comparison by way of percentage mark-up between (i) our rate which is made up of the Card Scheme exchange rate for that day in addition to our currency conversion fee, and (ii) the European Central Bank foreign exchange rate. This is available on our website www.aib.ie

We may also be required by law to send you information electronically once you have completed a non-euro Transaction in the EEA in accordance with the 'How we can contact each other' section. If you are not a Consumer, this may not apply to you.

In addition to the fees, charges (and interest, if applicable) set out in the Fees and Charges Booklets you may also be charged a transaction fee by the local bank which processes the Transaction. For further information you can contact us using the details set out in the 'How we can contact each other' section or visit our website www.aib.ie

- 5.5 We may from time to time make changes to existing fees and charges and/or introduce new fees and charges. How and when we will make any such changes is set out in the 'Changes to your Agreement' section.

Third party charges

- 5.6 You may also have to pay some third parties for the use of services connected with your Card (for example, a mobile phone, Digital Wallet or app provider). Any such fees and/or charges are your own responsibility.
- 5.7 Our standard fees apply if you use your Card abroad to transact in euro. However, we have no control over third parties that may apply a charge to you for processing the Transaction or who convert the local currency into euro and charge for doing so. We also have no control over the rates that may apply.

Section 6 - Our and Your responsibilities

Our responsibility to you

- 6.1** We will not be in breach of this Agreement if we do not provide the services considered by this Agreement, or if there is an interruption to the provision of the services, as a result of the following:
- a) you do not comply with this Agreement, any other agreement with us or any Third Party Agreement;
 - b) we do not act on instructions from you or a person authorised to act on your behalf where we reasonably suspect any fraudulent activity on your part or on the part of any third party;
 - c) any act or omission of any third party (other than a third party appointed by us) including where the third party refuses to accept, or delays the acceptance of, your Card or Security Details;
 - d) where you have acted fraudulently or with gross negligence;
 - e) if any of the details you gave us were wrong or insufficient;
 - f) unforeseeable or unavoidable circumstances beyond our reasonable control, which meant despite our reasonable efforts we couldn't follow this Agreement (for example, a problem with a payment, settlement, clearance system, or Safeguard System or AIB Banking App, any labour disputes, acts of God, government or state, war, insurrection, embargo or inability to communicate for whatever reason, contagious disease or the acts or omissions of our agents or any other third party (other than a third party appointed by us));
 - g) us complying with any law, regulation, code or other duty which is binding on us, or us complying with the instructions of a court, ombudsman, regulator or law enforcement agency;
 - h) if we must close, block or suspend your Card for any of the reasons set out in this Agreement (including those set out in the 'Cancelling, blocking or suspending your Card' section);
 - i) us offering and you availing of any service to block or limit certain Transactions (eg a block or limit on gambling transactions), and it was not possible for us to recognise that a particular Transaction was the type you requested to be blocked or limited; and/or
 - j) the failure of third party providers of additional facilities and benefits to perform their duties and obligations (other than third parties appointed by us).
- 6.2** Nothing in this 'Our responsibility to you' section will stop us being responsible for your loss, if:
- a) we act fraudulently, with gross negligence or such loss is a result of our wilful misconduct; or
 - b) law or regulation does not allow us to exclude or limit liability.
- 6.3** If you are not a Consumer, (a) the only liability we will have to you will be as a direct result of our gross negligence, or wilful misconduct; and (b) you will have no claim against us and we will have no liability to you for any increased costs or expenses, any loss of profit, business, contracts, revenues, anticipated savings, opportunities, goodwill or for any indirect or consequential loss or damage in any circumstances even if such loss or damage was reasonably foreseeable or relates to any action brought by a third party.

Your responsibility to us

- 6.4** It is important that you are aware that you also have responsibilities. By using your Card, you agree that:
- a) you will comply with your obligations under this Agreement; and
 - b) the Account holder is liable to pay all amounts owing on the Account, even if you do not comply with this Agreement or your Card is suspended or terminated (for more information see the 'Cancelling, blocking or suspending your Card' section).

- 6.5** If you do not comply with any of the terms of this Agreement, we can claim from you any losses or costs that we reasonably incur (for example, any costs involved for taking steps to deal with you not complying with this Agreement). In addition, we have the right to cancel, block or suspend your Card.

Section 7 - Cancelling, Blocking or Suspending your card

When you can cancel your Card

- 7.1** You can stop using your Card at any time. However, if you want to cancel your Card, you will need to contact us and, where applicable, return your destroyed Card to us. We explain what we mean by destroy in the 'Keeping your Card safe and secure' section.
- 7.2** If the Account is closed, your Card will be cancelled.

When we can cancel, block or suspend your Card

- 7.3** We can cancel your Card by giving you at least two months' notice. However, we can cancel, block or suspend your Card immediately (or on less notice) and/or refuse to issue or replace a Card, if: (a) you materially breach this Agreement or any other agreement with us; (b) you use (or allow someone else to use) your Card illegally or for criminal activity or if we suspect this to be the case; (c) you commit or attempt to commit fraud against us or some other person or entity or there is a reasonable suspicion of unauthorised or fraudulent activity on a Card or Account; (d) we must do so to comply with any law, regulation or direction from a relevant authority or court; (e) you provide us with false or misleading information at any time; (f) in our reasonable opinion, you are not in a position to properly manage your financial affairs or are unlikely to be able to pay your debts as they fall due; (g) you face the threat of insolvency (for example in the case of a company, notice is received of a creditor's meeting or a resolution is passed for the winding up of the company) or an event of insolvency occurs (for example, in the case of a company, liquidation or receivership or in the case of a person, bankruptcy or personal insolvency); (h) any judgment is obtained or threatened against you; (i) you cease trading; (j) this Agreement becomes unenforceable or any circumstances arise that are outside our control and which, in our reasonable opinion, negatively affects our ability to continue with this Agreement; (k) the Account holder dies; or (l) you are not a Consumer or Microenterprise and we are allowed by law to exclude you from the notice requirements set out in EU Directive 2015/2366 relating to payment services, as transposed in Ireland, and as amended and replaced from time to time.
- 7.4** Please see the 'Keeping your Card safe and secure' section for other circumstances where we can cancel, block or suspend your Card.
- 7.5** We can notify you that we intend to cancel your Card even if your Card is suspended at the time. If your Card is not suspended, we may suspend it immediately after giving you such notice.
- 7.6** If we cancel your Card, you must return your destroyed Card to us.
- 7.7** We may also stop supporting additional facilities connected with your Card (for example, your Digital Card and/or any Digital Wallet). If so, we will give you reasonable notice of this, where possible.

What happens when your Card is cancelled?

- 7.8** If your Card is being cancelled by you or us, the Account holder must:
- a) repay any amount you owe us (including any payments not yet processed and any government duty, fees or charges owed);
 - b) cancel any payment due to be made to or from the Card (for example, to utility or insurance companies).

If you do not cancel them with the relevant Merchants, then they may continue to be charged to the Account after the Agreement has ended. You will be responsible for any amount owing as a result of this. You need to contact the Merchant to stop these transactions; and

- c) destroy and, if applicable, return your Card to us.

Important: You will remain responsible to us for any amount you owe even when your Card has been cancelled.

Section 8 - Keeping Each Other Informed

You need to keep us updated with your contact information so that we can communicate with you safely and quickly and so that we can confirm your identity for certain online Transactions. If you don't tell us promptly about a change in your details, you may not receive information that could be important or it may be accessed by someone else. It may also affect the Transactions you can make, which is set out under the 'Authorising Transactions' section.

- 8.1** When you tell us that your situation or details are changing, we may ask you to confirm this in a certain manner (such as in writing or by text message) or to comply with any other procedures. Examples of things you should keep us updated on are your name or directors' names, your postal, email or registered office address, where you are resident and your phone number.

How will you get information from us?

- 8.2** We have set out in the 'How we can contact each other' section the different ways we can communicate with you.
- 8.3** The details of Transactions you make with your Card are recorded in a number of ways. For example, they may be included in your payment logs on our online banking services or in statements issued to you. You can ask us for information in relation to any Transaction which appears on your Account.
- 8.4** Please remember that communications made via the internet, Device or phone may not be secure and could be intercepted by third parties.

Section 9 - Changes to your Agreement

- 9.1** We can make changes to the Agreement if we have a valid reason. Such changes include changes to fees and charges and changes to other terms of this Agreement. Further details on the valid reasons that may cause us to make a change, and what we can change in the Agreement as a result are set out in the terms and conditions for the Account.

When can we make changes to this Agreement?

- 9.2** Unless there are circumstances where we may give you shorter notice (please see the 'Are there any exceptions?' heading below), or law or regulations requires us to give you more notice we will usually tell you about a change to this Agreement at least two months in advance of the change.
- 9.3** If you don't want to accept the change, you can cancel your Card before the change comes into effect. If you do so, you will not be charged any extra fees, charges or interest. Please see the 'Cancelling, blocking or suspending your Card' section for more information on how to cancel your Card. If you do not cancel your Card before the date on which the change comes into effect, we will take it to mean that you have accepted the change.
- 9.4** Unless we are required by law or regulation to notify you of any change to this Agreement in a particular way, we will notify you by any means available to us at the time (for example, by post, email, text message, push notification, through our online

banking services, on our website, or by notice published in a national daily newspaper or displayed in one of our branches).

Are there any exceptions?

- 9.5** There are certain circumstances where we may give you shorter notice than outlined in this 'Changes to your Agreement' section, where we may not tell you about changes, or where we tell you about changes after we make them. We will only do this if we have a valid reason (for example, the change is required under law or regulation by a particular date). Further details on these valid reasons are set out in the terms and conditions for the Account.

Section 10 - How We Can Contact Each Other

About us

- 10.1** Our head office is at 10 Molesworth Street, Dublin 2. Our website is www.aib.ie
- 10.2** We are a public limited company registered at the Companies Registration Office, Dublin 1 under registration number 24173.
- 10.3** We are regulated by the Central Bank of Ireland under reference number C21174. The Central Bank of Ireland's address is PO Box No.559, Dublin 1.

Communicating with us

- 10.4** If you wish to contact us in relation to your Card, please contact our customer service helpline on 1800 24 22 27 or (01) 2695022, or if you are calling from abroad, on + 353 1 2695022. You can also contact your local branch.
- 10.5** If you've lost your Card or Device or wish to report it as stolen or if you have concerns about the safety of any aspect of your Card or Device, please contact us on 1800 24 22 27 or from outside of Ireland on +353 1 2695022. If you are abroad, you can contact Visa Global Assistance free of charge. Please see <https://aib.ie/contact-details> for their contact details. We also have a range of self service options available to you to use in these circumstances on our online banking services.

Communication with you

- 10.6** Where we are allowed by law, we may contact you in any variety of ways, such as in person, using our online banking services, by post, electronic or telecommunication means push notification or any other way available to us.

We are always looking for ways to make our services more convenient and flexible so we may introduce new ways to communicate with you in the future.

- 10.7** Any notice sent by us to the last address you gave us is considered to be delivered immediately on delivery if it is delivered by hand and two Business Days after it is posted if it sent by post (even if mis-delivered or returned undelivered).
- 10.8** Any notice sent by email, text message or fax (to your last number or email address known to us) or made available online (for example, via any message facility available through our online banking services) is considered to have been received by you at the time it is sent.
- 10.9** We will never ask you for your personal banking details (for example, account numbers, PIN and/or other Security Details) by letter or email. If we contact you by phone, we may need to identify you. We'll do this by asking you for certain information known only to you but we will never ask you to make payments from your Account to another account or ask you for your PIN.
- 10.10** This Agreement is in English and we will only write and communicate with you in English.

Recording calls

- 10.11** We may monitor or record any communications between you and us including telephone calls. We can use these recordings for a variety of reasons (for example, to check your instructions to us, to assess and improve our customer services and/or to help detect or prevent fraud and other crimes).

Complaints

- 10.12** If you feel we have not met your expectations in any way, please let us know so that we can address the problem as quickly as possible.
- 10.13** If you wish to make a complaint, you can do so by visiting our website at www.aib.ie or by writing to your branch and we will look into it. If you are still not happy with the conclusion that we come to, you have the right to take your complaint to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2. The Ombudsman's office is independent and it looks into, and makes a decision on, the complaints of personal and some small business customers.
- 10.14** If you are a business with an annual turnover of more than €3 million, you may take your complaint to the Central Bank of Ireland, PO Box no. 559, Dublin 1. You'll find more about the steps we take to try to resolve your complaint in our complaints brochure, which is available in any of our branches or on our website.
- 10.15** You may be able to submit a complaint for online resolution to the European Commission Online Dispute Resolution platform (available at <https://ec.europa.eu/consumers/odr/>) if you are not happy with how we have handled a complaint or if you prefer not to deal directly with the Financial Services and Pensions Ombudsman.

Section 11 - Governing Law and Jurisdiction

- 11.1** Subject to the rest of this 'Governing law and jurisdiction' section, this Agreement and any obligations arising out of or in connection with it are governed by the laws of Ireland. You agree to submit to the exclusive jurisdiction of the Irish courts in relation to any dispute or claim arising out of or in connection with this Agreement. This condition still allows us to take proceedings before any other court in a different jurisdiction where we are permitted to do so under applicable law.
- 11.2** If you are a Consumer, the jurisdiction of the Irish courts will be non-exclusive and nothing in this 'Governing law and jurisdiction' section, will affect your right to defend proceedings or take proceedings to enforce your consumer protection rights in Ireland or in the country in which you live.

Section 12 - Other Important Terms

Your information

- 12.1** We will access, process and retain personal information about you, your Card and any payment instruction we receive in respect of your Card, in order to provide our services.

Enforcing this Agreement

- 12.2** If we do not enforce the rights we have under this Agreement or in law or we delay enforcing them, we may still enforce those rights in the future, even if we did not enforce or delayed enforcing those rights on any previous occasion.

Severance

- 12.3** If any part of this Agreement or its application to any person or entity or set of circumstances is held to be invalid, illegal or unenforceable in any jurisdiction, the rest of this Agreement and its application to any person or entity or circumstances will not be impacted or affected and it shall continue to apply to both you and us.

Evidence

- 12.4** Any documents or records in any format that we have (including any electronic records of the use made of your Card even if such electronic records were originally held by us in paper form), may be retained, produced and relied on by us as evidence of facts or events related to dealings relating to your Card.

Copy Agreement

- 12.5** We can provide you with a copy of this Agreement or a copy in a larger print if you contact us to request it. If we ask you to do so, you must print or download any documents we provide to you in electronic form.

Data Protection

- 12.6** For information in relation to how we collect personal information about you, how we use it and how you can interact with us about it, see our data protection notice in branches and online at www.aib.ie. It may change from time to time.



For the life
you're after

Notice to customers about changes to our terms and conditions.

We're updating our terms and conditions.
The changes will apply from 25 August 2025.

Contents

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Why are we doing this?

We're updating our terms and conditions to:

1

Enable you to make outgoing SEPA instant payments.

2

Make paying someone from your Current and Demand Deposit Accounts more secure.

3

Make our accounts and services more accessible to all our customers.

4

Change how some accounts and services operate and make them clearer.



Where can I see my new terms and conditions?

You can see them on our website www.aib.ie/terms-and-conditions-updates or visit your local branch.

If you have a question, you may find the answer on the above web address or call us on **0818 664 015** (Monday-Friday 09:00-17:00, except on bank holidays). Please read and keep this information.

How do I accept these changes?

To accept these changes, you don't need to do anything, and you can continue to use your accounts and services. If you don't want to accept the changes, you have the option, free of charge, to close your account, clearing anything you owe on it first, or let us know you are ending your agreement with us. You can do this by writing to your local branch. If we don't hear from you before 25 August 2025, we'll apply these changes.

If you are under 18, you may need to discuss this with a parent or guardian.

What terms and conditions are changing?

These are the payment accounts and services for which we are changing our term and conditions for SEPA Instant and to make paying someone from your account more secure.

Accounts and Services

- All Current, Demand Deposit and Masterplan Accounts including:
 - Student, Student Plus and Graduate Accounts
 - Advantage Account
 - Personal Bank Account
 - Basic Bank Account
 - Junior/Student Saver Account
 - Youth Savings Account
 - Personal Demand Deposit Account
- Demand Deposit Account
- Online Saver Account
- Business Current Accounts (including Business Start Up Account and Young Farmer Account)
- Masterplan Account
- Phone and Internet Banking
- Internet Business Banking
- Kiosk Banking

Changes that apply to Credit Cards

We've also made some changes to all Personal Credit, Corporate, Business and Purchasing Cards Terms and Conditions.

All Personal Credit, Corporate, Business and Purchasing Cards Terms and Conditions:

- We've updated the 'Monthly Statements and Payment Arrangements' section with the:
 - Removal of "incoming" from instant credit transfer payments to allow for a wider range of instant credit transfers.
 - Removal of the maximum limit for instant credit payments.

All Personal Credit Cards Terms and Conditions:

- We've updated the names of some of our services in the table within the 'Monthly Statements and Payment Arrangements' section to their most current service names.
- We've introduced a new section to cover European Accessibility Act (EAA) as outlined in the European Accessibility Act section of this document.

If you have a credit card with us, as the principal card holder, you need to share these updates with any other cardholders.

1. Introducing a new way to send payments

We're introducing outgoing instant payments, this means a euro payment from your payment account to another payment account can transfer within 10 seconds. From 25 August 2025, we'll start to roll out the ability to send instant payments from your account. We will let you know when these become available through our online services and on our website. There are a few exceptions to this such as times when the system is undergoing maintenance.

Changes common to all accounts and services listed above in 'Account and Services' table:

We've updated the definition for "Instant Credit Transfer" to allow for outgoing instant payments. In the definition for "Business Day", we've clarified that public holidays include bank holidays.

These definitions also apply to changes made to our "Schedule of International Transaction Charges".

Changes that only apply to Current, Demand Deposit and Masterplan Accounts:

In the 'Making and receiving payments' section, we've:

- clarified that an Instant Credit Transfer from your payment account can be processed on any Calendar Day and that you can set a personal payment limit.
- updated Table 1 'Incoming payments (excluding incoming Instant Credit Transfers)' to clarify when funds are available to use and when value is determined for interest purposes.
- updated Table 2 'Incoming Instant Transfers' to clarify where you can see further details of the value determined for interest purposes, the availability of service and the maximum balance.
- created a new table 'Outgoing Instant Credit Transfers' (table 3) which highlights changes to "Outgoing Instant Credit Transfers". We've summarised this table below:

Table 3: Outgoing Instant Credit Transfers

Type of Payment: What type of payments are covered?	<p>Transfers from your account in euro, which we can pay immediately on any day.</p> <p>The account you are paying must be within the Single Euro Payments Area (SEPA). The list of countries in SEPA is available on our website www.aib.ie</p>
Value determined for interest purposes: When do we value your payment for interest purposes?	<p>The day you send money. If that day is not a business day, we may use the next business day or the previous one. For more information, please see your account statement or your payment log on our mobile and online banking services.</p>
Limits: What are the payment limits?	<p>There are limits to the amounts you can send. See our website www.aib.ie/ways-to-bank/transaction-limit-information for more information on limits.</p> <p>You can set a SEPA instant payment limit that you can pay on your account. We also have limits in place on our payment services. Your personal limit may not exceed other limits set by us.</p> <p>For Standing Orders and future dated payments, that are outgoing instant payments, your limit applies on the day we receive the payment instruction not on the day we make your payment.</p> <p>For bulk payment files that are outgoing instant payments, your limit is checked on the day we receive the payment instruction and applied for the day we make your payments.</p> <p>We will check that you have enough money in your account on the day we make your payment(s).</p>
Receipt of payment instruction also known as payment order: Setting up an Instant Credit Transfer.	<p>You can send an outgoing payment using our online banking services, including through certain third parties.</p> <p>You can also set one up by filling in a payment form in any of our branches where we provide that service.</p>
Cut-off times:	<p>There are no cut off times for payments in online banking. That means you can set up a payment on any day and it will go through that day.</p> <p>There are cut off times for payments in branches and lobbies.</p> <p>You can find our branch opening hours on our website www.aib.ie or by asking us over the phone or in any branch.</p>
Information requirements: The information you need to give us for a payment.	<p>You need to include an IBAN, amount, and the recipient's name, we will tell you if any further details are needed when you give us the instruction.</p>

Refusal of orders: We can refuse to make your payment.	We may not be able to make a payment instruction if the bank of the recipient does not use the SEPA Instant Credit Transfer scheme and for any other refusal right of ours as set out in the terms and conditions.
Cancellation of payment instruction:	You can't cancel or change an outgoing instant payment once we've started to process it.
Notifications:	Where applicable we will tell you as to the success or failure of an outgoing instant payment. Please visit our web page www.aib.ie/terms-and-conditions-updates/q-and-a for more information. We will also tell you the reason for rejecting any payment instruction (for example, the payment service provider of the recipient cannot accept the payment). If a payment instruction is rejected, consider completing a new payment instruction.
Availability:	Temporary restrictions and interruptions in service are possible, during which it may not be possible to make an instant payment from your account. If these periods are due to our planned maintenance, we will tell you.

We've made changes under the heading 'Payments initiated through third parties' to advise you that where you make payments through a third party provider the terms and conditions of the relevant online banking service will apply.

We've made more changes under the heading of 'Standing Orders' and 'Future Dated Payments' to clarify payment limits, updates to the scheduling of standing orders and that standing orders and/or payments may be delayed or cancelled due to fraud. For standing orders that are outgoing instant payments, if there is not enough money in your account, we will not attempt to make the payment until the next due date.

We've made additional changes to the table under the heading 'When will the payment reach the recipient's financial service provider', to clarify where we accept a payment instruction, we will ensure that the bank of the recipient you are paying is paid within the timeframes. We've also updated the table to say:

- that outgoing euro payments to any EEA country can be made on any day and the payment will be received by the payee as soon as the payment is processed.
- to clarify when outgoing payments are excluded and how long the payment will take to reach the bank of the recipient you are paying when transferred in euro to any EEA country.

Where you want to make a payment by a particular time, and cut-off times apply, you should allow for additional time to make sure the recipient's financial services provider processes the payment on time.

We've also made updates to 'Bulk Payment Files' regarding Payment File Services including multiple payments, payment orders, timelines and limits. Please see our website www.aib.ie/terms-and-conditions-updates for more information.

Under the heading 'Payments made in error', we've added that we'll not be in breach of our obligations and will not restore your Account if we make a payment authorised by you that contained incorrect account details given to us by you.

Under the heading 'Incorrectly executed, late and non-executed payments', we've added that if you send an instant payment, and we don't receive confirmation that the payment has been received, we'll usually restore your Account as soon as possible. However, if the instant payment subsequently reaches the recipient's financial services provider, we'll make any adjustment necessary on your Account.

Changes that apply to AIB Kiosk Banking and AIB Phone and Internet Banking:

Defined terms used in your Kiosk Banking terms and conditions and Phone and Internet Banking terms and conditions have the same meaning as defined in your Account Conditions, unless a different meaning is needed because of how the word is used.

We've updated Kiosk Banking terms and conditions 'Use of AIB Kiosk Banking' and the Phone and Internet Banking terms and conditions 'Interpretation' to let you know that if there is a conflict or inconsistency between those Conditions and the Account Conditions, we will apply the Account Conditions.

We've also updated 'Payments from your Account' section to say that for further information on Instant Credit Transfers and Verification of Payee, please see your Account Conditions.

Changes that apply to Internet Business Banking (iBB):

We've added a clarification to the definitions section that defined terms used in your Internet Business Banking terms and conditions have the same meaning as defined in your Account Conditions, unless a different meaning is needed because of how the word is used.

We've updated the heading 'This agreement' to let you know that if there is a conflict or inconsistency between these Conditions and the Account Conditions for Instant Credit Transfers and Verification of Payee, we will apply the Account Conditions.

We've also made updates to 'Payments from your account' to clarify limits and included any information required for Verification of Payee.

Under the heading 'Our liability to you' we clarified the meaning of third party and included an update to outline the circumstances of any delay by us in advising you, and/or crediting your Account if an instruction is not successfully processed by a third party.

Schedule of International Transaction Charges brochure:

There are no new fees or charges for SEPA Instant Credit Transfers.

2. Make paying someone from your Account more secure (called Verification of Payee)

As part of the SEPA Instant Credit Transfer Regulation, we're introducing a new check called "Verification of Payee" from 5 October 2025 for existing SEPA payments and new instant payments. This is to help you protect your money and avoid being scammed or paying the wrong account. Verification of Payee will check the name of the account you're paying with the receiving bank to see if it matches the name you gave us. You can then decide if you still want to go ahead with the payment. We'll also perform the Verification of Payee check when you add or amend a payee's details.

Changes that apply to the accounts and services in the 'Accounts and Services' table:

We've added a new definition for "Verification of Payee". We've updated our terms and conditions and included a new heading 'Verification of Payee' to include information about outgoing euro payments.

Here is a summary:

- We will check the name of who you are paying and share the results with you before you make the payment.
- This check will confirm if the name of who you are paying matches the name associated with the IBAN held by their bank.
- You must review the results of the check and only go ahead with the payment when you're sure you're paying the correct person or business.
- If you decide to go ahead with a payment when the check shows the recipient's name is incorrect or cannot be checked, we may not be responsible for any loss.
- If the results of the check are subsequently found to be incorrect, please contact us. In those circumstances, we will usually restore your account as soon as possible.
- For paper-based payment requests, we will perform the check at the time of receipt of the request provided you are present. We won't perform the check for paper-based requests if you're not present, or if you have asked a third party to make the payment request on your behalf. For further information please see our website www.aib.ie/terms-and-conditions-updates

- Business customers making bulk payments will have the choice to check who they are paying. The check will always be performed for single payments made by business customers.
- For incoming payments to your account, we must also help the payer verify your name and may share information about the name on your account with them and their bank.
- This check may not be used for any purposes other than confirming information in relation to these payments.

We've also made updates to 'Keeping your Account safe and secure' and 'Making and receiving payments' in our Current, Demand Deposit and Masterplan Accounts terms and conditions for more information about payments made in error and incorrectly executed, late and non-executed payments.

For further information on Verification of Payee please see our website www.aib.ie/terms-and-conditions-updates

3. European Accessibility Act

The European Accessibility Act (EAA) comes into effect on 28 June 2025.

- We've introduced this statement below into our terms and conditions for Current, Demand Deposit, Masterplan accounts, Kiosk Banking, Phone and Internet Banking and all Personal Credit Cards:

AIB is committed to ensuring that our products and services are accessible and available to as many people as possible. We aim to continuously improve our standards of accessibility, and our products, services and processes will evolve as we adapt to meet our customers' needs. We are committed to designing accessibility into everything we do for our customers, and we welcome your feedback. You can find out more in our Accessibility Statement, which is available in branches and online here www.aib.ie/accessibility

4. Other changes to our terms and conditions

We are making some operational changes and clarifications to some terms and conditions.

What terms and conditions are changing?

Changes that apply to Current, Demand Deposit and Masterplan Accounts:

- We've updated 'When we can close or suspend your Account' to outline the reasons why we may close or suspend your Account.
- We've updated how we communicate with customers under 18 in 'Communication with you'.
- We've clarified where you can find additional information on minimum and maximum balance requirements. This can be found in 'Your Account' section in your terms and conditions.

Changes that apply to Personal Demand Deposit Accounts:

- There is now no limit to what you can hold in your account.

Changes that apply to Online Saver Accounts:

- We've updated 'Payments to and from the Account' to let you know that you can make payments to other payment accounts on any Calendar Day, or on a Business Day to a non-payment account.

Changes that apply to Current, Demand Deposit, Masterplan Accounts and Personal Credit, Corporates, Business and Purchasing Cards:

- The EU Online Commission Dispute Resolution platform is being discontinued from July 2025. We've removed this from 'Complaints'.

Drop in to any branch, or visit

→ www.aib.ie/terms-and-conditions-updates

