

Personal Current Account

**Easy, Reliable
& Flexible...
It's Clear**

Bank of Ireland  UK

Contents

Clear current account	2
Banking made easy	3
365 Phone and Digital Banking	4
Switching is easy	5
Overdraft interest rates	6
Current account charges	7
▶ Cap on Charges	7
▶ How to keep interest and charges as low as possible	9
▶ Other personal finance options	9
▶ Monthly pack – pre-notification of unarranged overdraft charges	9
▶ Annual summary pack	10
▶ Service charges	11
▶ Other charges	12
▶ Sending money outside the UK – non-SEPA transfers	12
▶ Sending money outside the UK – SEPA transfers	13
▶ Customers resident in the Republic of Ireland	13
How to apply	14

Clear Current Account

Our Clear Current Account is an accessible and safe place to keep your money. It gives you all the facilities you need to manage your day-to-day finances and it is cost-effective.

There are no transaction fees on your personal current account. You only pay charges if you try to make a payment from your account and there is not enough money in the account or enough of an arranged overdraft limit available. Other charges may apply for additional services you may request.

With a Bank of Ireland UK Clear Current Account, the following services are FREE of charge, no matter how many times you use them:

- ▶ Lodging and withdrawing cash in branches
- ▶ Withdrawing cash from cash machines in the UK and all Bank of Ireland cash machines in Ireland
- ▶ Paying by cheque
- ▶ Setting up standing orders or direct debits for regular payments
- ▶ Making payments using your Debit card in the UK.

With your Clear account you also have available:

- ▶ Overdraft facility¹
- ▶ Chequebook
- ▶ Debit Card.

The Clear Current Account is designed to give you the best of all worlds. You don't have to choose between online, phone and face-to-face banking; you can use all three. And you can also access your money through Post Office® branches throughout Northern Ireland and the rest of the UK. This means you get the service you need whenever and wherever you need it.

¹ Lending criteria, terms and conditions apply. The overdraft facility may not be exceeded without our prior permission. If you exceed your arranged overdraft limit, we will charge arranged interest at the rate stated in our "Rates and Products" brochure. Unarranged overdraft fees and other fees may also apply.

We also offer the Basic Cash Account, an account that will meet the needs of customers who do not want an overdraft, chequebook or debit card (see the separate brochure for details).

Clear Account overview

- ▶ Fee-free banking on day to day payments into or out of your account
- ▶ An interest rate of our base rate + 14.0% for arranged overdrafts. On 3 August 2018 the rate was 14.75%²
- ▶ A debit card that can be used abroad ³
- ▶ Free of charge direct debits, standing orders and chequebook
- ▶ Easy access to your account 24 hours a day with our internet, mobile and phone banking service
- ▶ Face-to-face service in all our branches plus free access to your money through Post Office® branches.

You can check what our 'base rate' is by asking for our Rates and Products brochure which you can get from any of our branches. Details are also given on our website at bankofirelanduk.com

Banking made easy

How you manage your day-to-day banking is clearly up to you. You choose the option that suits you best. You can use your account how and when it suits you.

Your options:

- ▶ Use our online banking service at 365online.com
- ▶ Use any Bank of Ireland cash machine
- ▶ Call in person to any of our branches in Northern Ireland
- ▶ Call 365 phone on 03457 365 555
- ▶ Access your money through Post Office® branches.

² Subject to application and our lending conditions.

³ Charges will apply when you use your Debit card outside the UK, please see page 11.

365 Phone and Digital Banking

We know that you like to be able to manage your money on the go. Our simple and hassle free Digital banking services, which can be accessed on a PC or a Laptop via 365 online, on a Smartphone via the Bank of Ireland Mobile Banking App and on a tablet device via the Bank of Ireland Tablet Banking App, give you easy anytime access to your accounts. Our Mobile and Tablet Banking Apps give you access to the most popular online services – securely and directly from your own Smartphone or tablet computer. Getting started is easy – simply download the app and log in using your 365 online log-in information.

Not set up yet for online banking?

Online and Phone Banking offers you the convenience and flexibility to do your banking at any time or in any place that suits you. To register for online banking simply call us on 03456 006 552 or visit bankofirelanduk.com

Do all your day-to day banking activities online, on your mobile or on your tablet, 24 hours a day, 365 days a year.

	Online	Tablet	Mobile	Phone
Check your balance	✓	✓	✓	✓
View estatement	✓	✓		
Send money within the UK/bill payment	✓	✓	✓	✓
Send money outside the UK	✓			
Set up, amend or cancel standing orders	✓	✓		✓
Add and delete payees	✓	✓		
Update your postal address	✓			
Change/Reorder your 365 or debit card PIN				✓

Switching is easy

With the free Current Account Switch Service you can switch your current account to us in a simple, reliable and stress-free way which is backed by the Current Account Switch Guarantee.



The Current Account Switch Guarantee ensures your current account will switch on a day of your choice, your payments will be automatically transferred and redirected to your new account, and in the unlikely event anything goes wrong with your switch, we will refund any interest and charges (incurred on your old or new current accounts) as a result of this failure as soon as it is brought to our attention.

Full details about the Current Account Switch Service are available in our Current Account Switching Services booklet, which you can get from any of our branches. You will find the Current Account Switch Guarantee on page 8 and answers to frequently asked questions on page 6 of this booklet.

Plus you can apply for an interest free and fee-free arranged overdraft for a period of three months from the date you open your account, subject to our current lending conditions. If after the first three months you keep the overdraft normal banking charges will apply to it and interest will be charged at the then current rate.

If you would like to transfer your account to Bank of Ireland UK but leave your old bank account open, or if you cannot use the Current Account Switch Service, the Bank of Ireland UK Account Switch Service can go through all the steps needed to move your personal current account to us.

Switching your account to us couldn't be easier: we will look after everything for you and keep in touch every step of the way.

Overdraft interest rates

Arranged overdraft

When we agree in advance that you may borrow money when there is no money left in your account, and the amount you borrow stays within the arranged limit, you will be charged overdraft interest at the arranged overdraft rate shown below.

Account	Arranged overdraft interest rate
Clear	14.75% / 15.79% EAR

Unarranged overdraft

If you make payments from your account when you have no money in your account (or have gone past your arranged overdraft limit) and this has not been agreed with us in advance, we will charge you the unarranged overdraft rate for the type of account you have.

Unarranged interest is only charged on the unarranged overdraft amount.

Account	Unarranged Overdraft Rate
Clear	26.75% / 30.27% EAR

Representative example: Based on an unarranged overdraft amount of £1,200 used in full for a three month period where the variable rate of interest is currently 26.75% per annum, the total charge for credit would be £80.25.

The amount is for illustrative purposes only and the Equivalent Annual Rate (EAR) for comparison purposes is 30.27% EAR (variable).

Important notes:

- ▶ All overdraft rates were correct at 3 August 2018 and can change
- ▶ The unarranged overdraft interest rate includes an additional 1% per month or a minimum of £2.00 per month. This will be shown on your statement as "Surcharge interest"
- ▶ We work out interest on overdrafts at a margin over our base rate, which was 0.75% on 3 August 2018.

Equivalent Annual Rate (variable). The EAR is an illustrative interest rate calculated on the assumption that any overdraft interest charged is added to the overdraft balance at the time and then the next interest charge will be based on that slightly higher overdraft balance. This rate assumes that interest is charged monthly and compounded 12 times in a year.

Current account charges

You do not pay any transaction fees on your Clear Account – you only pay charges if you try to make a payment from your account and there is not enough money in the account or enough of an overdraft limit available.

Name of the charge	When the charge is applied	Charge
Unpaid transaction fee	We refuse a payment from your account due to lack of funds (or it would take you past your arranged overdraft limit). We charge you for each payment item we refuse to pay and this will be charged monthly.	£20 for each item we refuse to pay and this will be charged monthly. We will tell you about this charge before it is charged.
Paid transaction fee	We allow a payment to be made from your account despite lack of funds (or that would take you past your arranged overdraft limit). We charge you for each payment item we pay and this will be charged monthly.	£20 for each item we pay and this will be charged monthly. We will tell you about this charge before it is charged.

We will tell you about any charges or interest we applied to your account at least 14 days before we take it.

Monthly cap on unarranged overdraft charges

1. Each current account will set a monthly maximum charge for:
 - (a) Going overdrawn when you have not arranged an overdraft, or
 - (b) Going over/past your arranged overdraft limit (if you have one)

2. This cap covers any:

- (a) Interest and fees for going over/past your arranged overdraft limit
- (b) Fees for each payment your bank allows despite lack of funds, and
- (c) Fees for each payment your bank refuses due to lack of funds.

The maximum monthly charge which caps the amount of money we can charge you in unarranged overdraft fees and interest in any given month is £80.

How to keep interest and charges as low as possible

- ▶ Make sure there is enough money in your account, or enough of an arranged overdraft, to cover all your spending
- ▶ Always discuss your borrowing needs before you go overdrawn or over an arranged overdraft limit.

Here are a few positive and simple steps that you can take to make sure you keep interest and charges down.

Step 1

Check your spending over the last month to see whether you tend to go overdrawn.

Step 2

If you tend to go overdrawn, do you have an arranged overdraft limit and is the overdraft limit enough to cover the amount you go overdrawn by?

If so, you don't need to take any action.

Step 3

If you need to arrange a new or increased overdraft, ring your branch.

Other personal finance options

- ▶ If you need to borrow money over the short-term, consider applying for a Bank of Ireland UK credit card
- ▶ If you need to borrow money over a longer period, consider a Bank of Ireland UK personal loan.

Monthly pack – pre-notification of unarranged overdraft charges

We will tell you about the following charges at least 14 days before we take them from your account:

- ▶ The unpaid transaction fee for refusing a payment due to lack of funds
- ▶ The paid transaction fee for allowing a payment despite lack of funds
- ▶ Unarranged overdraft interest.

If you have to pay any of these charges, each month we will send you a pack that will contain the following information.

- ▶ A summary of charges that arose in the previous month, what each charge relates to, the date the charges arose and when we will take the charges from your account
- ▶ A monthly account summary, which shows all the payments to or from your account in the previous month.

Fees and interest will be charged to your account on separate dates and you will be advised of them in the pack.

Annual summary pack

If you have paid overdraft interest or charges, once a year we will send you a summary of all the charges and interest on your account for the previous 12 months.

The summary pack will contain the following:

- ▶ Details of all the charges or interest taken from your account
- ▶ Details of interest or charges (or both) we have refunded to your account.

The summary pack will not include any service charges taken from your account.

Bank of Ireland UK personal loans are provided by NIIB Group Limited trading as Northridge Finance. Bank of Ireland (UK) plc and NIIB Group Limited are Bank of Ireland Group companies.

You can apply for a personal loan or a credit card by calling 0800 0850 44 (between 8.30am and 8.00pm Monday to Friday, and between 9am and 2pm on Saturdays) or talk to your local branch.

We may record and monitor phone calls.

Service charges

These charges are for extra services you ask us to provide and are usually charged at the time we provide the service. We will tell you about the charges when you ask for the service.

Replacing a Bank of Ireland UK cash or Debit card	£7
Statement frequency greater than monthly (no charge for duplicate statements)	£1 each
Cancelling a cheque you have asked us not to pay	£8
Sending money within the UK – Credit Transfers If you do not have a Bank of Ireland UK account	£7
Giving you a banker's draft	£10
Sending money within the UK – Telegraphic transfers (CHAPS) between banks From your account To your account	£25 £5
When we release your title deeds to your solicitor	£30

Other charges

These charges are for extra services we tell you about when you open an account. We usually take the charge when we provide the service.

Debit card payments in a foreign currency	2.75% of the amount spent
Cash withdrawal in foreign currency outside the UK and some cash machines in Ireland (excluding Bank of Ireland machines). The machine will give you notice that you may be charged.	£1.50 plus 2.75% of the amount withdrawn

Sending and receiving money from outside the UK

Receiving money from outside the UK

.....£6 (£0 for SEPA payments)

Branch services

Sending money outside the UK:

If you ask us to send a payment to another country).....£25

If you ask us to send a payment to Bank of Ireland in the Republic of Ireland.....£10

365 online

If you ask us to send a payment to another country.....£15

If you ask us to send a payment to Bank of Ireland in the Republic of Ireland.....£0

Sending money outside the UK – SEPA Payments (euro only)

If a payment request meets the following criteria no charges will apply:

- ▶ The payment is in Euros
- ▶ The payment must be going to an EU/EEA country
- ▶ The International Bank Account Number (IBAN) of the beneficiary is provided
- ▶ The Bank Identifier Code (BIC) of the beneficiary bank is provided
- ▶ The beneficiary's name and address is provided
- ▶ There is no specified value date.

If the beneficiary's bank is within the EEA, you and the beneficiary must each pay the charges levied by your respective banks.

Bank of Ireland UK standard charges for sending money outside the UK will apply if:

- ▶ The payment is a currency other than Euros, or in Euros but going outside of the EU/EEA
- ▶ The payment request is for the same day or next day
- ▶ The beneficiary IBAN or BIC is not supplied or these are incorrect.

365 online international payments have a delivery timeframe typically of 1 to 3 working days to the payee's bank (option to specify a date is not available) and charges option SHARED must be chosen. An overall working day limit of £20,000 applies for 365 online domestic and international payments (including charges). For security purposes, this limit is £10,000 for payments to payees added using a security code sent to a mobile phone.

Customers resident in the Republic of Ireland

If your address is in the Republic of Ireland and you use any card issued on your account at any time during the year, you may be liable for the annual Irish Government Stamp Duty. If you are liable, we will debit the sterling equivalent of this tax directly from your account.

More information is available on the Irish Tax & Customs website www.revenue.ie/en/tax/stamp-duty/leaflets/stamp-duty-financial-cards.html

How to apply

So apply now. All you have to do is complete our switching form. What are you waiting for?

- ▶ Call into any branch
- ▶ Go online at bankofirelanduk.com
- ▶ Call us on 0800 0850 444.

You will receive a welcome pack that contains useful information on how to get the best from your account.

Before we open an account for you, we are obliged to confirm your identity and permanent address. Please bring along two forms of identification. One should include a photograph of you (for example, a current driving licence or valid passport). The other should confirm your address (for example, a bank or building society statement or a gas or electricity bill). All documents must be original and the one to prove your address must be no more than six months old.

We can provide this document in Braille, in large print and on audio tape or CD.

Please ask any member of staff for details.

0800 0850 444

bankofirelanduk.com

For your security and to improve our service to you, we may record and monitor phone calls. Branch details are given on our website.



Protected

Bank of Ireland UK is a trading name of Bank of Ireland (UK) plc. Registered in England and Wales (No. 7022885), Bow Bells House, 1 Bread Street, London, EC4M 9BE.

12408180518b

UK37-965N.16 (10/18)