



## **T300 Questions and Answers**

### **What has happened?**

We wrote to some of our customers because we made an error when they missed a repayment or asked us to change the repayment arrangement on their Hire Purchase or Personal Contract Plan accounts in the past. We have fixed our error and refunded these customers.

For customers that missed a repayment on their account, we incorrectly calculated additional interest on this missed repayment amount, which meant we charged them more interest, and in some cases more fees, than we should have.

For customers who asked us to make a change to the repayment arrangement on their account, for example a change in the repayment date or loan end date, we incorrectly calculated the repayment amount and interest on the new repayment arrangement. This meant that we charged them more interest, and in some cases more fees, than we should have.

### **Why are you refunding customers before writing to them?**

We made sure to refund customers first to ensure the error was corrected as quickly as possible.

### **Who does this affect?**

The issue affects some personal customers with a Hire Purchase or Personal Contract Plan account, who may have missed a repayment or who asked us to change the repayment arrangement on their account between 2015 and 2022.

### **What is 'a missed repayment'?**

'A missed repayment' refers to a case where a scheduled repayment to an account has not been made.

### **What is a change to 'the repayment arrangement'?**

A change to 'the repayment arrangement' refers to a change in the existing terms of the Hire Purchase or Personal Contract Plan account. For example, a change in the repayment date, a change in the facility end date, or a change in the scheduled repayment amount for a short period, would all be considered a change in the repayment arrangement.

### **How have we put this right?**

We have refunded the extra interest, and in some cases extra fees, that we charged customers. This refund has been made directly to their Hire Purchase or Personal Contract Plan account, or to their AIB current account, or by cheque.

### **What happened with joint accounts?**

In this case, we refunded a joint AIB account. Where the customers do not share a joint AIB account, we have sent a cheque to everyone on the Hire Purchase or Personal Contract Plan account.

**What happened if a letter mentions that a Central Credit Register (CCR) record was affected?**

We incorrectly reported the cases of some customers as being in arrears to the Central Credit Register. If a customer's CCR record has been affected, the letter says so. We will be updating affected customer's CCR records.

If a customer thinks our error may have caused other lenders to refuse them credit during this time period, they should contact us on 0818 303 569.

The customer will need to give us written information from the lender that credit was refused because of CCR. If we refused a customer credit, they can call us and we'll look into it.

**How can a customer get a copy of their CCR Credit Report?**

A customer can go online at [www.centralcreditregister.ie](http://www.centralcreditregister.ie) or can phone 1890 100 050. Customers can request their credit report at any time free of charge (subject to fair usage).

**Have you told the Central Bank about this?**

Yes, we have told the Central Bank of Ireland. We have kept them up to date about everything we are doing to put this right for our customers.

**How can a customer get more information, if a letter mentions a personal data breach?**

Should a customer have any concerns regarding the personal data breach please don't hesitate to contact the AIB Data Protection Office using the following contact details:

Address: Floor 2, AIB 10/15 Molesworth Street, Dublin 2

Email: [dpo@aib.ie](mailto:dpo@aib.ie)

If a customer is dissatisfied with any aspect of our handling of this personal data breach, they have the right to lodge a complaint with the Data Protection Commission (DPC) using the below details:

Email: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Address: Data Protection Commission, 21 Fitzwilliam Square, Dublin 2