

February 2023

Dear Customer,

Changes when paying cash into your Basic Cash account at the Post Office®

In line with industry wide changes, new limits are being introduced when you pay cash into your Basic Cash account at the Post Office®. A change is also being made to how you can pay cash in.

What are the new limits?

From 27 April 2023 the following limits will apply:

	Current Limit	New Limit from 27 April 2023
Annual Cash Limit ¹	None	£10,000
Daily Cash Limit (Including £250 coin)	£20,000	£2,000

¹The annual cash limit will be on a rolling basis. This will start from 27 April 2023 so it doesn't matter how much you have paid in before this date.

How can I pay in cash?

From 27 April 2023 you will no longer be able to pay in cash at the Post Office® using lodgement slips. To pay in cash at a Post Office® you'll need a Bank of Ireland UK cash card for the account you want to pay in to. Later in the year you will also be asked to enter your PIN when paying in cash.

What if I have forgotten my PIN or need a card?

If you need to know your card PIN or ask for a card, you can call us on 03452 666 509*.

Do these changes apply to Bank of Ireland branches?

The amount of cash you can pay in across our Northern Ireland branches is not affected by this change (subject to account limits). You can also use lodgement slips. You can find out more about ways to bank by visiting the "Banking with us" section of our website bankofirelanduk.com.

More information

Here is where you can find more information about these changes

bankofirelanduk.com/banking-at-the-post-office

We have updated the brochure 'A Guide to Personal Banking' to reflect these changes.

The new brochure is available to download from our website or you can pick up a copy from any of our branches. The changes will take effect from 27 April 2023.

What if I need more information?

To read about our services at the Post Office® in detail visit bankofirelanduk.com/banking-at-the-post-office. If you have concerns about any of the changes, you can call us on 03452 666 509* or visit your local branch.

As a valued customer we hope these changes work for you. If not, you have the option of closing your account, with no charge, at any time. You can use the Current Account Switch Service to move your account elsewhere; we hope you've no reason to.

This letter relates to your Basic Cash Account. If you also have a Bank of Ireland UK savings account, you will receive a separate letter about that account.

Yours faithfully,



Daniel Ehreich
Head of Products & Solutions



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

Please ask a member of staff for details.

*Calls may be recorded, monitored and used for training and compliance purposes. Call costs may vary dependant on your service provider. Lines are open Monday to Friday 9:00am – 5:00pm, Saturday 9:00am – 2:00pm, Sunday Closed.

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