

# Your complete Business On Line service guide



**Bank of Ireland** 

For small steps, for big steps, for life



## Manage your cash flow wherever you are

Controlling your cash flow is crucial to the success of your business. At Bank of Ireland we understand the need to access up-to-date information about your accounts at all times.

With Business On Line, our dedicated online banking service for business customers, you can do your banking when it suits you – even when you're on the move.

## Business On Line (BOL) allows you to:

- ▶ View account balances, transactions, direct debits and standing orders
- ▶ Transfer funds between accounts
- ▶ Make SEPA, international, forward-dated and third-party payments
- ▶ Make urgent priority payments for large values (same day money transfers)
- ▶ Create bulk payments file to make several payments at once, e.g. salary or creditor payments
- ▶ Stop cheques and print statements
- ▶ Export and import data to and from your accounting systems
- ▶ Fast, secure and cost efficient online banking.

## Business On Line (BOL) allows you to:

Save money: If your business writes 100 cheques per month, you could save over €1500 in a year using Business On Line.

	Typical Cheque Cost	Typical cost of online payment
<b>Current account transaction fee</b>	€0.60	€0.10
<b>Stamp duty</b>	€0.50	
<b>Postage</b>	€0.72	
<b>Issuing Charge</b>	€0.20	
<b>Total</b>	€2.02	€0.10
<b>Saving</b>	€1.92	

Please note that this example does not include the monthly subscription fee of €10 that applies to Business On Line.

## Getting started

To view a demonstration showing how easy it is to do your banking using Business On Line, visit the Business On Line homepage.

### Register your interest today

Please tell us if you are interested in Business On Line and we will tell you how you can use these services, what terms and conditions apply and what fees and charges are applicable.

To register, simply call 1850 264 265 or email [electronic.banking@boi.com](mailto:electronic.banking@boi.com)

# Fees and charges

## Business On Line

Note: Normal current account transaction fees apply in all cases. Please refer to our 'Schedule of Fees and Charges for Business Customers' brochure for further details.

Payment Type	BOL Charge
<b>Monthly Business On Line Subscription charge</b>	
	€10
<b>Payments</b>	
Account Transfer	€0.00
SEPA Payment	€0.00
Urgent - Same day money transfers	€19.00 per payment
SEPA bulk payments	€0.08 per payment
<b>International Payments (Excluding SEPA)</b>	
<b>3rd Party Payments - Non Urgent (typically 2 working days)</b>	
Other payments with FX conversion (e.g. USD to US debiting a Euro account)	€12.50 per payment
Other payments without FX conversion (e.g. Euro to US debiting a Euro account)	€17.50 per payment
<b>3rd Party Payments - Urgent (same day money transfers)</b>	
Euro to EU Member states	€19.00 per payment
Other payments with FX conversion (e.g. USD to US debiting a Euro account)	€37.50 per payment
Other payments without FX conversion (e.g. GBP to the UK debiting a GBP account)	€42.50 per payment

The IBAN (International Bank Account Number) is a standard term for quoting account numbers across Europe. The use of IBAN and the Payee's bank's SWIFT address/ BIC code (Bank Identifier Code) is required to ensure correct identification of your Payee's bank account.

Charges for SEPA Payments are calculated daily and will be applied to your account on a quarterly basis. Charges for International Payments will be applied to your account on the day payment is processed. IBAN and Swift address or BIC are needed to process Euro payments to EU member states (including Iceland, Norway and Liechtenstein).

Please note the following conditions:

1. Third party foreign bank charges on payments returned and queries from Payee bank may apply.
2. Same Day relates to payments credited to Payee bank same day.
3. Business On Line (BOL) cut-off times are available on our BOL help screens or at [www.bankofireland.com](http://www.bankofireland.com)
4. International Banking Same Day credit transfers are available in certain currencies only and to certain countries only.
5. Foreign Bank Charges: a €7.00 charge may be applied to your account. Where applied it covers charges levied by a foreign bank up to an amount of €20. If however, the foreign bank charge exceeds €20.00, then you will be retrospectively charged with the difference between the actual foreign bank charge and the €7 already charged. (For Example, if the foreign bank charges €40, you will then be debited €33 - taking into account the €7 already paid). This could take typically up to 4 weeks to appear on your account but may take longer. Please note that some foreign bank charges can be high, with no maximum applying. This is a foreign bank charge and is only applicable if the sender opts to accept Payee charges.
6. In relation to unpaid debits further charges will apply. Please refer to our 'Schedule of Fees and Charges for Business Customers' and 'Schedule of International Transaction Charges' brochures for further details.
7. Please note, for transactions involving a foreign currency conversion, a buy/sell margin and handling fee applies, unless otherwise stated.

## New Customers:

You will receive:

### ► 6-months free monthly subscription

This offer does not apply to existing Business On Line customers, or other electronic banking products. You will continue to incur account transaction fees and charges as normal. Please refer to the Schedule of Fees and Charges for business customers and the Schedule of International Transaction Charges.

▶ **Your annual fee for a Bank of Ireland Business Credit Card will be waived for the first year**

An annual fee of €31 per card will apply thereafter. This offer is valid for six months from the date you open a Business On Line account. This offer does not apply to Gold Bank of Ireland Business Credit Cards. Government stamp duty of €30 per annum per card applies.

Manage your company's business expenses more effectively and have greater control of your business spend by using a Bank of Ireland Business Credit Card. Benefits include Individual Credit Limits, Comprehensive Travel Insurance<sup>1</sup> and up to 37 days interest free credit.

Lending Criteria Terms & Conditions apply to Bank of Ireland Business Credit Cards. A list of our fees and charges for the Bank of Ireland Business Credit Card is available on our website [www.bankofireland.com/business/credit-cards](http://www.bankofireland.com/business/credit-cards) or in any Bank of Ireland Branch.

▶ **Consultation with our Treasury Specialists**

Identify and manage any treasury risk your business may be exposed to, particularly if your business involves exporting or importing, or simply sourcing materials or equipment from abroad. Our treasury specialist will help to identify currency or trade risk and work closely with you in developing the right solution for your needs.

# Safe and secure online banking

## **Business On Line uses a proven security system so that your data is protected.**

1. Every user is assigned a username and password for initial logon to log on to Business On Line.
2. Business On Line allows you to choose which members of your team use the system and what level of authorisation is assigned to them. For instance, you may allow one user to set up a payment and another user to authorise it.
3. KeyCode is a secure mobile authentication app that is used to generate one-time codes to logon to Business On Line and authenticate certain functions. It is easy-to-use and highly secure.

## **Beware of 'phishing'**

To protect yourself against internet fraud, you should beware of phishing – fraudulent emails that attempt to gain your account information.

A phishing email may appear to be from Bank of Ireland or another financial institution. It often attempts to direct you to a hoax website that looks similar to a legitimate site. You may be asked to submit your confidential account number or password to the hoax site. Please do not provide any information whatsoever.

These emails are fraudulent and are not from Bank of Ireland - we will never request customer information in this manner.



**If you receive one of these fraudulent emails:**

- ▶ Do not click any links
- ▶ Do not open any attachments
- ▶ Do not input any personal/account information
- ▶ Forward the email to [business.online@boi.com](mailto:business.online@boi.com) immediately
- ▶ Delete it without clicking any links or attachments.

**REMEMBER: WE WILL NEVER ASK FOR ACCOUNT INFORMATION BY EMAIL.**

If you do disclose any information in error, please contact Bank of Ireland between 8am and 6pm, Monday to Friday.

**1890 818 265**

**[www.businessonline-boi.com](http://www.businessonline-boi.com)**

<sup>1</sup>Travel Insurance is provided by Bank of Ireland. Bank of Ireland is regulated by the Central Bank of Ireland. The Travel Insurance cover is underwritten by AIG Europe Limited. AIG Europe Limited is authorised by the Prudential Regulation Authority of the United Kingdom and is regulated by the Central Bank of Ireland for conduct of business rules.

## Notes



