



Allied Irish Banks, p.l.c.

2011 Annual Results

30 March 2012

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Overview – David Duffy

Financial Review – Paul Stanley

AIB as a pillar bank – our path to viability



Slide 4

Financial

- Return to sustainable profitability by 2014
- Implement multiple funding strategies to access medium / long term markets in alignment with sovereign objectives
- Continue to identify and attract new investors to AIB

Market Focus

- Deliver on lending commitments to SMEs and mortgage customers
- Implement customer strategies focusing on economic pricing
- Provide long term sustainable solutions to support customers in difficulty
- Continue to build on strong market shares in core products

Governance

- Maintain an effective relationship with our principal stakeholders
- Continue to improve risk management and control framework, standards and processes

Restructuring

- Gain EU approval for and implement restructuring plan
- Implement severance scheme, transform AIB's culture and achieve cost objectives
- Continue meeting agreed deleveraging and related LDR commitments
- Implement comprehensive cost reduction programme

- Increasing business volumes and associated income as the Irish economy improves
- Cutting operating expenditure
 - Severance programme announced to cut €170m pa costs and reduce headcount by c. 2,500
 - Professional fees and other costs to be significantly reduced
 - Integrating distribution channels with greater emphasis on technology, automation and online channels
 - 'One bank' approach; simplified, efficient, customer focused
- Normalising funding costs and lending margins
 - Cost of customer deposits
 - Reduce / eliminate ELG costs (€488m in 2011)
 - Align product pricing with funding costs
- Reducing credit provision charges
 - Provision levels expected to materially reduce in 2012; level of reduction will be influenced by economic and regulatory environments
 - Provision levels expected to remain within PCAR stress levels for 2011 – 2013

- Operating profit before provisions* of €68m impacted by lower loan volumes, elevated cost of deposits and other funding, higher ELG and non-recurring transformation costs
- Credit and other provision charges of €8.2bn
 - Expected to have peaked in 2011
 - Challenging economic and operating environment
- Funding has improved
 - Deposit balances stabilised in H2 2011 and now increasing
 - €12.7bn non-core deleveraging in 2011 was €3.3bn ahead of plan
 - Reliance on ECB and wholesale funding have reduced
- 2011 loss after tax €2.3bn (€10.2bn in 2010)
- Well capitalised; core tier 1 ratio of 17.9%
 - €5.1bn benefit from disposals and liability management exercises

Open for business – SME overview

€3bn SME lending target achieved in 2011

- 115,000 business borrowers; 33,500 approved sanctions
- 90%+ of completed applications were approved
- c. 11,000 new Business Start Up current accounts

SME lending target of €3.5bn in 2012; focus on new / additional lending

- New lending target up 20%
- “Open for business” message getting through; positive trend in enquiries in Q1 2012 vs Q4 2011

Initiatives taken to support SMEs in 2011

- 5,000 staff attended SME training events
- Standard lending application form – Nov 2011
- Tracking and following up on informal credit requests
- Online cash flow planning tool – Nov 2011
- New guide to prepare credit application – Dec 2011

Initiatives to support SMEs in 2012

- Major communications campaign underway
- Increasing dedicated SME relationship staff
- Credit decisions within 15 working days
- €100m job creation loan fund – Feb 2012
- €250m Agri Investment fund – April 2012
- €20m Development Equity Fund with EI – Q2 2012
- €50m Micro Finance Loan Fund – Q3 2012
- 15,000 SME customers to attend seminars
- Sponsor national Better Business Seminars with SFA
- SME business development coaching programme for 2,000 customers

■ Structural / Operational changes

- Core strategy is to cure problems, restructure loans and restore customer stability
- Dedicated units to support customers in difficulty from 44 locations nationwide
- Staff increased by 400 since June 2011 to 1,000 by Dec 2011

■ Activity to date

- Managing 30,000 customers in difficulty
- To date restructure requests mainly for short term forbearance
- Continuously improving our engagement with SMEs
- Developing customised solutions to sustain / restore customer viability
 - 40 receiver / liquidator appointments approved by AIB in 2011 (370* approved in the market in 2011)

Open for business – mortgages overview

- Significant increase in new mortgage market share during 2011
 - Market share of new business sanctions increased from 20% in Feb to 35% in Dec
 - Approval rate of applications up from 55% in Feb to 75% in Dec
- Momentum continuing in 2012
 - Market share of sanctions increased to 38% in January 2012
 - Market share of applications 56% in January 2012
- Aiming to achieve 50% market share of new mortgages and 20% increase in new sanctions in 2012
 - Completed applications receive a decision within 24 hours
 - 2,160 First Time Buyer “Mortgage Packs” issued in February in response to customer online / text requests

- Core strategy is to treat customers fairly and keep borrowers in their homes whenever possible
- Mortgage Arrears Resolution Strategy includes “Standard” and “Advanced” mortgage solutions:
 - Forbearance, interest only, term extension, rate reduction, split mortgage, agreed sale, trade down, mortgage to rent and repossession
- 202 staff deployed in Mortgage Arrears Support Unit, up 70% in 2011 and will be doubled in 2012
- Forbearance in place for c. 32,000 cases
 - 51 private residence repossessions in 2011, majority voluntarily surrendered
 - All new arrears and pre-arrears cases now actioned within 4 days

Financial Review – Paul Stanley

Key financial features



Slide 14

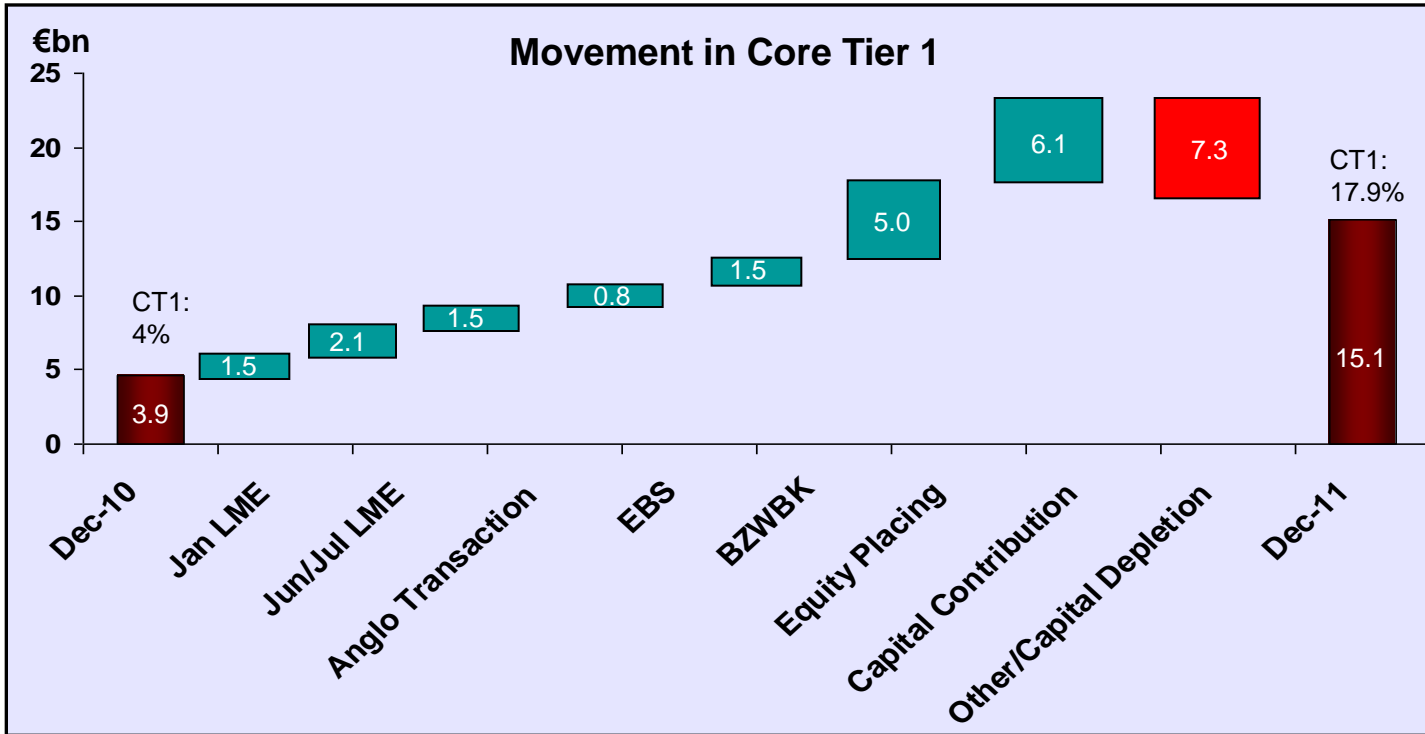
€bn	Dec 2011	Dec 2010
Operating profit*	0.1	0.7
Provisions	(8.2)	(6.1)
Income Tax	1.2	1.7
Underlying loss	(6.9)	(3.7)
Loss on NAMA / loan disposal	(0.3)	(7.1)
Gain on redemption of sub debt	3.3	0.4
Profit from BZWBK	1.6	0.2
Loss for the period	(2.3)	(10.2)

Funding %	Dec 2011	Dec 2010
Loans / deposits ratio	136**	165
Deposits as % of total funding	47	41
Wholesale funding with maturity > 1 year	25	19

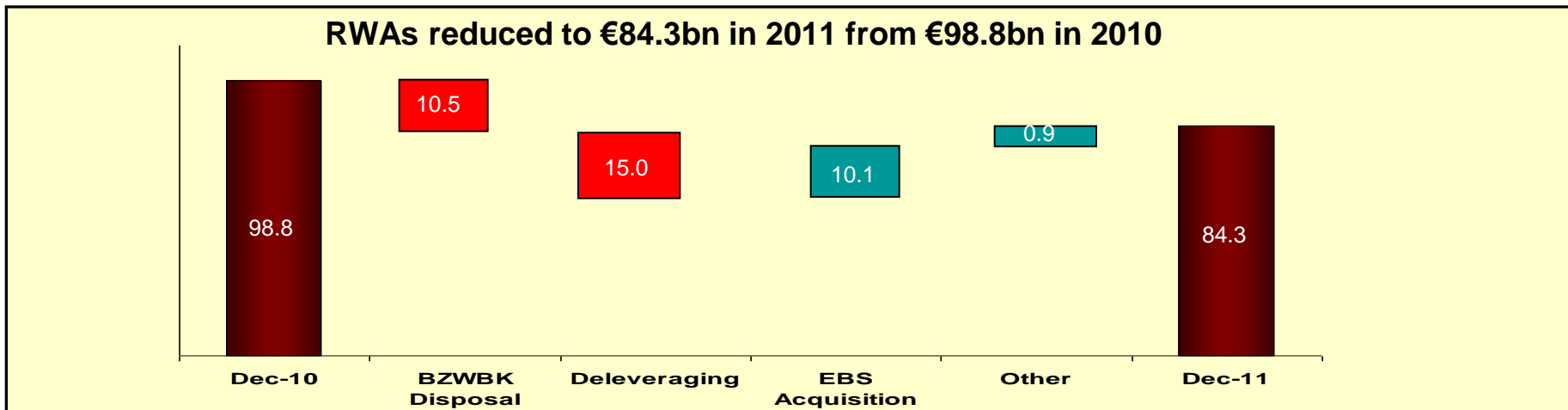
Capital %	Dec 2011	Dec 2010
RWAs (€bn)	84	99
Core tier 1 ratio	17.9	4.0
Total capital ratio	20.5	9.2

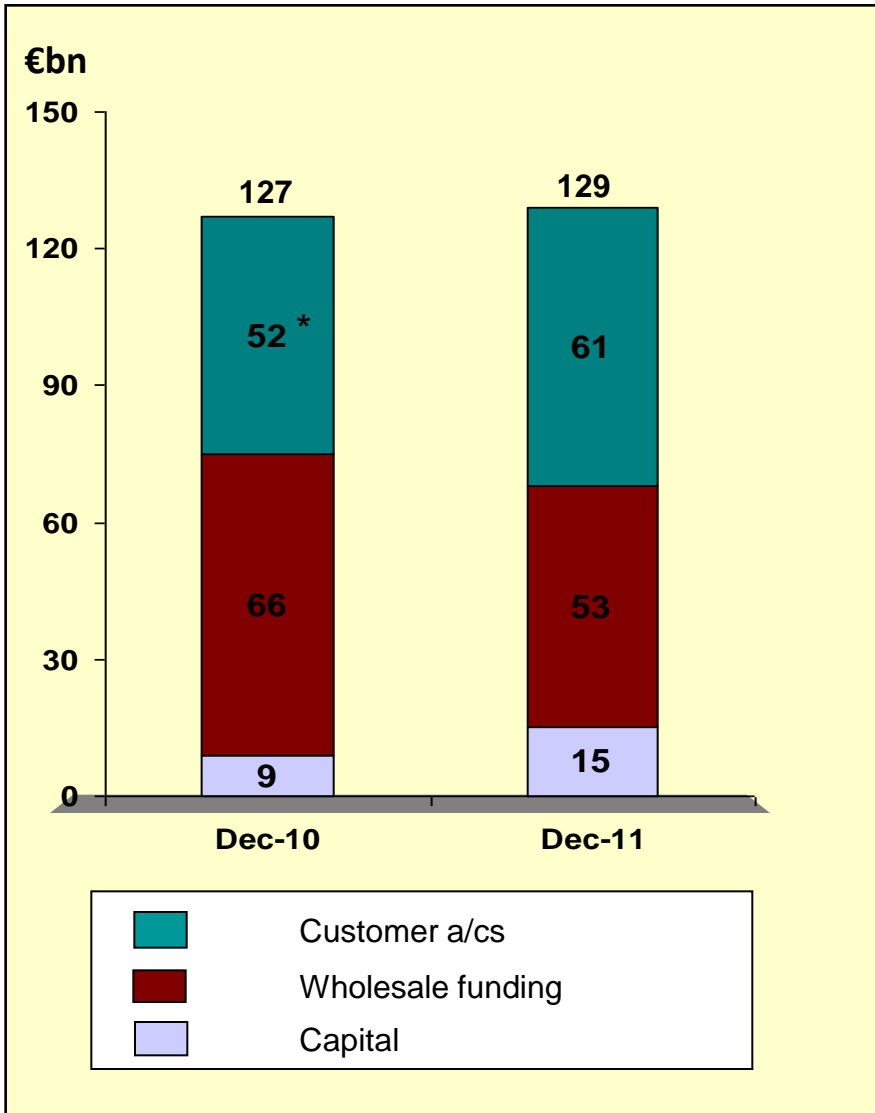
* excludes loss on disposal of loans, gains on liability management exercises, NAMA related transfer losses and interest rate hedge volatility

**138% including loans held for sale



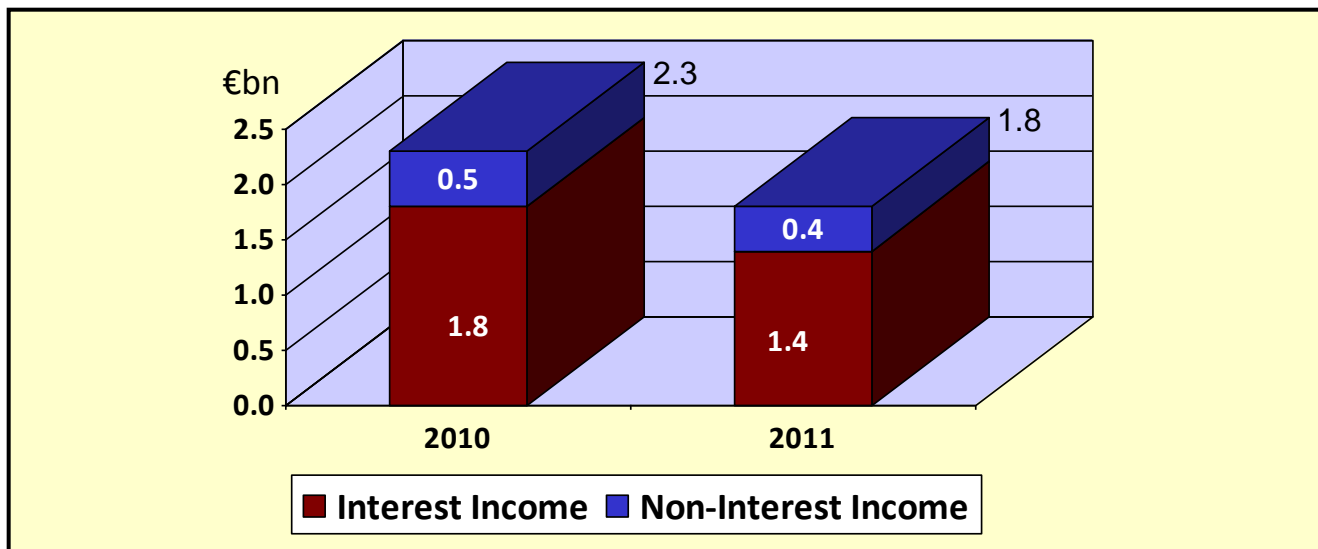
- Core tier one ratio 17.9%
- Total capital ratio 20.5%
- €11.1bn equity & capital contribution from the Minister for Finance & NPRFC
- Capital adequacy confirmed by EBA stress test results in Dec 11





* excludes BZWBK deposits

- Stabilised deposit levels in H2 2011 with growth of c. €1.5bn ytd in 2012
- Customer deposits largest source of funding at 47% (41%* at Dec 2010)
- LDR 136% in Dec 2011 versus 165% in Dec 2010
- Wholesale funding reduced by €13bn in 2011 following business disposals, and deleveraging
- €6bn reduction in ECB funding
 - Exited non standard facilities from the Central Bank in April 2011
- Lengthening of maturity profile due to receipt of €3bn in three-year ECB LTRO funding
 - 25% of term funding with maturity > 1year up from 19% at Dec '10



■ Total income ↓ 22%; reduction reflects

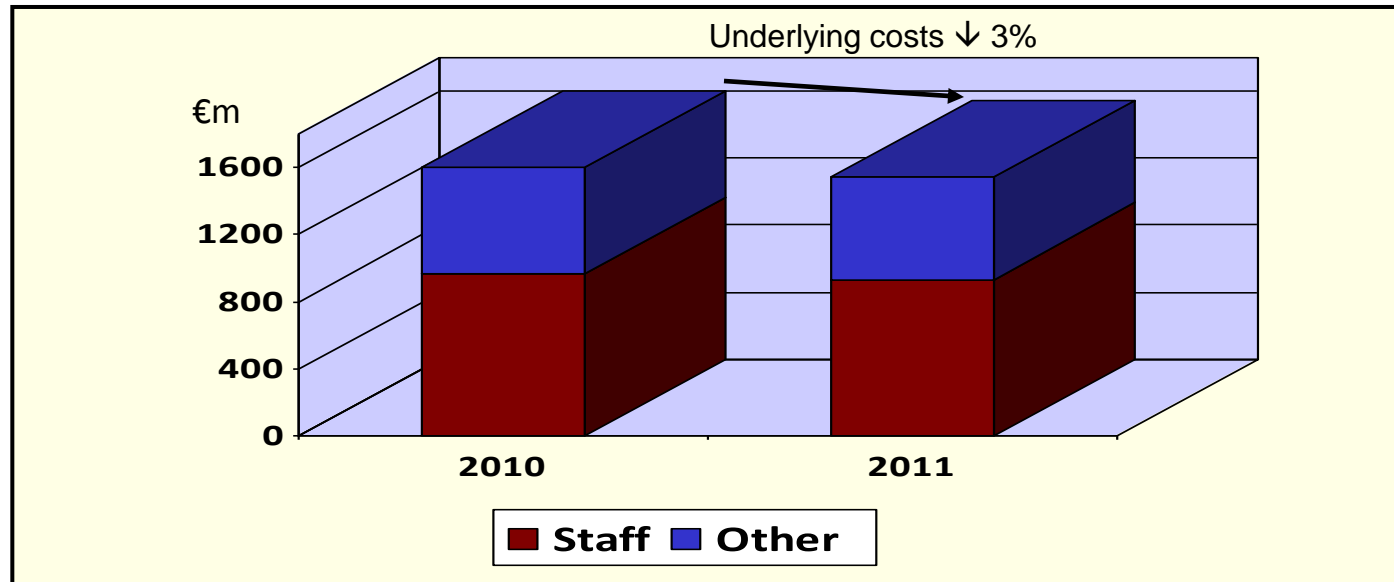
- Average interest earning assets reduced to €131bn in 2011 from €141bn in 2010; lower interest-earning loan volumes due to impairment and deleveraging partly offset by improvement in asset pricing
- 12bps reduction in net interest margin to 1.40%*

Key Drivers:

lower loan margin income due to lower volumes	-10 bps
increased cost of customer deposits	- 4 bps
lower treasury / other net interest income	- 7 bps
lower cost of wholesale funding post recapitalisation	+ 6 bps
higher income on capital / benefit following LMEs	+ 3 bps

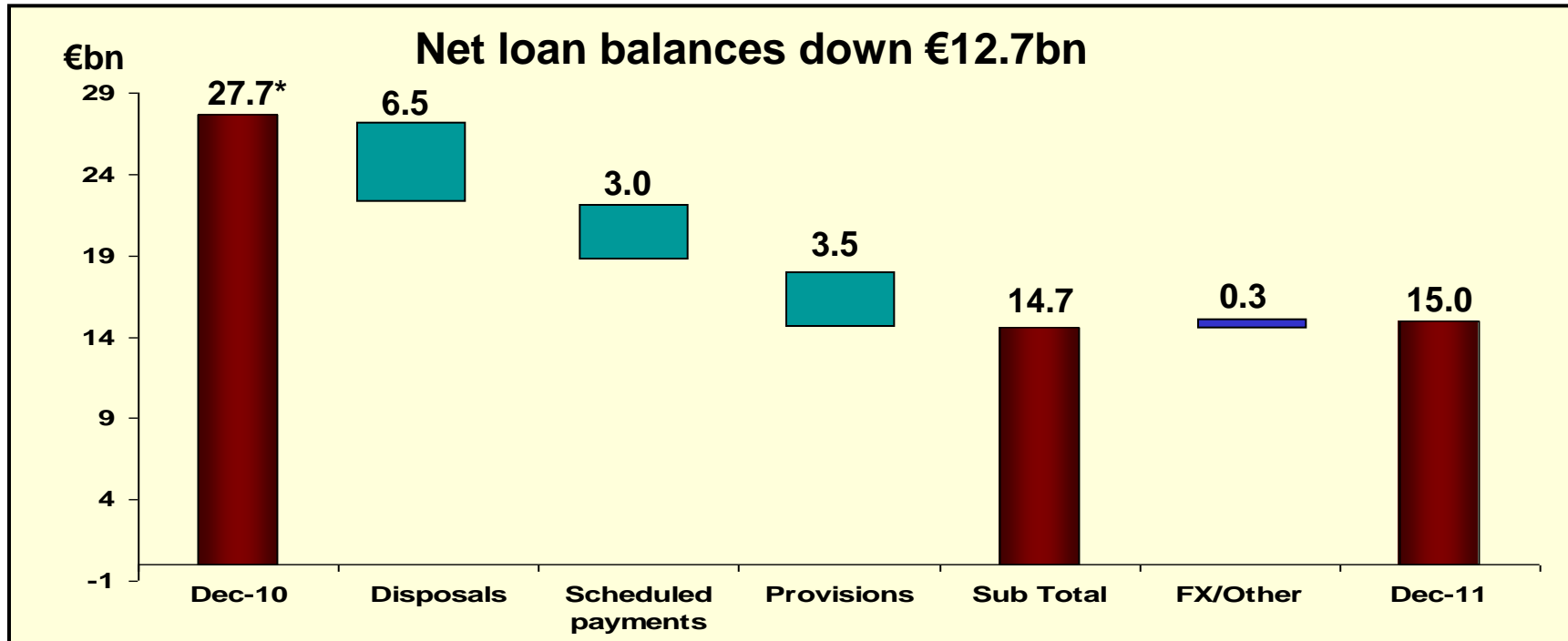
- ELG costs increased by 37% in 2011 to €488m; covered liabilities of €40bn (incl. €4bn for EBS)
- Reduced fees and commissions due to decline in customer activity levels and business disposals

* excluding ELG



- Underlying costs down 3% excluding EBS operating costs in H2 (costs including one-off restructuring increased by €71m)
- Underlying staff costs down 4%, excluding EBS staff
 - Includes higher resources supporting customers in difficulty
 - Includes 210 staff associated with Anglo deposit business
 - Targeting staff reduction of approx. 2,500, €170m annualised cost saving and significant other costs targets
- Lower depreciation / amortisation expense due to discontinued projects writedowns in 2010

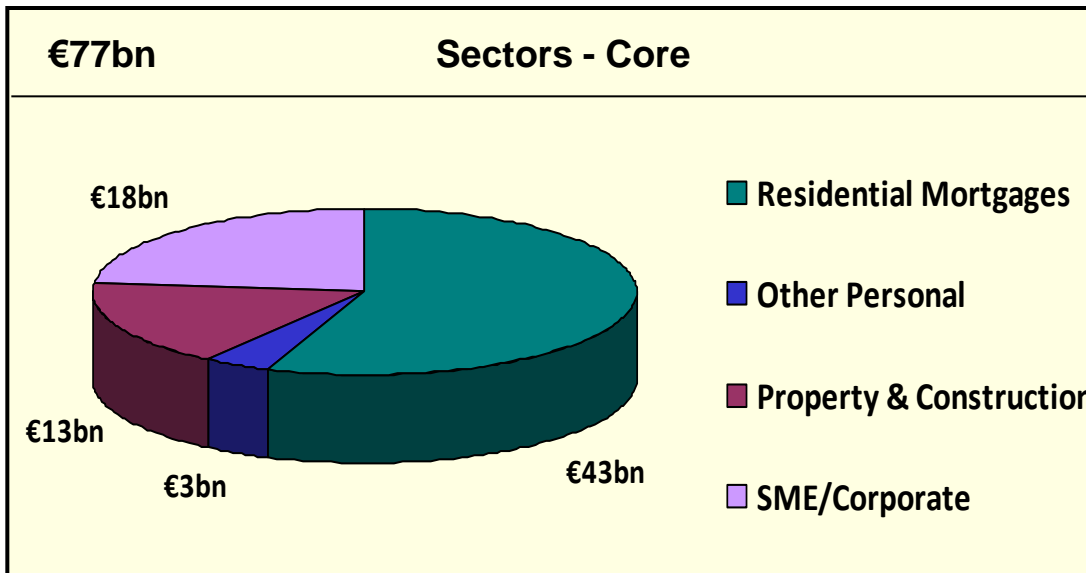
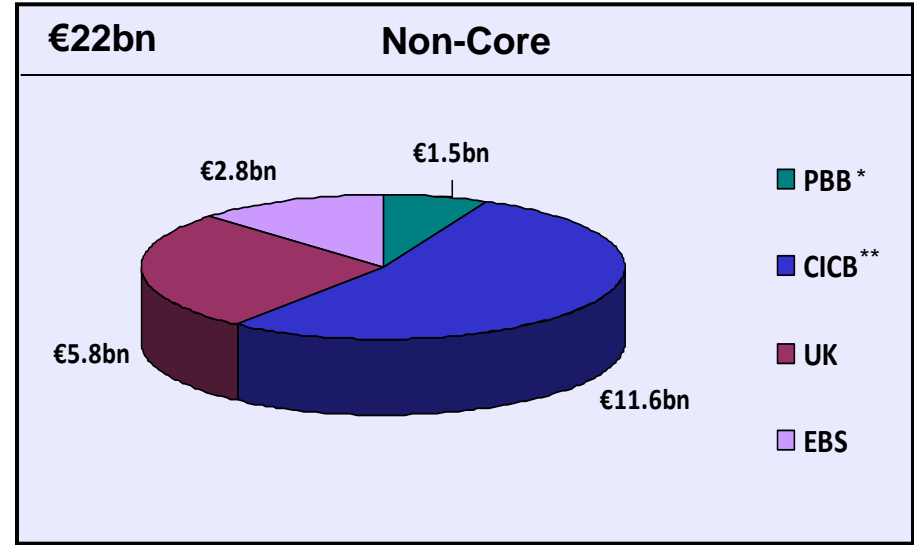
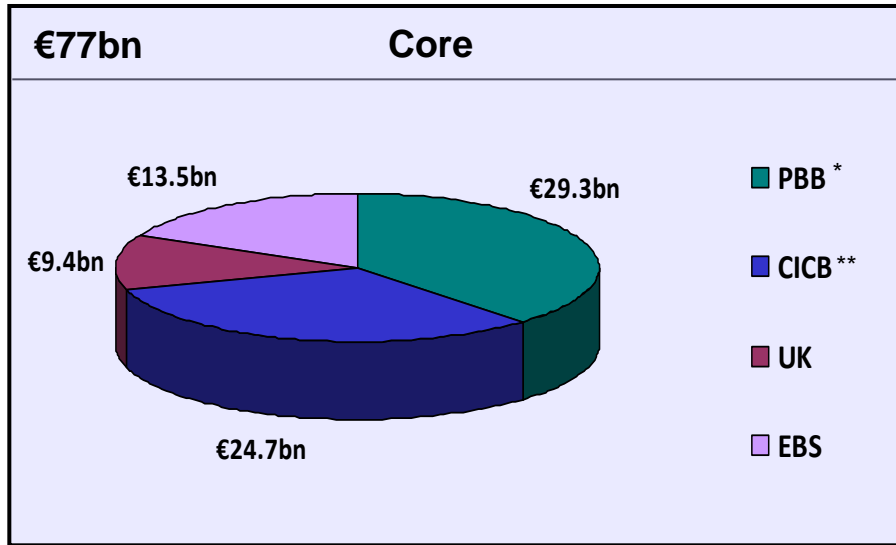
Non core deleveraging has exceeded targets to date



- 62% of 3-year non-core deleveraging target of €20.5bn achieved in 2011
 - Well positioned to meet non-core deleveraging targets over next 2 years
- €12.7bn reduction was €3.3bn ahead of full year 2011 target agreed with Central Bank of Ireland
 - Strong start to 2012 with over €1bn of deleveraging completed in Q1
- Overall cumulative discounts of 4%, within PCAR base case assumptions

* Includes €2.6bn EBS non-core loans at Dec 2010

Loan book composition – total €99bn



- Gross loans, excluding EBS acquisition, ↓ 12%, €11.5bn in 2011
- Residential mortgages continues to be the key portfolio representing 56% of total gross core loans

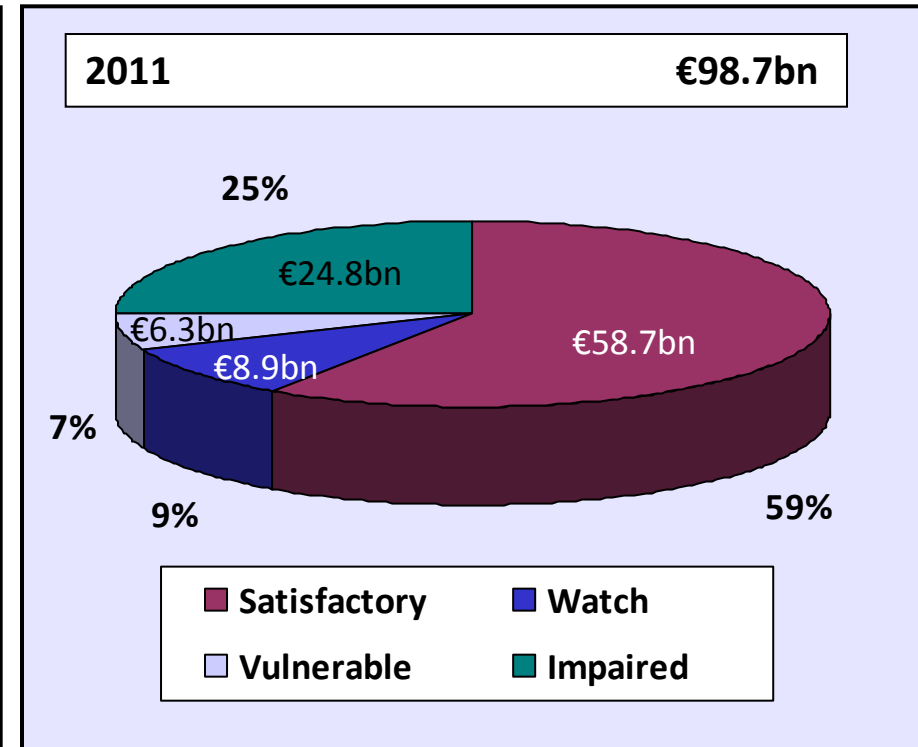
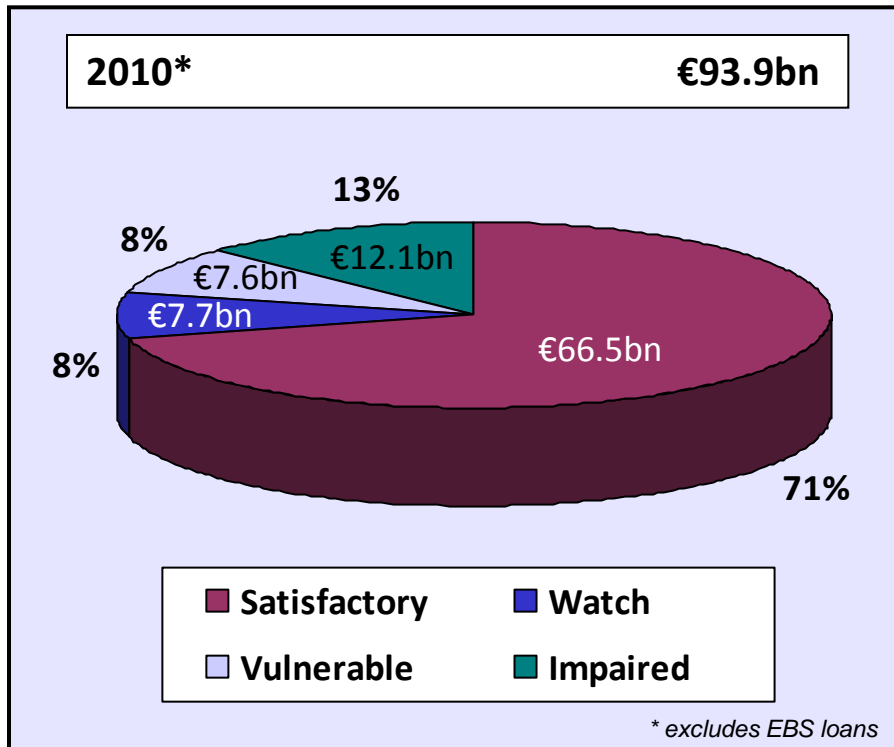
* Personal & Business Banking

** Corporate Institutional & Commercial Banking

- Bad debt provision charge of €7.9bn* in 2011 (€6bn* in 2010)
- Level of bad debt provision charges reflect:
 - Further Irish & European economic deterioration
 - Continued asset quality deterioration principally due to continued property price declines
 - Land and development portfolio has significant provision coverage
 - Greater levels of mortgage forbearance activity
 - More conservative Central Bank of Ireland loan loss guidelines
- Focus on active recovery strategies and ongoing arrears management across the bank

Note: total provisions of €8.2bn includes €0.3bn for AFS

**includes €0.1bn at Dec 2011 and €1.5bn in 2010 relating to NAMA loans which transferred*



- Criticised loans now c. €40bn
 - Increased by €7.2bn in 2011 (€12.6bn including EBS acquisition)
- Increases predominantly in the mortgage, property & construction and SME sectors
- €14.9bn of balance sheet provisions at Dec 2011
 - Specific provisions (€12.3bn) / impaired loans of 49%
 - IBNR provisions of €2.6bn; 29% of which relates to Irish mortgages
 - Total provisions / impaired loans 60%

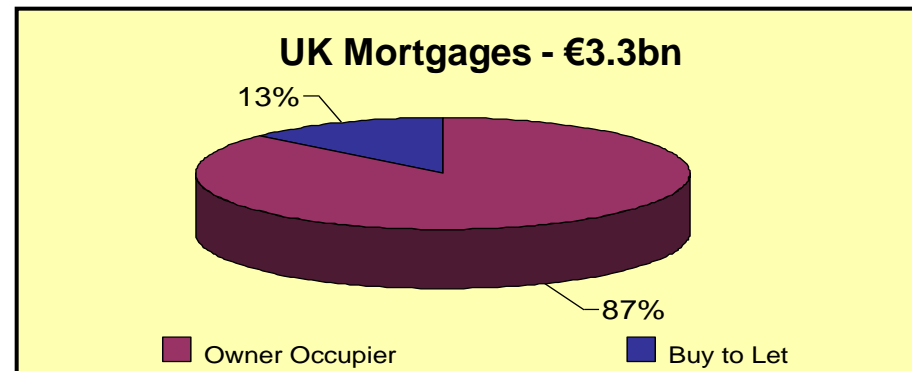
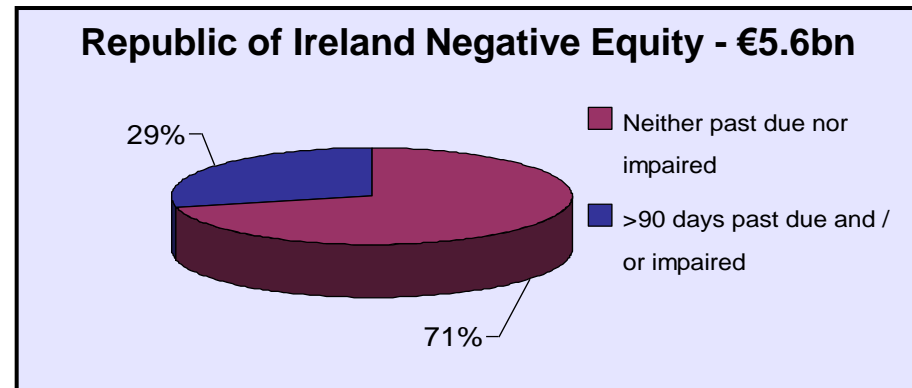
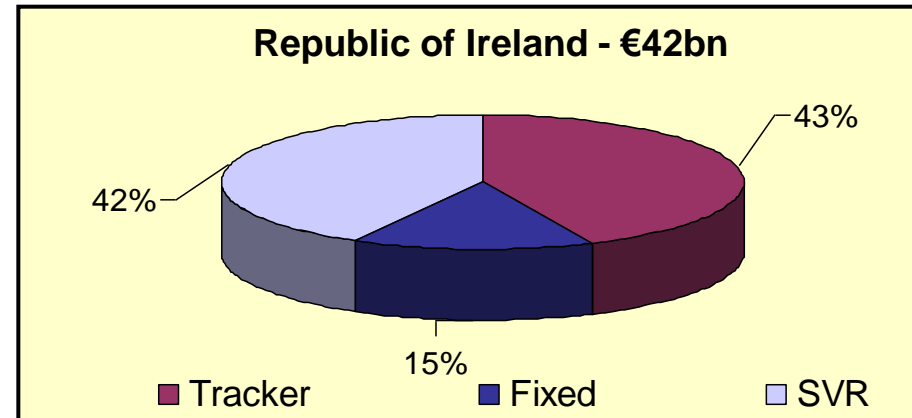
Mortgages – largest sector exposure at €45bn

- Republic of Ireland mortgages €42bn
 - AIB €27bn, EBS €15bn
 - Owner Occupier 77% - €32bn
 - Buy-to-let 23% - €10bn

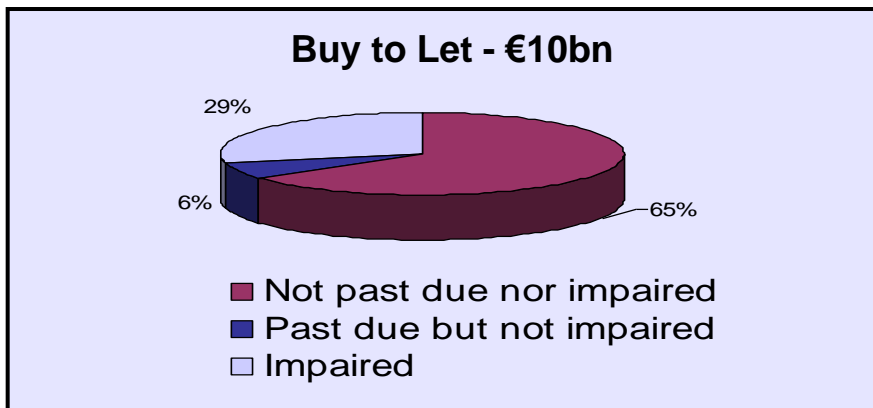
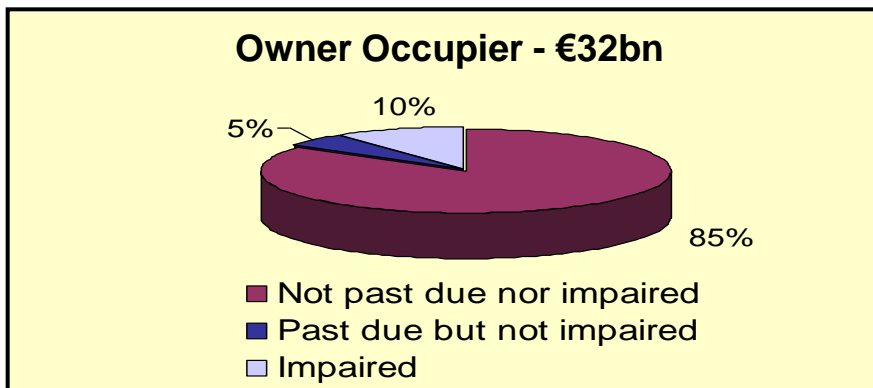
- €6.2bn Rol mortgages restructured as at Dec 2011
 - 71% have been restructured to interest only
 - €2.1bn >90 days past due and/or impaired

- Quantum of negative equity is €5.6bn
 - €4.0bn is 'neither past due nor impaired'

- UK mortgages of c. €3.3bn; N.I. €2.2bn & GB €1.1bn
 - 90+ days arrears of €238m of which €193m is impaired
 - €99m impairment provision charge in 2011
 - €167m balance sheet provisions
 - Total provisions / impaired loans coverage of 86%



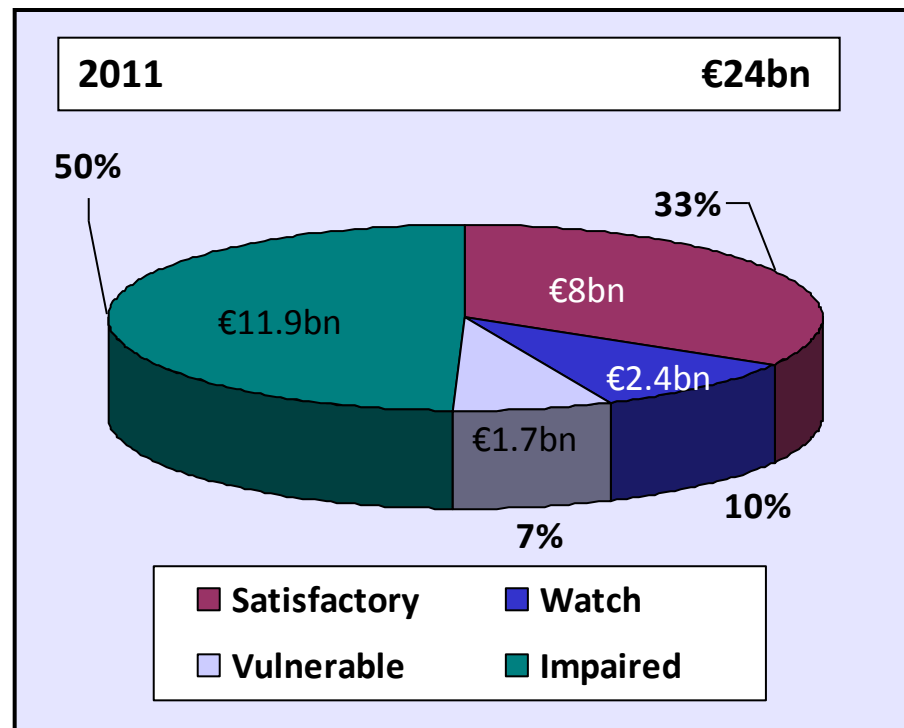
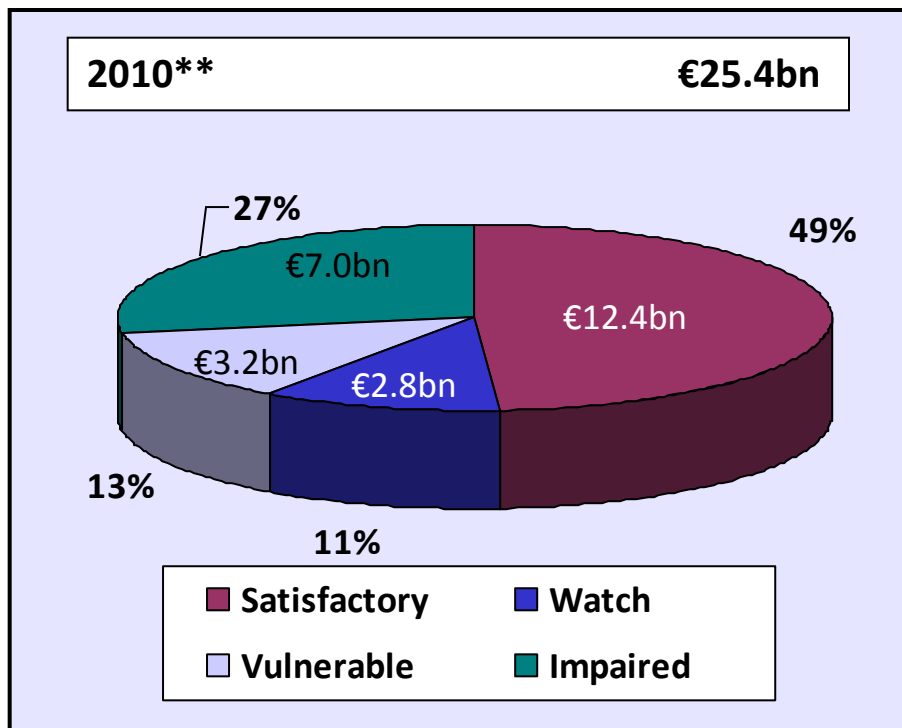
Republic of Ireland mortgages - €42bn



Owner Occupier - 90+ days arrears	Dec 2010	Dec 2011
Industry		
Loan value	7.39%	12.29%
Number of loans	5.66%	9.22%
Owner Occupier - 90+ days arrears	Dec 2010	Dec 2011
AIB	<i>*Excludes EBS</i>	
Loan value	2.87%*	10.9%
Number of loans	2.25%*	7.87%
Buy to Let - 90+ days arrears	Dec 2010	Dec 2011
AIB		
Loan value	9.6%*	31.7%
Number of loans	6.53%*	20.6%

2010	Impairment Charges & Provisions		2011
Impaired loans	€1.0bn	→	Impaired loans €6.0bn
Impairment charge	€0.4bn	→	Impairment charge €1.5bn
Total balance sheet provisions	€0.6bn	→	Total balance sheet provisions €2.5bn
Specific provisions / impaired loans	20%	→	Specific provisions / impaired loans 28%
Total provisions / impaired loans	58%	→	Total provisions / impaired loans 41%

Property & construction* – credit profile

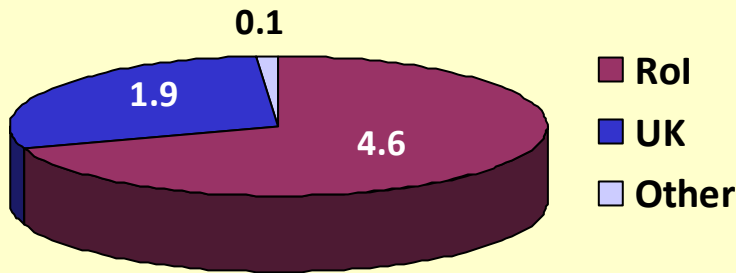


Impairment charge	€2.4bn	➡	Impairment charge	€3.6bn
Total balance sheet provisions	€4bn	➡	Total balance sheet provisions	€7.6bn
Specific provisions / impaired loans	41%	➡	Specific provisions / impaired loans	54%
Total provisions / impaired loans	58%	➡	Total provisions / impaired loans	63%

*excludes €0.5bn in Housing Associations in the UK

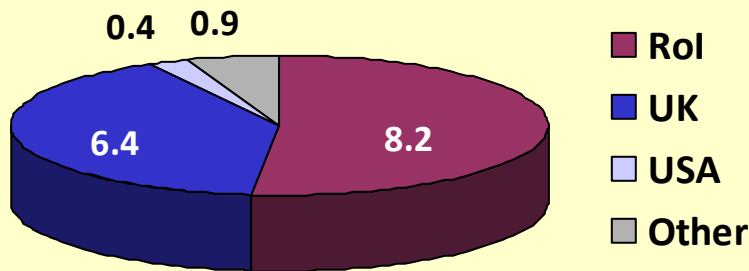
**excludes EBS

■ Land & development €6.6bn



- 92% of portfolio is criticised with 82% impaired
- Impairment charge of €1.7bn in 2011 (€1.3bn in 2010)
- Specific provision / Impaired loans cover now 69% (47% at Dec 2010)
- Total provisions / impaired loans cover of 72% (61% at Dec 2010)

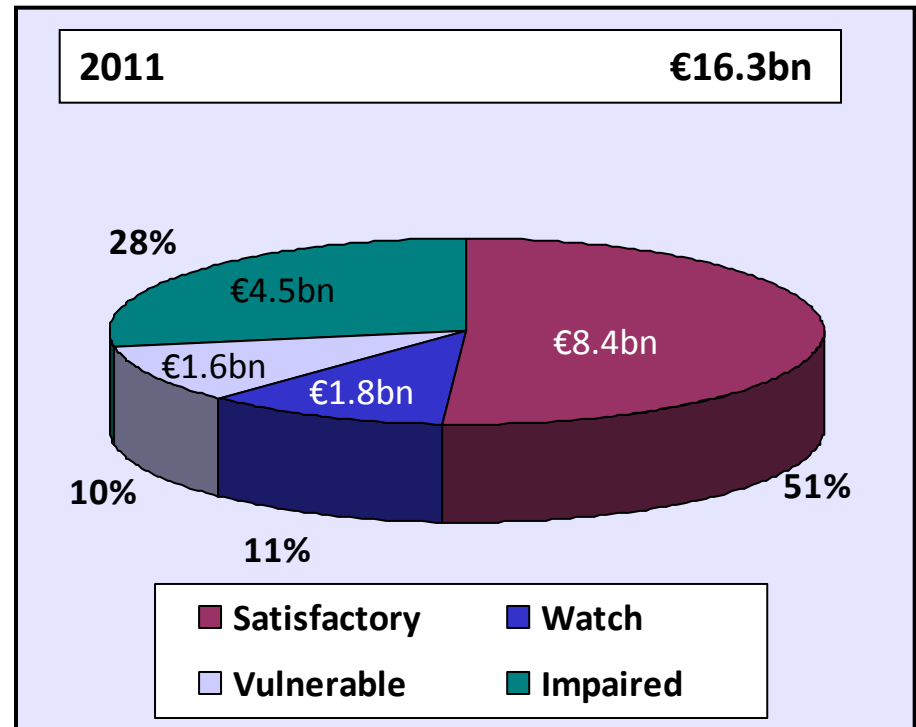
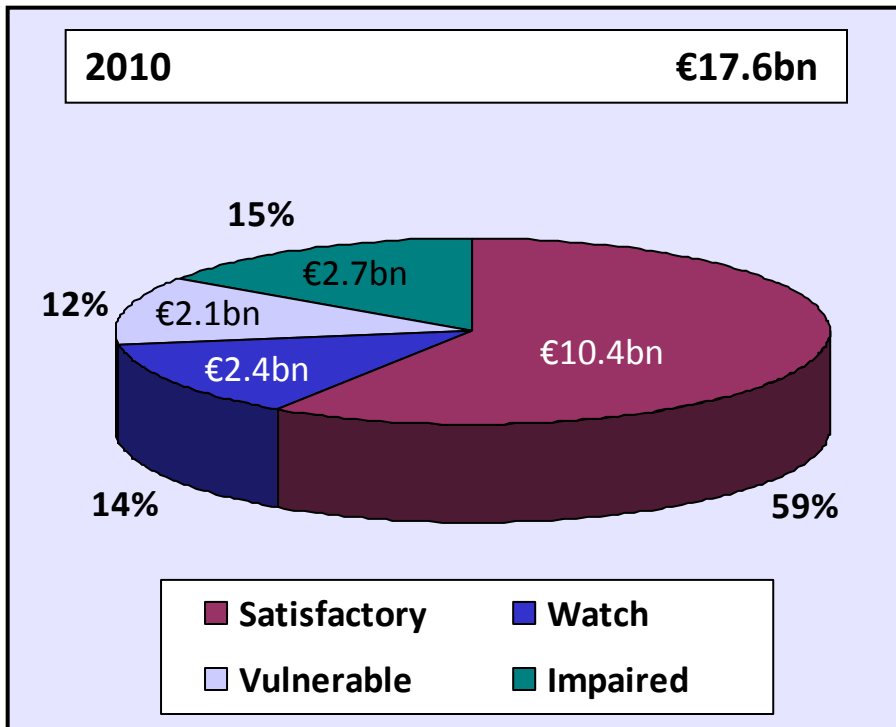
■ Investment property €15.9bn**



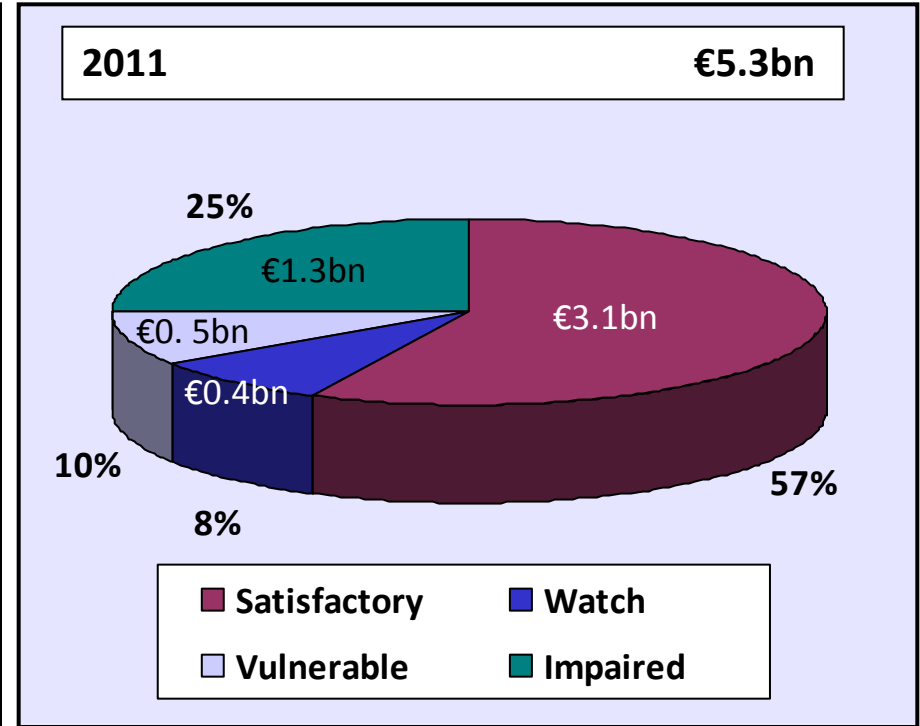
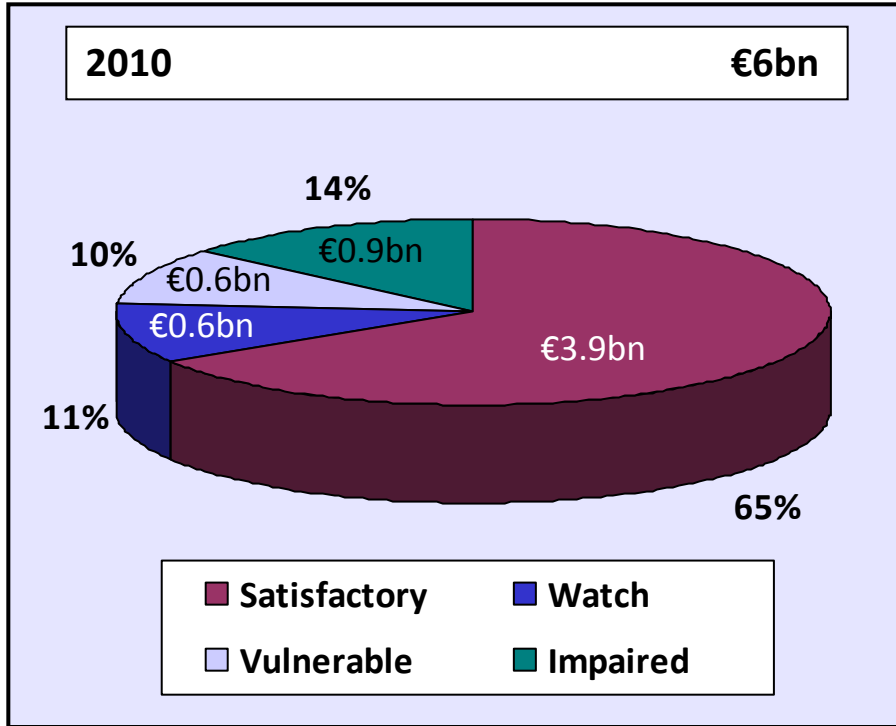
- 81% is commercial property
- €5.7bn or 36% of investment property portfolio now impaired
- Impairment charge of €2bn in 2011 (€1.1bn in 2010)
- Specific provision / impaired loan cover now 43% (31% at Dec '10)
- Total provisions / impaired loans of 57% (54% at Dec 2010)

* excludes €0.5bn in Housing Associations in the UK

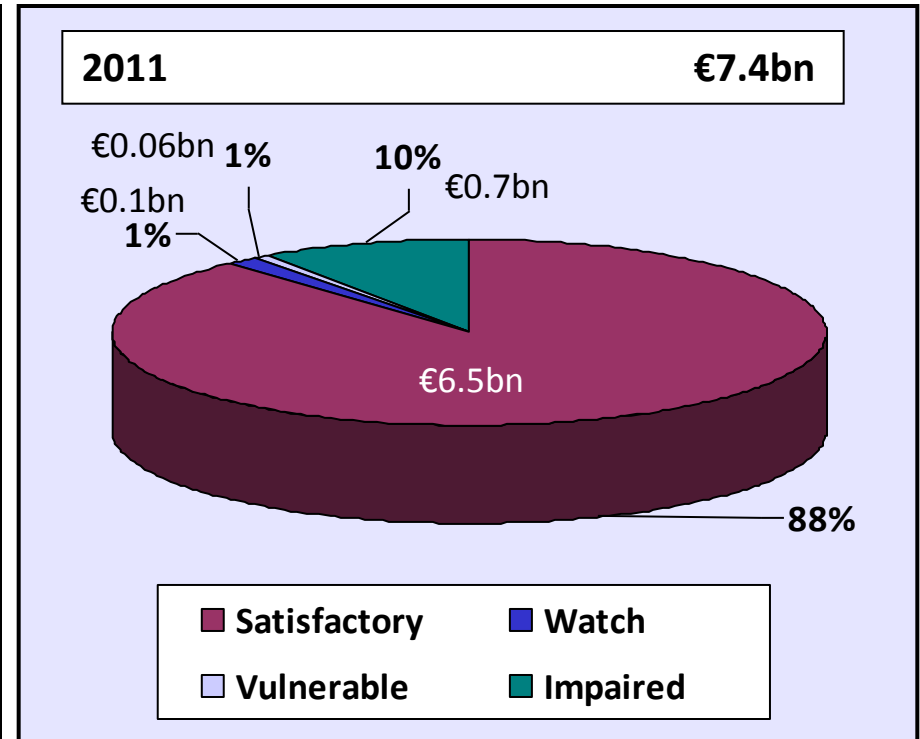
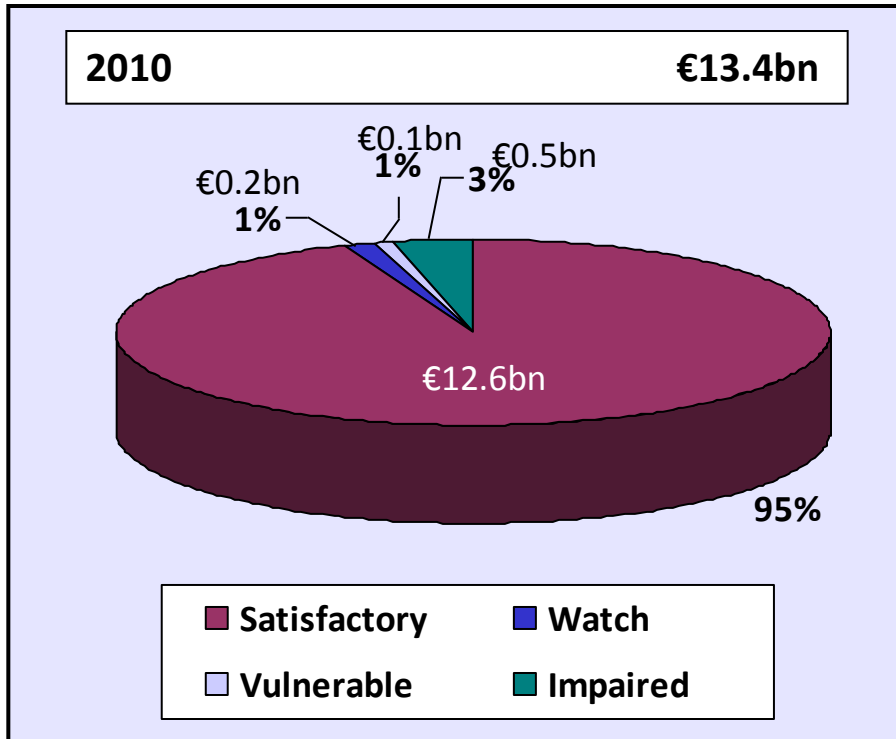
** excludes EBS



Impairment charge	€1.0bn	➡	Impairment charge	€1.6bn
Total balance sheet provisions	€1.7bn	➡	Total balance sheet provisions	€3.1bn
Specific provisions / impaired loans	50%	➡	Specific provisions / impaired loans	58%
Total provisions / impaired loans	64%	➡	Total provisions / impaired loans	68%

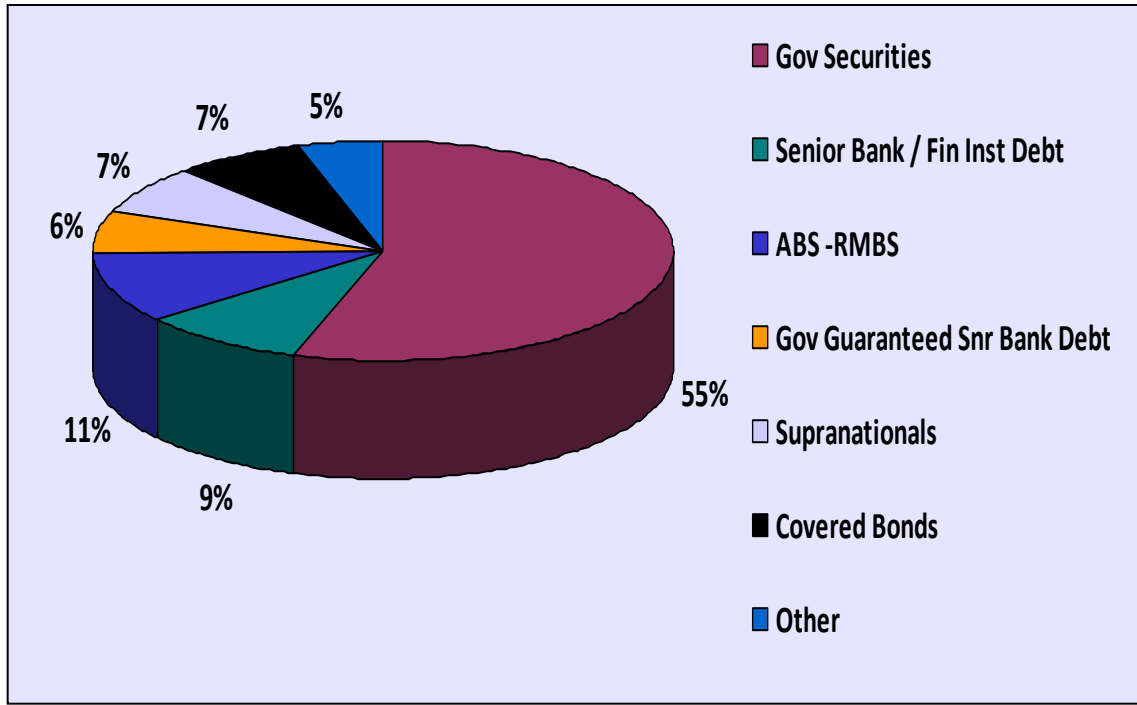


Impairment charge	€0.3bn	➡	Impairment charge	€0.5bn
Total balance sheet provisions	€0.6bn	➡	Total balance sheet provisions	€1.1bn
Specific provisions / impaired loans	61%	➡	Specific provisions / impaired loans	68%
Total provisions / impaired loans	74%	➡	Total provisions / impaired loans	80%



Impairment charge	€0.3bn	➡	Impairment charge	€0.5bn
Total balance sheet provisions	€0.3bn	➡	Total balance sheet provisions	€0.5bn
Specific provisions / impaired loans	45%	➡	Specific provisions / impaired loans	62%
Total provisions / impaired loans	61%	➡	Total provisions / impaired loans	77%

Available for sale portfolio – debt securities



Large exposures	
<u>Dec 2011</u>	<u>€bn</u>
Ireland	5.9
Core Europe	4.3
UK	1.8
Spain	1.2
Italy	0.3
Portugal	0.2

- Total portfolio €15.1bn (including €1.5bn EBS portfolio); c. €10bn reduction since Dec 2009
- Excludes NAMA bonds of c. €20bn
- 97% is investment grade
- Total AFS portfolio: specific impairment charge of €233m on bank & Sovereign bonds and equity investments; IBNR charge of €50m on selected European ABS

- Open for business, prioritising SME & mortgage customers
- Strong and stable core franchise with successful integration of EBS and Anglo deposits
- Strong capital base; core tier 1 ratio of 17.9%
- Good growth in customer deposits in Q1 2012 following stabilised levels in H2 2011
- Exceeded deleveraging target by €3.3bn in 2011; over €1bn additional non-core deleveraging achieved in Q1 2012
- Significantly improved LDR of 136%, exceeding 2011 regulatory target of 143%
- Aggressive cost reduction plans in place
- Provisions expected to materially reduce in 2012
- Return to sustainable profitability by 2014
- Aim to attract private investment, return value to taxpayers