<Address 1>
<Address 2>
<Address 3>

URN: <URN>

Dear Customer,

We're changing the way you logon to and use Business On Line

Since we introduced the KeyCode app in 2017, technology has evolved rapidly and it's important that we change alongside it and take advantage of the latest in secure authentication solutions.

Early in 2022 we will be moving Business On Line customers from the KeyCode app to a new authentication app called 'Approve'. Approve works in a similar way to KeyCode, generating one time codes to enable you to logon and authorise payees and payments using Business On Line and Business On Line Payments Plus.

Like KeyCode, the Approve app has been developed by HID Global, an industry leader in secure authentication solutions. Approve supports the release of regular updates that will improve your customer experience and help prevent any new fraud risks that might emerge.

We're not making the move to the new Approve app right away but you can take the following action(s) in the coming weeks to ensure you're ready in early 2022:

Your checklist

If an Administrator on your profile has changed or will change in the coming weeks, please ensure that they complete a change of administrator form. This form can be found at **boi.com/boladministrator**.
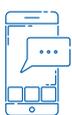
If your Administrator's mobile number has changed or is going to change in the coming weeks, it is important that you tell us by using the form found at **boi.com/updateboladminphone**, as you'll need their correct mobile number to move to the Approve app.

In order to receive frequent updates, to always operate on the latest available version, and to ensure your app continues to function, please make sure that any device that will be using the new Approve app is regularly connected to the internet.

Changes to your Business On Line agreement

In advance of customers moving from the KeyCode App to the Approve app we are updating the Business On Line Conditions of Use. In particular, the following changes will be made to the Business On Line Conditions of Use:

▶ We are removing the definitions of KeyCode and one time password and instead are expanding the definition of Security Instruments to include one time codes generated by KeyCode, Approve or any other software or app which we may require you to download and use to access Business On Line in the future;

▶ We have also updated the definition of a Registered Device to include any device on which you register any Security Instrument or any software (such as the Approve app) which generates a one time code which is used as a Security Instrument;

▶ We are adding a clause to confirm that where we require you to download and install any software or app to access Business On Line services that you may be asked to accept terms or policies of that software or app. In the case of the Approve app from HID Global, any terms and conditions or privacy policy you agree with HID Global relate to the Approve app only and do not modify your Business On Line Agreement with us.

The new version of our Business On Line Conditions of Use will take effect on 10th January 2022 and is now available to download from our website.

Where we notify you of any changes to our Conditions of Use that you do not wish to accept, you may end your Business On Line service without charge by completing the closure form at **boi.com/bolclosure**. If we have not heard from you before 10th January 2022 we will take this to mean that you have accepted these changes.

We'll be in touch with further information, and you can check **boi.com/approve** for updates as they become available.

If you have any queries in relation to the above, please call our dedicated team on **0818 818 265** (Republic of Ireland) or **+353 1 460 6445** (from anywhere else). The Helpdesk is available Monday to Friday, 9am to 5pm.

Be alert – fraudsters may send text messages, send emails or call you

Fraudsters can insert a fake text message into a thread of genuine Bank of Ireland messages so always be careful and if something doesn't seem right, do not click on any links and do not reply. If someone phones you asking for your banking details, hang up. Bank of Ireland will never text or email you with a direct link to a logon page. We will also never ask for your one time code, or your online banking logon details. For more information, please visit the Security and Fraud section on our website.

As always, thank you for banking with us.

Yours faithfully,

Your Business On Line team