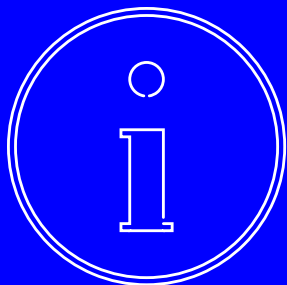


# A Guide to Upcoming Changes

Effective from 08 February 2024



**Bank of  
Ireland**



This brochure contains important information about your agreements with us. It summarises the changes we're making to the terms and conditions (T&Cs) of some of our products and services, and our Data Privacy Notice (DPN). Please take the time to read it carefully.

The updated T&Cs will be available to download from 17 October 2023 on the individual product pages of the Bank of Ireland website. The updated T&Cs are effective from 08 February 2024. The updated DPN will be (effective from 08 February 2024) on the Privacy section of the Bank of Ireland website.

Visit our website for more information. If you need further help, please call us on 0818 365 365 or 01 404 4000, 9am to 5pm, Monday to Friday (excluding bank holidays), 10am to 2pm, Saturday. Use +353 1 404 4000 if you're calling from abroad.

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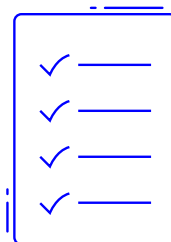
# 1

## Changes for Personal and Global Markets customers following the Consumer Rights Act 2022

To better meet the standards set out for consumers in the Consumer Rights Act 2022, we have updated our terms and conditions.

These updates will apply to:

- ▶ Personal current accounts (including those with overdrafts and debit cards).
- ▶ Personal credit cards.
- ▶ Personal deposit accounts.
- ▶ 365 online.
- ▶ Currency current accounts.
- ▶ Currency demand deposits.
- ▶ Foreign exchange (FX) contracts.



### **Making clearer why we make decisions**

In some of our T&Cs we say we can make changes or decisions. For example, we can:

- ▶ Change the terms and conditions.

- ▶ Change a rate of interest.
- ▶ Change a fee or charge .
- ▶ Change your overdraft limit following a review (if you have an overdraft)
- ▶ Change the amount of money you may deposit (if you have a deposit account).
- ▶ Cancel a debit or credit card you have not used.
- ▶ Block your account to protect you or us.

Our updated T&Cs now make clear that we can only make these changes or decisions for a valid reason and we describe some valid reasons.

## **Making it clear why we're not responsible for things outside our control**

In certain clauses where we state that we are not responsible for certain things, we now provide an explanation for the reasoning behind it. This could be because the issue is beyond our control. For example, if a retailer declines your card due to issues with their system or if your card doesn't function properly because it is damaged. Alternatively, it could be because we are obligated to comply with a law or regulation. For example, if we need to block an account due to anti-money laundering laws or if a person, organisation, or state is subjected to sanctions by law.

## **Changes to terms and conditions to make sure how we rely on our records is fairer**

We have changed some T&Cs to make sure how we rely on our records is fairer. For example, some T&Cs say you must accept our records as correct. We will follow the general laws instead of saying you must accept our records.

## **Making clearer some definitions**

We have updated our T&Cs to make some definitions clearer.

For example:

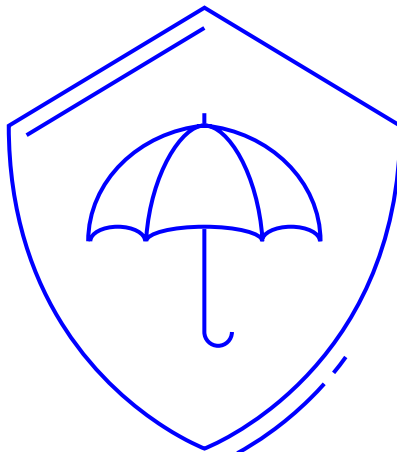
- ▶ We have included a definition of a 'digital card' in our 365 T&Cs as they are increasingly used by customers.

- ▶ We have made clear that a reference to the singular (e.g. 'account') includes a reference to the plural (e.g. 'accounts') and vice versa, where this makes sense.
- ▶ We have made clear that a reference to any gender also includes all genders.

## **If you took up a new product with us after 29 November 2022, you will see some small updates that apply to you**

We have added a clause to make sure the T&Cs cannot be interpreted to mean they take away from any right or remedy you have under the Consumer Right Act. We have also changed the clause about law and jurisdiction. Irish courts will have exclusive jurisdiction concerning the T&Cs except where you are a consumer as described in the Consumer Rights Act 2022 and you do not ordinarily reside in the Republic of Ireland (Irish law will, however, apply in all cases).

These changes don't apply to any products our customers took up before the Consumer Rights Act came into force on 29 November 2022.



# 2

## Changes for Personal, Business and Global Markets customers



### **New registered and head office address**

From 08 February 2024, we're moving our registered office to **2 College Green, Dublin, D02 VR66**. We're also moving our head office to **Baggot Plaza, 27-33 Upper Baggot St., Dublin, D04 VX58, Ireland**.

## **The length of time you can grant an account information service providers (AISP) access to your account is increasing**

An account information service providers (AISP) lets you see information from all your selected accounts in one place and can analyse your spending. Providers may include budgeting apps or price comparison websites. You need to give us permission to grant them access to your account information before they can access it.

Under your current terms and conditions, when you give us permission to share your account details with an AISP, the AISP can access your account details for 90 days. After 90 days, you would have to grant us permission to grant them access to it for another 90 days. To comply with new EU regulations which came into effect on 25 July 2023, that period has now increased from 90 days to 180 days. Therefore if you authorised us to share details on an account with an AISP on or after 25 July 2023, the AISP can make any number of requests for access to your account for up to 180 days, rather than 90 days as was previously the case.

This update will apply to:

- ▶ Personal and Business current accounts.
- ▶ Personal and Business credit cards.
- ▶ Personal and Business demand deposit accounts (which are no longer on sale).
- ▶ 365 online.
- ▶ Business On Line.
- ▶ Currency current accounts and Currency demand deposit accounts.

## **The government stamp duty collection date has changed for your credit card**

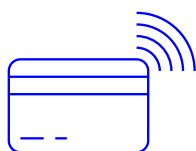
Government stamp duty (GSD) is an annual tax on your credit card that we collect on behalf of the government in April every year.

From 2024, we will be required to collect GSD on the 1st of January for the previous year. This means that on 01 January 2024, a reduced amount of €22.50 will be charged from your account for the shorter period from April 2023 to December 2023. From 01 January 2025, the charge will revert to €30 each year.



# 3

## Changes to terms and conditions to clarify process relating to ongoing Debit and Credit card payments when a new or replacement card issues



We have updated our T&Cs to more clearly explain that when we issue you a new or replacement card, we also share the card details with Visa or Mastercard. Visa or Mastercard may then share these details with any online payment platforms or digital wallet providers that you're registered with. They may also share the card details with relevant retailers, allowing your ongoing card payments (like subscriptions or toll road payments) to continue without interruption.

However, if Visa, Mastercard or others fail to update the new card details and your payments are interrupted as a result, we are not responsible for it.

To avoid any interruptions to your services, it's important for you to update your card details with all relevant retailers whenever you receive a new or replacement card.

## **We're making it harder for fraudsters**

We've made updates to our T&Cs relating to the steps we take to prevent fraud. If you try to make a payment to a payee who we suspect is acting illegally or fraudulently, we may:

- ▶ Delay the payment.
- ▶ Contact you and ask you to carry out checks to make sure the payee is genuine.
- ▶ Block the payment, even after you have made your own checks, if we still have reason to believe the payee is not genuine.

# 4

## Changes to Business On Line, 365 online, Personal and Business current accounts, Personal and Business deposit accounts and Personal and Business credit cards conditions

### We're updating how we can contact you in future

In previous T&Cs, we often stated we would “write” to you as a means of contact. This may have sounded as if you would receive a physical letter every time we wished to contact you. As the term ‘writing’ has evolved along with technology, there’s a need to update our T&Cs to reflect these advances. Therefore, we’ve updated our T&Cs to acknowledge that where you have given us your email or mobile number, we can now contact you by any electronic or digital means linked to those contact details. For example, email, text, 365 mobile app push notification and more.

**TIP:** Please review your contact details on the 365 mobile app or on Business On Line to ensure we have your most up to date information.

# 5

## 365 online updates

### **Advice about safer biometric logins on the 365 mobile app**

We have made updates to our '365 Phone and Digital Banking' T&Cs to highlight the importance of protecting any device with access to the 365 mobile app.

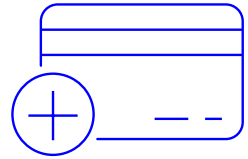
One of the new clauses states that you should only register your own biometric data (such as fingerprints, facial details) on your registered device. If the biometric data of another person is registered, that person may have access to your accounts and be able to make transactions for which you will be responsible. The following new clauses will be included:

- ▶ Your registered device is your responsibility. Do not leave it unattended or accessible to unauthorised persons.
- ▶ When you enable biometric data on your registered device (for example, Face ID and Touch ID on Apple devices, and facial recognition and fingerprint on Android), it is important that you only register your own biometric data, because this is what will be used as your security credentials when you access your 365 online profile and accounts.

- ▶ Do not allow anyone else to use their biometric data on your registered device, because this may give them access to your accounts. They may then be able to give us instructions and/or make payments (this includes payments through your digital card or Bank of Ireland mobile banking). If someone else's biometric data is used in this way, we will consider it to be authorised by you, and you will be responsible for it.

## Change to additional cardholders clause

We have updated clause 2.2 of the '365 Phone and Digital Banking' T&Cs. The clause previously stated that additional cardholders "will not" be able to view balances or transactions on an account. It now says they "may" be able to. This is because we may introduce features through the 365 mobile app which will allow primary cardholders to grant certain information and access rights to additional cardholders.



## Change to our personal credit card balances clause

We have updated clause 9 of the '365 Phone and Digital Banking' T&Cs. When you view the balance of your credit card accounts (other than business credit cards) through 365 online and the 365 mobile app, we will now include information about payments in and out of your account that day (including where value is due to be paid).

# 6

## Personal current account updates

### **Commission charged on UK Post Office ATM withdrawals**

We have updated our 'Schedule of Fees and Charges' for personal customers (Personal current account, Basic bank account, and Second Level account) to inform customers who use ATM services at UK Post Office locations for withdrawing Sterling cash that they may now face a commission charge.

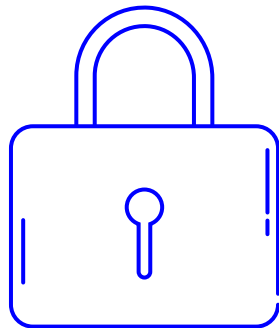
We are removing a statement that previously mentioned "We do not charge commission for these cash withdrawals". These ATMs were previously owned by Bank of Ireland and were not subject to commission charges for Sterling cash withdrawals. However, since we no longer own these ATMs, customers who use them at UK Post Office locations may be subject to a commission amount.

You can find more information about international fees and charges for international cash withdrawals in our 'Schedule of Personal Fees and Charges and Schedule of International Transaction Charges' document on our website.

We are removing reference to interest surcharge on loans in our 'Personal Schedule of Fees and Charges' brochure.

# 7

## Changes to the Bank of Ireland Data Privacy Notice (DPN)



## Here's a summary of the key changes:

### Layout updates

The format of the following sections have been put into a table and now include more detail to make the information easier to understand:

- ▶ 'The information we collect about you'
- ▶ 'The legal basis, the purpose for processing and the categories of data we process'
- ▶ 'Who we share your information with'

### General updates

We have:

- ▶ Changed our address details (as shown above).
- ▶ Included Davy as part of the Bank of Ireland Group.
- ▶ Updated the time period for granting account information service providers (AISP) access (as detailed above).
- ▶ Provided more examples of when we share your information with members of the Bank of Ireland Group.
- ▶ Updated the examples of information we need to share with regulators or relevant authorities.

We have also updated our Data Privacy Summary, where necessary, to reflect the changes to the DPN referred to above and to include the following additional categories of information in section 2, 'Sensitive or special categories of data', 'Information from Online activities' and 'Information others provide us about you'.

### **What happens if I don't want to accept the T&Cs changes enclosed in this guide?**

We understand that you may not want to accept these changes. If this is the case, you may choose to close your account or end your service. There is no charge for doing this, as long as you have cleared any outstanding balances, fees or Government Stamp Duty due. If you do not notify us before 08 February 2024 (when the changes come into effect), we'll take this to mean that you have accepted the changes on their effective date.



37-1630R (10/23)



**Bank of  
Ireland**

Bank of Ireland is regulated by the Central Bank of Ireland.