

# Terms and Conditions

for transacting with  
Bank of Ireland Global Markets  
in the Republic of Ireland

Effective 8 Feb 2024



**Bank of  
Ireland**

# Terms and Conditions

## 1 Applicability

1.1 These Global Markets Terms and Conditions ("Terms and Conditions"), as they may be amended or replaced from time to time, form the basis on which we, Bank of Ireland Global Markets (a division of the Bank as defined below) will deal with you in relation to the business covered by the Terms and Conditions. The most up-to-date version of these Terms and Conditions can be found on our website at [www.bankofireland.com/treasurylibrary](http://www.bankofireland.com/treasurylibrary).

1.2 The registered office of Bank of Ireland is at 2 College Green, Dublin, D02 VR66. The Bank is a member of the Bank of Ireland Group of undertakings. The Bank is regulated by the Central Bank of Ireland under Section 9 of the Central Bank Act, 1971 (as amended). The Central Bank of Ireland address is Central Bank of Ireland PO Box 559, New Wapping Street, North Wall Quay, Dublin 1, Ireland and its website address is [www.centralbank.ie](http://www.centralbank.ie).

1.3 These Terms and Conditions constitute a contractual agreement having legal effect which you accept by beginning or continuing to undertake business with us following receipt of these terms.

1.4 **Please ensure that you read, understand and accept the Terms and Conditions.** If you do not accept them, you should speak to your branch/relationship manager before undertaking any further business with us.

1.5 In addition to these Terms and Conditions, we may from time to time provide you with additional Special Terms and Conditions for other types of accounts, products and transactions offered by us. The Special Terms and Conditions should be read in conjunction with these Terms and Conditions. To the extent that any Special Terms and Conditions are inconsistent with these Terms and Conditions, the Special Terms and Conditions shall prevail.

1.6 In addition to these Terms and Conditions, the operation of your Account is also subject to general banking law, regulation and practice including but not limited to (i) banking and payments regulation, (ii) anti-money laundering and terrorist financing regulation, (iii) data protection regulation. These are in addition to the Terms and Conditions (for example, on matters not

covered by them) and we may suspend the operation of your account generally and/or refuse to process or execute individual transactions, for example stopping payments in and out of your account, when required to do so by law. Where permitted, we will advise you that we have blocked your account, or stopped any transaction. You acknowledge and agree that we are not liable for any loss, damage or liability suffered by you or anyone else that results from our following any such law or taking action we consider reasonably appropriate to comply with it.

1.7 These Terms and Conditions are in English and, unless otherwise agreed with you, any communications made to you under or in connection with these Terms and Conditions shall be in English.

## 2 Definitions

2.1 For the purposes of these Terms and Conditions, please note that reference to:

**"Account"** means the agreement we have with you for the provision of the products and services set out in your Account Mandate and includes any or all of the sums placed by you with us, whether in Euro or another currency, including but not limited to Fixed Term Accounts, Call Accounts, Current Accounts;

**"Account Holder"**, "you", "your" or "yours", means the person(s) or business entity in whose name the account is opened;

**"Account Information Service Provider"** or **"AISP"** means a Third Party Provider that provides a service to allow you to see information in one place about payment accounts you hold with payment services providers, for example, your Account with us if it is an Online Payment Account;

**"Account Mandate"** means the authority you give us authorising the conduct of your Account in the form required by us;

**"Account Number"** means the numbers used to identify a payment account;

**"Associate"** means each person appointed by you as an Administrator of BOL in accordance with the relevant terms and conditions of BOL.

**"Administrator"** means each person appointed by you as an Administrator of BOL in accordance with the relevant terms and conditions of BOL.

**“Authorised Individual”** means each person appointed by you in the Account Mandate to provide Instructions on your behalf;

**“Authorised Signatory”** means each person appointed by you in the Account Mandate to sign certain documents on your behalf;

**“Authorised User”** means each person appointed by you as an Authorised User of BOL in accordance with the relevant terms and conditions of BOL.

**“Bank”, “Bank of Ireland”, “we”, “us” or “our”** means the Governor and Company of the Bank of Ireland, having its Head Office at Baggot Plaza, 27-33 Upper Baggot St., Dublin, D04 VX58, Ireland, and its successors, assigns and transferees;

**“Banking Customer”** means a customer of the Bank who is a Consumer or a Microenterprise;

**“BIC”** means the eight character international Bank Identifier Code;

**“BOL Customer Handbook”** means the Bank of Ireland Business On Line manual (available on [www.bankofireland.com](http://www.bankofireland.com)) including any amendments or additions made from time to time which is issued to you by the Bank and which describes the operation of the services and guidelines in respect of the use of BOL by you.

**“Breakage Fee”** has the meaning set out in clause 9.1.8;

**“Business Day”** means a day on which we are open for business in Ireland, excluding Saturdays, Sundays and bank holidays;

**“Business On Line” or “BOL”** means our internet banking service available to business customers.

**“Call Accounts”** means deposits placed with us at a variable interest rate which can be withdrawn on demand;

**“Central Bank of Ireland”** means the Central Bank of Ireland and any successor regulatory body;

**“Confirmation”** means the confirmation of a Transaction sent out by us to you or by you to us however originated, including by post, fax, telephone, email or any other electronic system, medium, platform or mechanism which we may agree with you;

**“Consumer”** means a natural person who is acting for purposes other than his trade, business or profession;

**“Corporate Customer”** means a customer of the Bank who is not a Consumer, not a CRA Consumer and not a Microenterprise;

**“CRA Consumer”** means a consumer within the meaning of the Consumer Rights Act 2022, being an individual acting for purposes that are wholly or mainly outside that individual's trade, business, craft or profession;

**“Current Account”** means an account, in accordance with the terms set out in clause 9.3 of these Terms and Conditions;

**“Cut-off Time”** means the latest time on a Business Day by which Instructions can be received in respect of any of the Products in Dublin. Further details are available under <https://businessbanking.bankofireland.com/payments-and-cards/online-banking/business-online/payment-cut-off-times>;

**“Denominator”** for most currencies is 360 but for some currencies (e.g. Sterling) the denominator is 365.

Information on the relevant denominator for any applicable EEA currency is available at [www.bankofireland.com/treasurylibrary](http://www.bankofireland.com/treasurylibrary).

For other currencies the applicable denominator is available on request from your relationship manager;

**“Deposit Accounts”** means Call Accounts or Fixed Term Accounts;

**“Deposit Margin”** means a standard margin of up to a maximum of 4% per annum. However in some circumstances – e.g. where we negotiate on larger value deposits or where market conditions warrant it – margins lower than 4% may apply. Interest rates for specific deposits are available on request from your relationship manager;

**“Digital Banking”** means our present and future online banking services which can be accessed through for example BOL.

**“EMIR”** means Regulation (EU) No 648/2012 of the European Parliament and of the Council of 4 July 2012 on OTC derivatives, central counterparties and trade repositories as may be amended, supplemented or replaced from time to time, including, without limitation, by Regulation (EU) 2019/834 of the European Parliament and of the Council of 20 May 2019;

**“EEA”** means the European Economic Area, currently consisting of the Member States, Iceland, Liechtenstein and Norway (except for Svalbard). Switzerland is not included in this arrangement;

**“EU”** means the European Union;

**“Event of Default”** means any of the events set out in schedule 1 to these Terms and Conditions;

**“Fee”** means any fee, cost, expense, disbursement, commission or charge that you have to pay to us which is referred to in these Terms and Conditions and/or which is set out in our Fees and Charges Schedule;

**“Fees and Charges Schedule”** means the documents typically provided to you upon opening an Account with us, or a fees and charges schedule, setting out the Fees you will have to pay as may be varied or replaced from time to time;

**“Fixed Term Accounts”** means deposits (not necessarily interest bearing) placed with us for a fixed period of time and, where relevant, paying a fixed interest rate, in accordance with the terms set out in clause 9.1 of these Terms and Conditions;

**“FX Contract”** means any or all of the foreign exchange contracts (excluding MiFID II Regulated FX Contracts) which you enter into with us and which include, but are not limited to, spot and forward foreign exchange contracts;

**“Global Markets Terms and Conditions”** are these Terms and Conditions. They were previously called the **Treasury Terms and Conditions**. References to the Treasury Terms and Conditions used elsewhere continue to refer to these Terms and Conditions.

**“Group”** means any or all of the separate undertakings which comprise the Bank of Ireland Group from time to time;

**“Including”** means including but not in any way limited to;

**“Instructions”** means any or all instructions (including approvals, consents and notices) however given or originated including by post, fax, telephone or any other electronic system, medium, platform or mechanism which we may agree with you, received by us from you or an Authorised Individual or which we reasonably believe to be from an Authorised Individual or from a person who

we reasonably believe is authorised to give such instructions (for example a TPP);

**“Investment Business Transaction”** means each transaction in relation to any of the investment products set out in our Terms of Business;

**“Investment Services and Activities”** mean any services and activities outlined in Annex 1, Section A and B, of MiFID II;

**“Ireland”** means the Republic of Ireland, unless otherwise stated;

**“ISDA Master Agreement”** means a form of master agreement published by the International Swaps and Derivatives Association as amended or varied from time to time;

**“Maturity Date”** means the day on which the term of an Account (where applicable) expires;

**“Member State”** means any country belonging to the European Union and, where relevant, includes a contracting party to the Agreement on the European Economic Area signed at Oporto on 2 May 1992 (as adjusted by the Protocol signed at Brussels on 17 March 1993), as amended;

**“Microenterprise”** means an enterprise which employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed Euro 2 million as defined in Article 1 and Article 2 (1) and (3) of the Annex to Recommendation 2003/361/EC as may be amended from time to time;

**“MiFID II”** means Directive 2014/65/EU of the European Parliament and of the Council of 15 May 2014 on markets in financial instruments and amending Directive 2002/92/EC and Directive 2011/61/EU, including any supplementing regulations, directives and standards;

**“MiFID II Regulated FX Contract”** means a forward foreign exchange contract that does not fulfill the criteria set out in schedule 2 to these Terms and Conditions.

**“MiFIR”** means Regulation (EU) No 600/2014 of the European Parliament and of the Council of 15 May 2014 on markets in financial instruments and amending Regulation (EU) No 648/2012, including any supplementing regulations, directives and standards;

**“Online Payment Account”** means a Payment Account which someone can access or use through Digital Banking;

**“Payment Account”** means an account that is of the type that we list as a payment account on bankofireland.com;

**“Payment Instrument”** means any personalised device or procedure made available by the Bank to the Account Holder which will allow the Account Holder execute a payment transaction on the Account e.g. phone or online banking security devices;

**“Payment Initiation Service Provider”** or **“PISP”** means a Third Party Provider that provides a service in which the PISP gives instructions to us on your behalf to carry out an Account transaction on your Online Payment Account where payments can be made using Digital Banking;

**“Payment Instruction”** means an Instruction to pay money or otherwise to debit or credit any of the Accounts with any amount;

**“Payment Services”** has the meaning given to it in the PSR;

**“Potential Event of Default”** means any event which with the passing of time or the giving of notice or the satisfaction of any other condition would constitute an Event of Default;

**“Product”** means any or all of those products and services set out in clause 3 as it may be amended from time to time;

**“PSR”** means the European Union (Payment Services) Regulations 2018

**“Reference Interest Rate”** means the market base or index rate which is used as the basis for calculating the actual rate provided to you by the Bank. Source information on relevant EEA reference interest rates is available (from 31 October 2009) at <https://corporate.bankofireland.com/library/> or on request from your relationship manager. Changes to Euro and Sterling rates will be applied to your Account within three (3) Business Days of the underlying change to the relevant Reference Interest Rates being published. Changes to Reference Interest Rates for all other EEA currencies will be applied on the last Business Day of the month, within which the change arose. All other currency Reference Interest Rates are available on request from your relationship manager;

**“Routing Code”** means an international bank identifier code used in the absence of a BIC;

**“Sanctions”** means economic or financial sanctions, or trade embargoes imposed, administered or enforced from time to time by any Sanctions Authority;

**“Sanctions Authority”** means (i) the United States of America; (ii) the United Nations Security Council; (iii) the European Union; (iv) the United Kingdom; or (v) the respective governmental institutions of any of the foregoing including Her Majesty’s Treasury, the Office of Financial Sanctions Implementation, the Office of Foreign Assets Control of the US Department of the Treasury, the US Department of Commerce, the US Department of State and any other agency of the US government;

**“Sanctioned Country”** means any country or other territory subject to a country-wide export, import, financial or investment embargo under any Sanctions (as defined and construed by the relevant Sanctions Authority). A full up-to-date list of sanctioned countries can be found on our website at [bankofireland.com/sanctions](http://bankofireland.com/sanctions);

**“Sanctions List”** means any list issued or maintained and made public by any of the Sanctions Authorities as amended, supplemented or substituted from time to time;

**“Sanctioned Person”** means any person that is: (i) listed on, or majority owned or controlled by a person listed on, a Sanctions List; (ii) a government of a Sanctioned Country; (iii) an agency or instrumentality of, or an entity directly or indirectly owned or controlled by, a government of a Sanctioned Country; or (iv) resident or located in, operating from, or incorporated under the laws of, a Sanctioned Country;

**“Security Credentials”** means the personalized security feature we require you to use now or in the future to access your Account through for example our online channels and (b) to authorize an Account transaction Sometimes we will give you Security Credentials; in other cases we will ask you to choose them. These are examples of Security Credentials: a personal identification number (PIN), password, one time passcode, security number or code (for example, those generated by a physical or digital security key), a response to a push notification, your registered device, your fingerprint or other distinctive personal characteristics, or any combination of these features or other ones we require now or in the future;

**“Sort Code”** means the 6 digit number that identifies a particular bank and bank branch within the Republic of Ireland;

**“Special Terms and Conditions”** means any special terms and conditions supplementing and/or amending these Terms and Conditions;

**“Standard Settlement Instruction”** means an Instruction that has been agreed in advance and is to be used every time a trade is made;

**“Statement”** means an item by item record of Transactions on your Account(s) which you agree will, where relevant, be acceptable for the purpose of trade/ portfolio reconciliation as required under EMIR;

**“Terms of Business”** means our terms of business which form the basis on which we deal with you in relation to Investment Services and Activities provided by us under the European Union (Markets in Financial Instruments) Regulations 2017 as amended from time to time and structured deposits;

**“Third Party Provider”** or **“TPP”** means any payment service provider that provides a payment service to you or to someone else that concerns the Account, for example an AISP or a PISP;

**“Trade Finance Products”** means any trade instrument you enter into with us including, but not limited to, bid/ tender bonds, performance bonds, documentary collections (whether export or import), documentary letters of credit, standby letters of credit, indemnities and guarantees; and

**“Transaction”** means each transaction in relation to any of the Products, Investment Business Transaction or any other banking transaction which we have agreed to provide to you in accordance with the Account Mandate.

2.2 Where we have used words incorporating the plural they also include the singular (and vice versa).

2.3 Headings used in these Terms and Conditions are for convenience only. They do not form part of the legal agreement between you and us.

2.4 References to times mean Greenwich Mean Time, unless expressly stated otherwise.

2.5 A reference to the singular includes a reference to the plural and vice versa,

- 2.6 Any reference to “in writing” or “written” includes an electronic or digital instruction, signature or receipt where the Bank offers those services digitally.
- 2.7 All references to legislation and taxation in these Terms and Conditions are accurate as of the print date and are subject to change.
- 2.8 Where we ask you for a document, we mean the original, and where that is not possible for you, a certified copy of the original.

### 3 Business covered in the Terms and Conditions

- 3.1 The Terms and Conditions apply to the following Products and services provided by us to you or on your behalf:
- (i) Payment Services;
  - (ii) Fixed Term Accounts;
  - (iii) Call Accounts;
  - (iv) Current Accounts;
  - (v) FX Contracts;
  - (vi) Subject to clause 11.4, Trade Finance Products; and
  - (vii) Other products (such as structured deposits) and services as may be covered by Special Terms and Conditions from time to time.
- 3.2 In accordance with Instructions received under the Account Mandate, we are authorised to enter into any of the Products on your behalf and to:
- (a) honour and negotiate all cheques and negotiable instruments drawn, made, endorsed or accepted on your behalf;
  - (b) to debit or credit any of your Accounts; and
  - (c) to act on all Instructions (subject to clause 5) relating to your Accounts or Transactions notwithstanding that such action may lead to your Accounts being overdrawn or to any overdraft being increased.
- 3.3 Where you are a Corporate Customer, you agree that the provisions on information requirements for payment services under the PSR shall not apply to these Terms and Conditions and that, to the extent permitted under the PSR, the provisions on the rights and obligations in relation to provisions of payment services shall also not apply to these Conditions.

## 4 Opening the account

- 4.1 You undertake to:
- (i) provide to us a duly completed Account Mandate and provide any such documentation as specified in the relevant Account Mandate in the form set out in such Account Mandate (as the context requires);
  - (ii) provide us with proof of your identity, proof of your address, the source of the funds lodged or proposed to be lodged to the Account, in order to protect you against fraudulent criminal activity and also to comply with anti-money laundering legislation;
  - (iii) provide us with your PPS number/ tax reference number and supporting documentary evidence of the relevant tax number, if you are an Irish resident tax payer, in line with the Return of Payments (Banks, Building Societies, Credit Unions and Savings Banks) Regulations 2008 (as amended); and
- If you are not a Banking Customer:
- (iv) provide us with a signed resolution in the form set out in the Account Mandate authorising us to open an Account on your behalf certified as a true copy of the original;
  - (v) notify us in writing signed by the company secretary or designated member or equivalent of any changes in the information provided in sub-clause (i) above; and
  - (vi) provide us with notice in writing, signed by the company secretary or a director (or equivalent) and an Authorised Signatory, of any changes to any of the Authorised Individuals.
- (vii) If you require an account for a limited company that is not registered in ROI or UK provide us with a legal opinion confirming capacity to execute the instructions provided.
- 4.2 We may also ask for a banker's reference. By giving that banker's reference to us, you consent to our verifying it with the bank issuing it.
- 4.3 You may not open an Account with us until we have received the documentation listed in clauses 4.1(i) to (iv).
- 4.4 If you terminate the authority of an Authorised Individual, we are not bound by that termination until not less than one

clear Business Day has elapsed after we receive written notice of such termination.

## 5 Authorisation/Instructions

- 5.1 Subject to clause 5.22, we are entitled to act on the Instructions (whether such Instructions include, amongst others, Instructions to pay money or otherwise to debit or credit any of your Accounts with any amount, or purport to bind you to any agreement, Transaction or arrangement with us) of any of the Authorised Individuals unless we tell you that Instructions can only be given in a particular way.
- 5.2 To use the services of a TPP for your Account, you must be able to access your Account through Digital Banking.
- 5.3 Where we provide your TPP access to your Account, you can choose to allow your TPP to access information or make payments from your Account or both.
- 5.4 Where you sign up with a TPP that provides you with account information services or payment initiation services, we may in our sole discretion allow such providers access to your Account.
- 5.5 Where a TPP is not authorised or registered in accordance with applicable laws and regulations, we may refuse to allow such a TPP to access your Account. We may also refuse access where we know or suspect that access to your Account, or initiation of a Transaction in relation to your Account, by a TPP is, or would be, unauthorised or fraudulent.
- 5.6 Where we refuse access, we will notify you of the reason for the refusal and may report such refusal to the Central Bank of Ireland in accordance with our obligations under the PSR. We will not be required to notify you under this clause 5.6 where doing so would comprise reasonably justified security reasons or would be unlawful.
- 5.7 You are not obliged to use the services of a TPP for the Account but, if you do, the Bank may be required to provide information on your Account to an authorised payment initiation service provider for the purpose of confirming whether your Account contains an amount necessary for the execution of the Transaction in question. You explicitly consent to the Bank providing such information.
- 5.8 It is your responsibility to read the terms and conditions of the TPP. It is also your

responsibility to understand exactly what information the TPP will be able to access and how it will be used by them. This should all be covered in your agreement with the TPP. A TPP should be registered with any relevant financial services regulator in order to provide payment services to you.

- 5.9 A TPP may look for access to your Account, for example, to provide payment or account information services to you. However, we will only allow such access where you have permitted us to allow that.
- 5.10 It is the responsibility of the TPP to ensure any information it holds about you or your Account is secure.
- 5.11 If we receive an instruction from a PISP to initiate a payment on your Account, we will treat this as an instruction from you.
- 5.12 You can instruct a PISP to initiate a payment on your Account by following their procedures. If you do this, you must authorize us to make the payment by using our online verification processes and your Security Credentials. Once you have authorised us in that way to make the payment initiated by the PISP we will treat the payment as though you asked us to make it yourself.
- 5.13 Once you have authorised us to proceed with a payment initiated by a PISP it cannot be amended or stopped unless you ask us to amend or stop it before the relevant Cut-off time.
- 5.14 If we receive an instruction from an AISP to access information about your Account, we will treat this as an instruction from you.
- 5.15 You can instruct an AISP to access and hold details of your Online Payment Account by following their procedures. If you do this, you must authorize us to share the information with the AISP by using our online verification processes and your Security Credentials. Once you have done this, the AISP can make any number of requests for access to your Online Payment Account for up to 180 days and we will obey those requests (unless we have duly evidenced reasons relating to unauthorised or fraudulent access to your Online Payment Account, in which case we may (but are not obliged to) request that you authorise us again (in the way set out in this clause) before we share information with the AISP). Once the 180 days pass, you need to authorise us again (as set out in this clause) if you wish us to continue to share information on your Online Payment

Account with your AISP.

- 5.16 At any time you wish you can (a) cancel any service that a TPP provides you that concerns your Account; or (b) any consent or permission you give a TPP that concerns your Account. You may have to follow the TPP's procedure to make sure they cancel their service or stop acting on your consent or permission. If you send your TPP a cancellation when we are processing an instruction from them to carry out an Account transaction or to get access to information about your Account, it may be too late for us to cancel the instruction, and if so, you permit us to obey it.
- 5.17 If you permit a TPP to access your Account(s) and/or initiate an Account transaction (a) the TPP will have access to your Online Payment Account(s) and (b) we are not responsible for anything the TPP does.
- 5.18 We may refuse to process an instruction from a TPP to make an Account transaction or a request from a TPP to provide information where we know, or have reasonable grounds to suspect (a) that you have not authorised a TPP to give the instruction; or (b) that the instruction from the TPP may be fraudulent or given by mistake. If we can identify the TPP, we will contact you as soon as we reasonably can in a way we choose, unless the law prevents us from doing so or we reasonably believe it would compromise our security measures.
- 5.19 We record the instruction you and any TPP give us. If there is a dispute between you and us or you and a TPP concerning the Account, you agree to accept our records as accurate (unless it is clear we made a mistake).
- 5.20 You should contact a TPP directly, if you have any queries or complaints regarding the services they provide to you.
- 5.21 You agree to cooperate with us and give us information we ask for if you have a complaint about your Account and we suspect that a TPP may be responsible for it, for example, where we suspect it is the TPP's fault that an instruction was not carried out or was carried out wrongly or too late.
- 5.22 In order to effect a Transaction, you will be required to provide us with the payee's Sort Code, Account Number and name, and you may also be required to provide a BIC and IBAN in certain circumstances.



- 5.23 Instructions for payments to third parties must be provided to us in writing (or by fax or other electronic means where this has been agreed between us). Where Standard Settlement Instructions (SSIs) have been provided to the Bank in writing, the Bank may agree to take Payment Instructions referencing the SSIs over the phone. SSIs must be substantially in the form set out in the standard settlement instruction template available from the Bank, otherwise, we may not, for technical reasons, be able to process your payment instruction.
- 5.24 Where you are a Banking Customer, you may withdraw an Instruction provided under clause 5.1 at any time prior to the point in time at which that Instruction can no longer be revoked in accordance with clause 7.3 (applicable Cut-off Time).
- 5.25 We may from time to time apply financial or other limits to your Instructions and reserve the right to refuse an Instruction in accordance with clauses 8.7 and 8.8 if it is above one of such limits.
- 5.26 We may from time to time and in our sole discretion require Instructions from all the Authorised Individuals to operate the Account.
- 5.27 You shall do all that is necessary to ensure maximum security in connection with the issue of any Instructions or Confirmations and shall keep secret any system authorisations and/or validation codes which we may issue in connection with such Instructions or Confirmations, except where you have our express written consent to disclose it or them. If you become aware, or suspect that any code becomes known to any unauthorised person, you will notify us immediately and will be liable in full until notification is received and acknowledged by us for any Transactions effected as a result of a breach of this provision.
- 5.28 You acknowledge and agree that:
- (i) no confirmation of the Instructions shall be required before or after we act on Instructions given by telephone or facsimile (or any other electronic system, medium, platform or mechanism which we may agree with you), but you shall, if called upon to do so by us, confirm such Instructions in writing provided that failure to do so shall not render invalid any action taken by us pursuant to such Instructions. For the avoidance of doubt, we shall be authorised to follow Instructions even where you do not subsequently confirm them in writing;
- (ii) subject to clause 8.5 below, we assume no liability or responsibility for consequences arising out of the interruption of, delay and/or loss in transit of any messages, letters or documents or for any delay, mutilation or other errors arising in transmission of any Instructions or Confirmations however sent unless arising through our fraud or wilful neglect;
- (iii) you will indemnify and keep us indemnified against all claims, demands, liabilities, losses, fees (including legal fees on a full indemnity basis), actions and proceedings whatsoever and however arising which we may incur or suffer by reason of us acting on any Instructions and Confirmations however sent or received and we may debit any Account in your name with any sums payable by you hereunder.
- 5.29 Subject to clause 8.5 below, we agree and acknowledge that you shall not incur any liability as stated in clause 5.28 (iii), to the extent that any claims, demands, liabilities, actions and proceedings arise out of any fraud or wilful neglect duly proved (in each case, by a court of competent jurisdiction) on our part, or the part of our officers, representatives or agents.
- 5.30 Where Instructions are provided by or purported to be provided by an Authorised Individual by telephone or any other electronic system, medium, platform or mechanism which we may agree with you, such Instructions will override any provisions in the Account Mandate in relation to the number of signatures which are required to operate your Account. Subject to clause 8.5 below, each party waives its rights to challenge any such message on the basis of how, or if, it was delivered.
- 5.31 You shall at all times accept the debit or the credit of any of your Accounts as conclusive evidence of any Instructions and of the amount involved.
- 5.32 If an amount is incorrectly debited or credited to your Account, the Bank may make any necessary correcting entries to the Account without the need for approval from you. In certain circumstances the

Bank may request your authority to recover a misdirected payment which has been credited to the Account. If your authority is not forthcoming, the Bank will provide such of your details as may be required to the relevant payer in order to assist their recover of such misdirected payment.

## 6 Changes to these Terms and Conditions

- 6.1 We reserve the right to vary, amend or add to these Terms and Conditions at our discretion. When we make a change to our Terms and Conditions we will notify you by whatever means we deem appropriate, in our discretion and within applicable laws and regulations, so that you can consider whether or not you wish to continue to deal with us on the basis of our new terms and conditions. If you do not wish to continue to deal with us you shall be free to dissolve this contract with us and if so doing you must first discharge all and any outstanding liabilities to the Bank in respect of the Account. In the absence of any prior notice to the contrary, you will be deemed to have accepted such revised Terms and Conditions with effect from their notified effective date.
- 6.2 Unless otherwise indicated, two months or such lesser period of notice as may be permitted under applicable legislation will apply only to customers who are Banking Customers. For Corporate Customers, the Bank reserves the right to implement any such changes immediately and without any prior notice to the Customer. Where any such changes are to your benefit, we may implement these changes as soon as possible and notify you afterwards to avoid any delay in you enjoying these benefits. Changes to these Terms and Conditions which are required by law may be implemented immediately or as required by law.
- 6.3 In addition to clause 6.2, subject to changes in our business, we may at our discretion, send you a copy of any new terms and conditions or a summary of any changes as we consider necessary. We will maintain a copy of our up to date Terms and Conditions on [www.bankofireland.com/treasurylibrary](http://www.bankofireland.com/treasurylibrary) and you should refer to the website for the current version.

- 6.4 The Bank reserves the right at all times to vary any and all applicable interest rates and exchange rates, with immediate effect. We will notify you of the new applicable interest rates in your Statement, interest certificate or Confirmation, in the manner and frequency as per clause 8.4 below.

The method of calculating the actual interest on your Account and the base for determining interest and foreign exchange reference rates is as follows:

- 6.4.1 Call Accounts Interest =  $(P \times T \times R) / D$   
D = Denominator  
P = Balance on your Account at end of the relevant Business Day  
R = applicable Reference Interest Rate minus relevant Deposit Margin  
T = Period of deposit in days
- 6.4.2 Interest is typically not paid on Current Accounts. Where we have agreed that interest applies to your Current Account, the formula set out above in clause 6.4.1 is applicable; however, a larger Deposit Margin may apply. In such cases, information on the relevant Deposit Margin is available from your relationship manager.
- 6.4.3 For Fixed Term Accounts, please refer to clause 9.1 below.
- 6.5 Foreign Exchange Conversions – Reference Rates**
- Bank of Ireland determines its foreign exchange rates by reference to foreign exchange market rates (“Reference Rates”) made available by information service providers, such as Reuters and Bloomberg. These Reference Rates are adjusted by an appropriate margin to take account of the Transaction type, size, currency, market conditions and overall cost of undertaking the Transaction. The Reference Rates applicable to smaller value Transactions are established at approximately 7.30 a.m. each Business Day. Reference Rates on larger value Transactions (typically > Euro 70,000 in value), and some smaller value Transactions which are subject to negotiation, are established at the time of the conversion request. The underlying Reference Rate is available on request from your relationship manager.

## 7 Operation of your Account

7.1 You must operate your Account in accordance with the most recent Account Mandate that you give us. The terms of your Account Mandate are in addition to these Terms and Conditions.

7.2 You shall not knowingly use, authorise or knowingly permit any other person to, directly or indirectly, use the Account or use, lend, make payments of, contribute or otherwise make available, all or any part of the proceeds of any credit agreement with the Bank to fund any trade, business or other activities involving or for the benefit of any Sanctioned Person or in any Sanctioned Country or in any other manner in each case as would result in the Bank being in breach of any Sanctions. You shall not use any revenue or benefit derived from any activity or dealing with a Sanctioned Person or in a Sanctioned Country to fund the Account or to discharge any obligation due or owing to the Bank.

7.3 We will aim to process your Instructions on the day of receipt by us where Instructions are received by certain Cut-off Times which we may revise from time to time. We may refuse to accept any Instruction received after the applicable Cut-off Time. For further information on Cut-off Times which apply to your Accounts, please contact our Global Markets Customer Service Team on telephone +353 1 609 3290 or visit <https://businessbanking.bankofireland.com/payments-and-cards/online-banking/business-online/payment-cut-off-times>.

7.4 You must advise us in writing of any changes to your name, corporate status, registered office/trading address and your telephone number.

### 7.5 Sole Trader/Individual/Joint Account

This clause only applies if you are a natural person holding your Account in your own name or you are a sole trader or if you are the holder of a joint Account:

7.5.1 You must advise us immediately in writing of any changes to your name, status, address and your telephone number.

7.5.2 If two or more people hold an Account, you authorise us to accept Instructions (including repayment Instructions) by any one of you unless you tell us otherwise in the Account Mandate. Where you have authorised us in the Account Mandate to accept Instructions from any one of the

joint Account Holders, any one of you can withdraw the entire balance held in the Account. Where there are two or more Account Holders, the liability of each is joint and several. This means that the Account Holders are liable together but also as individuals for any monies owing, including any overdraft or other debt.

7.5.3 If the Account is in the name of two or more of you, one of you can instruct a TPP to access your Account details or initiate a payment on your Account by using the TPP's procedures and ours. If we receive a request from a TPP to access your Account details or initiate a payment, we respond to it as if all or both of you had made the request or asked the TPP to make it on behalf of each of you.

7.5.4 Before we can remove an Account Holder from a joint Account, we must receive a written request signed by both/all Account Holders. All unused cheques held by the departing Account Holder must be returned to us. In the event of separation, divorce or death of a joint Account Holder, it is your responsibility to advise us of any changes to be made to your Account(s). In the event of the death of a joint Account Holder, we can remove the deceased Account Holder from a joint Account on receipt of a written request signed by all surviving Account Holders.

7.5.5 In the event of the death of one of the joint Account Holders the balance of the Account will be payable to the survivor(s) and the survivor(s) shall be entitled to operate the Account. Unless you instruct us in writing otherwise, communications from us will be addressed to the person named first on the most recent Account Mandate you have given us, or where applicable to the survivor(s).

7.5.6 In the case of the death of the only Account Holder, the Account shall be operated on the Instructions of the Account Holder's personal representatives. If you have authorised a third party to sign Instructions on your Account under your Account Mandate, after your death the third party will not be able to carry on giving Instructions in accordance with the Account Mandate.

7.5.7 In order to effect a change of Account Holder on an Account, we may be required to ask you for further supporting documentation in order to meet our legal obligations.

## 7.6 Partnership

7.6.1 In the event that we are informed in writing, or we become aware of, a dispute between the partners, we may suspend the operation of your Account Mandate until all partners confirm in writing or we are otherwise satisfied that the dispute is resolved or until you give us a new Account Mandate signed by all partners. Whilst an Account Mandate is suspended, Transactions will only be authorised if they are signed by all partners.

7.6.2 The liability of each partner is joint and several.

7.6.3 In the event that a partner dies, there will be a presumption under law, that the partnership ceases to exist unless evidenced otherwise in a partnership agreement or other similar document which the partnership will have provided to the Bank. If the partnership is deemed to have ceased to exist, the operation of the Account will be suspended until further instruction has been received which is acceptable to the Bank.

## 7.7 Other Entities

If you are a public limited company, a designated activity company, a limited company, trust, school, club, association, religious order, credit union, vocational education college, co-operative, unit trust, local authority or other unincorporated entity: In the event that we are informed in writing, or we become aware of, a dispute between directors, members, trustees or members of the governing board or equivalent (as the context requires), we may suspend the operation of your Account Mandate until all directors, members, trustees or governors (or equivalent) confirm in writing or we are otherwise satisfied that the dispute is resolved or until you give us a new Account Mandate pursuant to a board resolution (or equivalent) agreed at a meeting of the directors, members, trustees or governors.

Whilst an Account Mandate is suspended, Transactions will only be authorised if they are signed by all directors, members, trustees or governors (as the context requires).

## 8 Accounts

### 8.1 General

8.1.1 We reserve the right in our absolute discretion to decline to open an Account

for any reason and we shall not be obliged to explain our decision to you.

8.1.2 We reserve the right in our absolute discretion, subject to the provisions of clause 19 below, to close an existing Account and we will not be responsible for any loss or damages incurred whether to you, or to any other person by our so doing. We will, however, explain the reasons for the account closure and account to you for the principal sum in such account and any interest which may have accrued.

8.1.3 We also reserve the right to refuse to accept Instructions in relation to the opening and the operation of an Account if the Account Mandate and/or other documentation which we may require in accordance with clause 4.1 has not been provided to us.

8.1.4 It is your responsibility to provide correct Instructions, including the information required under clauses 5.2 and 5.3. Failure to do so may result in non-application, delayed application or incorrect application of funds, for which the Bank is not responsible. Where incorrect Instructions are identified by the Bank, the application form may be returned to you for correction.

8.1.5 Interest on Accounts shall be paid subject to the applicable laws and regulations of Ireland.

8.1.6 Transactions or other services in relation to your Accounts may be subject to Fees as set out in these Terms and Conditions or in the Fees and Charges Schedule.

8.1.7 In the event we suspect or detect any fraud or unauthorised activity on your Account, we will advise you via phone call, SMS message or email as appropriate. If we deem it necessary we may block your Account and will advise you of the block and how it may be removed.

### 8.2 Payments into/withdrawals from Accounts

8.2.1 Neither we nor our representatives or agents will be responsible for any unauthorised withdrawals from an Account unless we have been put on notice of the possibility of such withdrawal. For example, you have reported to us in writing that details of your Account have been fraudulently obtained by another person.

8.2.2 If you wish to pay into your Account, a cheque, draft or other negotiable

- instrument which is not made payable to you, we are entitled to refuse such a request and we will not be liable for any loss or damage that results from such refusal. If we agree to process such a request, however, you agree to indemnify us on a full indemnity basis for any loss or damage which we may incur (whether directly or indirectly) arising from the processing of such cheque, draft or other negotiable instrument.
- 8.2.3 Crossed cheques, cheques marked A/C Payee or Account Payee can only be paid to the named account.
- 8.2.4 We will accept payments to your Account in a currency other than the currency of the Account. If you make such a payment, we will convert the currency of your payment into the currency of the Account to which the payment is to be applied at the prevailing exchange rate applicable to that Transaction size on the date on which we receive funds. You and the Bank will make all reasonable efforts to agree the exchange rate in advance of completing larger value transactions (i.e. >€70,000 equivalent). In the event of this not being possible, and if you have an issue with the Transaction, you will promptly (i.e. within 7 days) bring this to the attention of the Bank. Any fees which we incur as a result of such conversion shall be borne by you.
- 8.2.5 We reserve the right to refuse foreign currency cash lodgements and shall not be obliged to explain our decision to you. Where we accept such lodgement, it may take from one (1) to three (3) Business Days from the day you make the lodgement before it is credited to your Account.
- 8.2.6 In line with current banking practice, payments into your Account, whether from you or a third party, may be credited to your Account on the basis of either the Account number or International Bank Account Number (IBAN) and on the basis of the Sort Code. This is because with the increasingly electronic nature of banking settlement systems, inward payments will not be manually scrutinised. You agree that when we are crediting your Account, we have no obligation to check whether the name on the Account or other information relating to the Account is correct. Where the Account number/IBAN or Sort Code is incorrectly stated on a payment order by the Account Holder or a third party, the
- Bank shall have no liability for the non-execution or defective execution of the payment order to the Account. You agree that we may refuse to act, without any liability for so doing, where an incorrect Account number or IBAN has been received.
- 8.2.7 The balance of your Account may include cheques, drafts or other negotiable instruments paid into such Account but which are not yet cleared. We may credit your Account until such an instrument has been cleared but you will be unable to withdraw against the uncleared deposits. We may use other banks in the process of clearing your cheques, drafts or other negotiable instruments. We are not responsible for the actions or omissions of those other banks, nor for the loss or destruction of any items while they are in the possession of another bank or in transit. When you pay a foreign cheque into your Deposit Account you must endorse the cheque by signing it on the back.
- 8.2.8 The proceeds of any cheque lodged to the Account in any currency other than the currency of the Account will be converted to the currency of the Account at the exchange rate determined by the Bank on the date such Transaction is processed. If the cheque is later returned unpaid or uncleared, we will have recourse to you (and anyone who has signed or endorsed the cheque) and the unpaid or uncleared cheque will be converted to the currency of the Account at the exchange rate determined by the Bank on the date such Transaction is debited to the Account. The Bank will not be responsible for any losses incurred.
- 8.2.9 If you instruct us to make payment from your Account to an account that is denominated in a different currency we may carry out a currency conversion at the prevailing foreign exchange conversion reference rate.
- 8.2.10 In respect of Payment Instructions, if we receive your Payment Instruction before the relevant Cut-off Time, we will process the payment from your Account on the Business Day ("D") that we receive it (unless you have requested that it should be paid on a date in the future). If the payment is in Euro and the financial institution of the payee is located in the EEA, we will ensure that the financial institution

- of the payee will receive the payment within one Business Day of D (D+1). If it is a crossborder payment in Sterling, or other EEA Currency (non-euro), and the financial institution of the payee is located in the EEA, we will ensure that the financial institution of the payee will receive the payment within three Business Days of D (D+3). Where the Payment Instruction is submitted on paper, the processing time may be an extra Business Day ((D+2) and (D+4)). Any other Payment Instructions may take longer to process. If you instruct us to make a payment from your account to an account that is denominated in a different currency we may carry out a currency conversion at the prevailing market rate. If the Payment Instruction is received on a non-Business Day or after any applicable Cut-off Time or the date of receipt is not a Business Day, we will process your payment on the next Business Day.
- 8.2.11 If a payment into your Account is received on a Business Day, the relevant Cut-off Time has not passed, and the payment does not require currency conversion, other than a conversion from euro to another Member State currency, or vice versa, we will credit your Account with the payment on the same Business Day that we receive it. All other payments requiring a conversion will be credited to your Account as soon as the relevant conversion has been completed. You also agree that we have the right to deduct transaction charges from any payment into your Account before crediting to your Account. When you (or anyone else) lodge cash to your Account in the same currency as your Account, we will immediately process it and credit your Account.
- 8.2.12 When you make or receive a payment from or to your Account, you will be obliged to pay our charges only. Each bank can only apply a charge to its own customer. This rule applies to all payments processed within the EEA (i.e a payment which is going to or coming from an EEA member state - e.g. a Euro payment from your Euro account sent to a German supplier). For payments processed in the EEA where the beneficiary account is located outside of the EEA, you have the option to pay the others bank charges, in addition to our charges. This clause applies to all types of Accounts dealt with in clause 9 below, with the exception of Fixed Term Accounts.

## 8.3 Express Lodgements

- 8.3.1 When the Account Holder makes a lodgement with the Bank using the express lodgement facility provided at a Bank branch, such lodgement shall consist only of cheques and/or banknotes. The value of banknotes which may be lodged shall not exceed such aggregate amount as the Bank may notify from time to time by general notice to Account Holders or otherwise. Items to be lodged must be enclosed in the special envelope available from branches of the Bank together with the appropriate lodgement docket.
- 8.3.2 The Bank is not deemed to have received any cash or other items in any such lodgement until the special envelope has been opened and the contents processed by the Bank or by any two persons authorised by the Bank or one authorised person whose operation is recorded by Closed Circuit Television camera and video equipment, to open the special envelope and process the contents and, until then, the contents remain at the risk of the Account Holder.
- 8.3.3 The Account Holder shall accept as **conclusive** in the absence of manifest error the testimony of any two persons authorised by the Bank who processed any such lodgement as to the amount contained in the special envelope. If any discrepancy shall be discovered by the Bank or by any two persons authorised by the Bank to open the special envelope and process the contents, in the contents or details of any such lodgement, the relevant lodgement docket may be appropriately corrected by the Bank or by any such authorised persons and any correction so made shall be accepted as conclusive in the absence of manifest error by the Account Holder.

## 8.4 Confirmations/Statements for Accounts

- 8.4.1 Subject to clause 8.4.2, the Bank will provide or make available to you a Confirmation or a Statement setting out the following details in respect of all Transactions;
- A reference enabling the Account Holder to identify each Transaction;
  - The amount of the Transaction;
  - Where applicable, the exchange rate applied to the Transaction;
  - The debit or credit value date of the Transaction



8.4.2 You have the option to receive the Transaction information set out in clause 8.4.1 as individual transaction receipts or in periodic Statements which will be provided or made available free of charge at an agreed frequency, and at least annually. You agree that we will provide Statements at an agreed frequency and you will notify us if you want to opt for a different frequency, or receive individual transaction receipts.

8.4.3 Some Confirmations may be generated automatically and may not be signed on our behalf.

8.4.4 If you do not receive a Confirmation or a Statement, it shall not affect the efficacy, validity or enforceability of the relevant Account or Transaction.

## 8.5 Disputed or Unauthorised Transactions

8.5.1 You agree to examine all such Confirmations or Statements and you agree that unless you notify us of any errors contained in any such Confirmation or Statement within ten (10) Business Days of the date of such Confirmation or Statement, or, in relation to certain FX Contracts, within the earlier timeframe that may be specified in such Confirmation or Statement, you will be deemed conclusively to have accepted all the matters contained in all such Confirmations or Statements as being true and accurate in all respects. You must advise the Bank without undue delay, and no later than thirteen (13) months after the Transaction date, of any unauthorised or incorrectly executed Transactions. You may advise us free of charge via the Freephone number listed on our website [www.bankofireland.ie](http://www.bankofireland.ie). If you are a Corporate Customer, it shall be your responsibility to demonstrate to the satisfaction of the Bank, that any such Transaction was actually unauthorised or incorrectly executed.

8.5.2 In the event of an unauthorised Transaction out of the Account, the Bank will, subject to clauses 8.5.3 to 8.5.5 below, refund the amount of such unauthorised Transaction and will restore the Account to the state it would have been in but for the unauthorised Transaction. If it is later determined that no refund or restoration should have been paid because the Transaction was actually authorised, the Bank will be entitled to recover from your Account any refund or restoration paid without any further reference to you.

8.5.3 Where such unauthorised Transactions have resulted from the loss, theft or misappropriation of any Payment Instrument the Account Holder will be fully liable for any such unauthorised Transactions which occurred before such loss, theft or misappropriation was reported to the issuer of the Payment Instrument. If you are a Banking Customer, your liability in such circumstances will be limited to €50, and if the loss, theft or misuse was not detectable to you, then you will have no liability for any unauthorised Transaction. (unless you have acted fraudulently).

8.5.4 It shall be your responsibility to demonstrate to the satisfaction of the Bank that any such Transaction was actually unauthorised or incorrectly executed, save if you are a Banking Customer in which case it shall be the responsibility of the Bank to demonstrate that any such Transaction was authorised and correctly executed.

8.5.5 Where any such unauthorised Transactions arise as a result of any fraud or gross negligence on the part of the Account Holder, the Account Holder shall be liable for the full amount of such unauthorised Transactions.

8.5.6 In the event of any incorrectly executed Transaction resulting from the acts or omissions of the Bank, the Bank will refund the amount of such incorrectly executed Transaction and will restore the Account to the state it would have been in had the incorrectly executed Transaction not taken place. If you are a Banking Customer, the Bank must prove to you that the payment was received by the payee's service provider. Where we cannot do so, a refund will be made without undue delay. If you are Corporate Customer, the Bank reserves the right to investigate any such Transaction to determine that it was incorrectly executed, and was not received by the payees' payment service provider, before making any refund.

8.5.7 Where any Transaction is not executed or is defected as a result of you providing information under clause 5.22 which was incorrect, the Bank shall have no liability to the Account Holder in respect of such Transaction. The Bank will however make all reasonable efforts to recover the funds involved in such Transaction. The Bank may charge the Account Holder in respect of all reasonable costs incurred in recovering the funds on behalf of the Account Holder.

## 8.6 Standing Orders

8.6.1 You may set up a standing order on the Account to pay a fixed amount at fixed regular intervals (e.g. weekly, monthly, annually) to another account held by either you or a third party with the Bank or with another bank.

8.6.2 You must provide a valid Account number/IBAN and Sort Code/BIC/Routing Code for the beneficiary and you have the option to include a reference number that will be quoted on all payments.

8.6.3 You may postpone an individual payment, or change or cancel a standing order set up on an Account at any time by notifying the Account holding Bank branch in writing by close of business one Business Day before the standing order is due to be processed by the Bank. If your instruction (to postpone, change or cancel) arrives later than that we will not have time to obey it before the standing order is due. If that happens, we are not at fault and will not be liable to you or anyone else for any payment made by the Bank on foot of a valid standing order and any other loss or expense which results. You can find more information on Cut-off Times in clause 7.3.

8.6.4 The Bank reserves the right to cancel any standing order, without reference to you, if three consecutive payments due under that standing order are not paid due to insufficient funds in the Account.

8.6.5 Cancelling a standing order does not in any way alter any agreement in place between you and the beneficiary. The Bank has no obligation to you or the standing order beneficiary in respect of alternative arrangements for the payment of goods or services.

8.7 We may limit Transactions on your Account if we believe it is reasonably necessary

- (i) to comply with any court order;
- (ii) to prevent a breach of the civil or criminal law or enable an investigation into any such breach;
- (iii) to comply with a request from An Garda Síochána, Office of the Revenue Commissioners or any statutory or regulatory body with the power to enquire or request us to limit withdrawals; or
- (iv) to enable us to exercise our right of set-off.

8.8 We may refuse to carry out any Transaction on your Account if we have reasonable doubts about

- (i) the identity or authority of the person requesting the Transaction;
- (ii) the lawfulness of the Transaction;
- (iii) the availability of cleared funds required to meet the Transaction; or
- (iv) compliance with the Terms and Conditions or any other relevant condition.

8.9 Our rights under clauses 8.7 and 8.8 above are additional to and shall in no way limit our rights to block your Account in cases listed in clause 19.3 below.

## 9 Specific Terms and Conditions for Fixed Term, Call and Current Accounts

### 9.1 Fixed Term Accounts

9.1.1 The minimum cleared balance required on a Fixed Term Account is £20,000 (GBP), \$30,000 (USD), €25,000 (EUR) or for any other currency the equivalent of €25,000 (EUR).

9.1.2 The term of your deposit, the amount of the deposit and the rate of interest applicable during that term will be agreed by us on the date that your Fixed Term Account is opened and on subsequent renewals (if any). If, at a later date, you decide to deposit further funds in a Fixed Term Account during its fixed term period, the Bank has discretion as to the rate of interest to be offered and applied to those further funds.

9.1.3 We will not alter the interest rate agreed with you in relation to sums held on your Fixed Term Account during the term of such Fixed Term Account.

9.1.4 Interest on Fixed Term Accounts shall be paid on the Maturity Date or on the closing of such Fixed Term Account or earlier or later as we may agree. Such interest (if any) will be paid into the Fixed Term Account (unless you instruct us otherwise). If the Account into which the interest is paid is held in a different currency, we will convert the interest at the prevailing exchange rate on the Maturity Date. Any fees which we incur as a result of such conversion shall be borne by you.

9.1.5 Unless you tell us otherwise by 11a.m. on the Maturity Date for Euro, Sterling or US

Dollars, your Fixed Term Account will be renewed automatically for a no longer than equivalent term. For all other currencies, you must tell us by 11a.m. two Business Days before the Maturity Date if you do not want your Fixed Term Account to be renewed automatically. The balance on such a Fixed Term Account including accrued interest up to the Maturity Date (unless you have otherwise specified) will be re-deposited on the same basis as before in the same currency and at our prevailing Fixed Term rate for that period for that currency at such time (or as has been agreed in a previous course of dealing between us). We will not be liable to you for any losses that may arise as a result of this.

9.1.6 If you wish to close a Fixed Term Account before the Maturity Date, we will consider such request as soon as reasonably practicable. Should we agree to such request, we may at our discretion charge you a Breakage Fee.

9.1.7 You may not withdraw funds during the term of the Fixed Term Account, without penalty. Where you have a requirement to make a withdrawal, prior to the Maturity Date, due to exceptional circumstances, your withdrawal, part of, or all of the deposit will be subject to a Breakage Fee. The Breakage Fee will reflect our breakage cost of facilitating the withdrawal request. (You may also be charged an administration cost for this, the details of which are outlined in our Fees and Charges Schedules.) The Breakage Fee will be determined as the difference between the deposit rate on your account and the prevailing wholesale market rate applied to the amount of the withdrawal from your account for the remaining period of the fixed term.

9.1.8 "Breakage Fee":

$$P \times (W - D) \times T$$

$$\frac{\text{Day Basis} \times 100}{\text{Day Basis}}$$

Day Basis means the convention for the number of days used as a denominator appropriate to the currency. For Sterling, this is 365 and for most other currencies it is 360.

#### Where

P = amount withdrawn

W = wholesale market rate

D = deposit rate on your account

T = remainder of fixed term in days

#### Example

You have placed €1,000,000 on a six month fixed term account and realise after four months of this term that you need to withdraw €100,000.

The deposit rate on your account is 3%. The remaining term of your deposit is 62 days.

The two month wholesale market rate is 3.5%.

$$\frac{€100,000 \times (3.5 - 3) \times 62}{100}$$

$$= €86.11 \text{ 36,000}$$

#### 9.2 Call Accounts

9.2.1 The minimum cleared balance required on a Call Account is €2,500 or the equivalent in any other currency.

9.2.2 We will calculate interest on Call Accounts daily and pay it to you on a semi-annual basis or more or less frequently as agreed by you with us, or on the closing of such Call Account. Please refer to clause 6.4 above for more information on current applicable rates.

#### 9.3 Current Accounts

9.3.1 The minimum cleared balance requirement on a Current Account is the currency equivalent of €2,500.

9.3.2 Overdrafts

You must operate the Account in credit, unless an overdraft facility is agreed in advance. Any overdraft facility on the Account must be agreed by us in writing. Such facility must operate within the authorised credit limit. An overdraft facility fee is chargeable by the Bank on the granting of an overdraft facility, any new overdraft facility or any renegotiation thereof, on the Account. The overdraft facility fee will be applied annually thereafter at the anniversary of the last such charge for so long as the overdraft facility or other overdraft arrangement is required and provided by the Bank.

Where an overdraft is permitted by the Bank, the interest rate applicable is normally determined by the Bank by reference to prevailing market rates, details of which are available from your branch or business unit relationship manager, and the period and purpose of the facility and the entitlement of the Account Holder to any special features. In addition, the Bank may take account of the risk associated with the facility, which may result in a higher rate of interest.

We can change the overdraft interest rate up or down at any time. Details of such variations will be provided in your Statements, interest rate certificates or Confirmations.

Interest is calculated on the daily balance outstanding (after adjustment is made for cheques in the course of collection), and shall be charged to the Account at the relevant Bank charge dates.

Where overdrafts occur without prior authorisation, or are not repaid when demanded, or in the event of excesses over the authorised credit limit, such unauthorised overdrafts or excesses or unpaid amounts are subject to an additional interest charge of up to 0.75% per month or part of a month (i.e. 9% per annum).

Any such additional interest charge will apply to the amount and for the period of such unauthorised overdrafts or excesses and will apply to unpaid amounts from the period when due until payment and shall be charged to the Account and payable at the same time, in the same manner as the relevant interest charge, currently quarterly. The above mentioned rate or minimum amount may at any time and from time to time be changed by the Bank at its absolute discretion, subject to prior approval of the relevant regulatory authority. Additionally, where excesses occur, the Bank may, at its discretion, alter the amount which is subject to an additional interest charge. In the event of any such change or alteration occurring during the continuance of the facility, the Bank will give to the Account Holder a minimum of one month's prior notice that such change or alteration is to take place.

Any such additional interest charge is intended to constitute liquidated damages to the Bank including compensation for its increased administrative and related general costs occasioned by such unauthorised overdrafts or excesses occurring on the part of the Account Holder or non-payment when due.

Notice under this clause may be given by the Bank to the Account Holder by any means that complies with the applicable laws and the Bank considers reasonable. If a change is to your benefit, we may decide to make the change immediately and tell you afterwards.

An overdraft must revert to credit for at least thirty (30) days, whether consecutively or otherwise, during the 12 month period from either the date of sanction or from the date of any subsequent new permission, if granted, and in the event of such demand the overdraft facility is withdrawn for any subsequent 12 month period. Overdraft facilities are unconditionally cancellable and repayable on demand, and in the event of such cancellation or demand the overdraft facility is withdrawn. Where an overdraft fails to meet the above requirement the interest rate is revised and a higher rate will be charged once for that 12 month period retrospectively. The higher rate will consist of the then applicable interest rate plus 0.75% per annum of the average full overdraft balance which is applied at the following quarter's interest posting. The above mentioned rate may at any time and from time to time be changed by the Bank at its absolute discretion subject to prior approval of the relevant regulatory authority.

## 10 Foreign Exchange (FX) Contracts

### 10.1 General

10.1.1 Subject to clause 10.1.2, this clause 10 applies to all FX Contracts unless expressly excluded or varied.

10.1.2 If you have entered into an ISDA Master Agreement with us then, unless otherwise specifically agreed, such ISDA Master Agreement shall apply to and govern all FX Contracts and to the extent that there is any conflict between the ISDA Master Agreement and this clause 10, the ISDA Master Agreement shall prevail.

10.1.3 We may, at our absolute discretion, agree or refuse to enter into an FX Contract and we shall not be obliged to explain our decision to you. Generally, we deal with orders in the order in which we receive them. Dependent on the terms of the order, we may execute an order electronically or manually.

10.1.4 We may, in certain circumstances, ask you for security to support your borrowing or other liabilities in connection with your Transactions. We will inform you why we need this security and we will confirm what we need in writing. You should read any documentation relating to your provision of security carefully and seek independent

advice. Any third party guaranteeing your obligations should seek independent legal advice before they enter into such a guarantee. Upon request we will advise you under what circumstances we will agree to release the security.

10.1.5 If you request, we may, at our absolute discretion, agree to settle an FX Contract earlier or later than the date(s) originally agreed between us for settlement. If we do, then we may at our absolute discretion apply an adjusted rate of exchange to the FX Contract. This is because we need to use a rate of exchange that applies on such earlier or later date, which might be different to the rate for the originally agreed date.

10.1.6 We will provide details of your Transaction to the competent authority (such as the Central Bank of Ireland or Financial Conduct Authority) or publicise the price, volume and time of such Transaction in accordance with MiFID II/MiFIR. Certain forward foreign exchange Transactions are exempted from the transaction reporting obligation under MiFID II and MiFIR if the criteria set out in schedule 2 to these Terms and Conditions are met.

In order for us to assess whether your forward foreign exchange Transaction has to be reported or not, you are required to inform us whether you are entering into the forward foreign exchange Transaction as a means of payment for identifiable goods, services or direct investment. Our decision to report or not report your forward foreign exchange Transaction will be based on the information and evidence you have provided in relation to the Transaction.

You also agree to inform us if you are aware or become aware of any change to the information provided to us under this clause 10.1.6 or schedule 2 to these Terms and Conditions.

## 10.2 Material Interests and Conflicts

10.2.1 Your attention is drawn to the fact that when we deal with or for you, we or an Associate may have an interest, relationship or arrangement that is material in relation to the FX Contract concerned.

10.2.2 We have implemented a conflicts of interest policy ("the Conflicts Policy") that identifies those circumstances that constitute, or may give rise to,

conflicts of interest which may damage the interests of one or more of our customers. The Conflicts Policy also sets out the organisational and administrative arrangements that we have implemented in order to manage these conflicts. If, at any time, you would like to receive further details in relation to our Conflicts Policy, please contact us in writing.

## 10.3 Failure to deliver currency pursuant to an FX Contract

10.3.1 In the event that you fail to deliver in cleared funds any currency due to us pursuant to an FX Contract you will be liable to pay us the amount of any loss that may arise. You authorise us to debit one or more of your Accounts with us in respect of any amount due and not paid under an FX Contract. For this purpose we may convert any obligation under an FX Contract into the currency in which the other is denominated at our spot rate of exchange for the relevant currencies.

10.3.2 You authorise us to set-off any credit balance to which you are entitled on any Account with us in satisfaction of any sum due and payable by you to us. The payment of any credit balance shall also constitute an FX Contract for the purposes of these Terms and Conditions.

## 10.4 Conditions Precedent

10.4.1 You may not enter into an FX Contract unless we have received:

- (a) evidence satisfactory to us of compliance with exchange control requirements (if applicable) and the requirements of any other regulatory authorities; and
- (b) any security which we require, provided in the form and substance satisfactory to us together with all necessary filings, registrations, stamp duty and registration fees.

## 10.5 Confirmations for FX Contracts

10.5.1 We will send you a Confirmation in respect of each FX Contract by post (or by such other method as we may select). You agree to examine all such Confirmations and where your signature is required, to sign and return such Confirmations to us within ten (10) Business Days of the date of such Confirmations or, where relevant, within the earlier timeframe that may be specified in such Confirmation. You agree that unless you notify us of any errors contained in any such Confirmation within

ten (10) Business Days of the date of such Confirmation or, where relevant, within the earlier timeframe that may be specified in such Confirmation, you will be deemed conclusively to have accepted all the matters contained in all such Confirmations as being true and accurate in all respects.

10.5.2 Some Confirmations may be generated automatically and may not necessarily be signed by us.

10.5.3 Our failure to issue a Confirmation shall not affect the efficacy, validity or enforceability of the relevant FX Contract.

## 10.6 Partial Settlement

If, pursuant to an agreed FX Contract, you have the right to settle the FX Contract in whole or in part over a period of time (the "Settlement Period"), then any partial settlement of such FX Contract will not extinguish the obligation upon you to settle the remaining balance of the FX Contract within the Settlement Period.

## 10.7 Further FX Contracts

10.7.1 You acknowledge that all payments to be made to you by us and by you to us under these Terms and Conditions may be debited or credited as the case may be to the relevant Account. This may require us to enter into further FX Contracts on your behalf if the relevant payment amount is in a different currency than the currency of the Account.

10.7.2 You acknowledge and agree that we shall be entitled to enter into such further FX Contracts on your behalf. We may at your direction pay or receive amounts due under FX Contracts to or from third parties on your behalf and any such payment shall be debited or credited, as applicable, to the Account.

## 10.8 Account Holder's Own Risk

You acknowledge that all FX Contracts are entirely at your own risk. We shall not be liable for any losses you incur, of whatever nature, which arise from the FX Contracts. You represent and warrant to us and acknowledge to and agree with us that on each date on which you enter into or vary an FX Contract:

- (a) you have made your own independent decision to enter into or vary the FX Contract and as to whether the FX Contract is appropriate or proper for you based upon your own judgement and upon advice from such advisers as you have deemed

necessary. You are not relying on any communication (written or oral) from us as investment advice or as a recommendation to enter into or vary an FX Contract. Further you understand that information and explanations relating to the terms and conditions of an FX Contract shall not be considered investment advice or a recommendation to enter into that FX Contract. No communication (written or oral) received from us shall be deemed to be an assertion as to the expected results of that FX Contract;

(b) you are capable of assessing the merits and negative features of and (on your own behalf or through independent professional advice) understand and accept the risks inherent in FX Contracts. You are capable of assuming, and will assume, the risks of the FX Contracts; and

(c) we are not acting as a fiduciary for or an adviser to you in respect of the FX Contracts and we are acting on our own behalf.

## 11 Trade Finance Products

11.1 Subject to clause 11.4, any Trade Finance Product which we provide to you will be governed by these Terms and Conditions, the Account Mandate and any other specific terms and conditions which might apply to such Trade Finance Products including any applicable International Chamber of Commerce Rules.

11.2 If one or more parties enter into a Trade Finance Product, the obligations of each party are joint and several.

11.3 To the extent that the Trade Finance Product is a bond, guarantee, standby letter of credit, documentary letter of credit or collection, the terms of such Trade Finance Product will be subject to the applicable International Chamber of Commerce rules and publications. We will inform you which rules and publications apply, as and when required.

11.4 Any Trade Finance Product which we provide to you on or after 8 February 2024 will be governed by Special Terms and Conditions which we will provide to you before you enter into such Trade Finance Product.

## 12 Set-Off

12.1 If you have any Account with us that is in credit, we can transfer money from that

	Account to any other Account that you hold with us that is overdrawn. We will not give you prior notice of this transfer, but we will inform you of it. In addition, while any of your Accounts are overdrawn we will also have a lien on any of your property or security or securities that we hold.	the Global Markets Accounts Fees and Charges Brochure, for the provision of the Account, or as set out in these Terms and Conditions may be introduced or altered by us from time to time subject to approval by the relevant regulatory authority, if applicable, and at least 30 days' notice to the Account Holder.	or other disclosures to the appropriate regulatory authorities.	and Conditions and any other instructions issued by us;
12.2	We can also set-off, appropriate, combine and consolidate all or any Accounts that you hold with us without giving you prior notice or apply such money towards satisfaction of an overdraft on any of your Accounts or against any other monies due or owing from you to us, whether actual or contingent, in relation to any Transaction.	If you do not wish to continue to deal with us you shall be free to dissolve this contract with us and if so doing you must first discharge all and any outstanding liabilities to the Bank in respect of the Account. In the absence of any prior notice to the contrary, you will be deemed to have accepted such revised Fees with effect from their notified effective date.	<b>14.2 Deposit Interest Retention Tax</b>	15.1.2 no Event of Default or Potential Event of Default has occurred and you are not in default under any of the terms or conditions of any other facility or Account made available to you by us;
12.3	The provisions in clauses 12.1 and 12.2 above apply to any Account which you hold with us, irrespective of the currency or location of the Account. It may from time to time be necessary in the exercise of these rights for us to convert funds from one currency to another and such conversion shall occur at our prevailing rate of exchange. Any fee or charge we incur as a result of such conversion shall be paid for by you.	13.3	<b>14.3 European Union Savings Tax Directive (applicable if you are an individual or residual entity as defined in the relevant EU Directive)</b>	15.2 if you are a business customer, you also warrant that:
<b>13 Fees</b>	13.1 We are entitled, from time to time, to charge Fees in connection with Transactions entered into pursuant to the Account Mandate and these Terms and Conditions. You can find out about our charges by referring to our Global Markets Accounts Fees and Charges Schedule. We are entitled to debit your Account with any Fees or charges, together with the amounts of any Government duty, payable by you. Copies of our Global Markets Accounts Fees and Charges Schedule are provided at account opening and available on request from your relationship manager, on the Bank's website – <a href="http://www.bankofireland.com/treasurylibrary">www.bankofireland.com/treasurylibrary</a> or from the Currency Accounts Queries Unit at +353 1 6094313. Government duty, where applicable, will be debited to the Account on such date or dates as the Bank may decide.	13.3	The purpose of the EU Directive on Taxation of Savings (2003/48/EC) (the "Savings Directive"), implemented in Ireland under Chapter 3A of the Taxes Consolidation Act, 1997 (inserted by the Finance Act, 2004), is to ensure that certain payments, including interest payments, made from one EU member state to an individual resident for tax purposes in another EU member state, are taxed in accordance with the laws of the latter member state. Accordingly, if you are an individual or a "residual entity" (as defined in the Savings Directive), resident either in another EU member state or in certain dependent or associated territories of a member state with which arrangements have been made to implement measures similar to the rules of the Savings Directive, we may be required to disclose details of interest payments we make to you to the Irish Revenue Commissioners, who will pass such details to the competent authority in the country where you reside.	15.2.1 you have opened an Account in your professional capacity for business purposes only;
13.2	Account transaction fees relate to routine transactions such as withdrawals, lodgements of cheques and cash, charges on inward and outward payments, purchasing drafts and charges associated with cheque clearing (e.g. unpaid items, stop payments etc). We may introduce new, or change existing, Transaction Fees and Service Charges, as listed in	13.4	<b>15 Representations and Warranties</b>	15.2.2 you have the power and authority to own your assets and to conduct the business you currently conduct and/or propose to conduct;
13.1		13.5	15.1 You warrant and represent to us the following, each of which is deemed to be repeated by you on each date you enter into a Transaction, that (as the context requires):  15.1.1 you agree to comply strictly with the Account Mandate, these Terms and Conditions, and any other instructions (written or otherwise) which we may from time to time issue and you hereby irrevocably undertake to fully indemnify us (and keep us indemnified) in respect of any costs, loss or damages which may arise as a result of your non-compliance with the Account Mandate, these Terms	15.2.3 you are duly authorised, permitted and qualified to do business in every jurisdiction where the nature of your activities and/or business requires such authorisation, permission and/or qualification;
13.2		<b>14 Tax obligations</b>		15.2.4 the entry into these Terms and Conditions and any Transactions thereunder does not or will not contravene your founding documents, whether they are memorandum or articles of association, partnership deed, members agreement (or any other constitutional document relating to your trust, school, club or other unincorporated entity) nor any agreement, deed or other instrument which is binding upon you, and that the same are within your corporate powers and have been duly authorised by all necessary corporate actions;
13.1		<b>14.1 It is your responsibility to:</b>		15.2.5 you have provided full and frank disclosure to us in relation to your business and/or affairs as are material and ought reasonably to be made known to us;
13.2		(i) ensure that you have obtained appropriate tax advice in relation to your Transactions;  (ii) make all tax payments as required by applicable law and regulation;  (iii) provide us with any documentation as required by applicable law and regulation for tax purposes and you undertake to provide us with such documentation when requested by us to do so; and  (iv) make all necessary filings, returns and/		15.2.6 unless you have notified us otherwise in writing, neither you nor any other entity within the group to which you may belong is a financial counterparty (as defined under EMIR) nor has taken, at the time at which an FX Contract is entered into, positions in OTC derivative contracts that exceed a clearing threshold specified under EMIR. You agree to promptly notify us in writing if, at the time at which an FX Contract is entered into or any time thereafter, any such clearing threshold is exceeded in the manner specified under EMIR; and  15.2.7 You carry on your business in accordance with all applicable laws, including tax laws.



## 16 Covenants

If you are a business customer, you covenant and undertake to us that:

- 16.1 you are duly incorporated and/or validly existing under the laws of the country of your incorporation or you are established in accordance with the laws of any country in which you have a physical presence;
- 16.2 you are capable of suing and being sued;
- 16.3 you are not in default under any contractual or statutory obligation which materially and adversely affects or is likely to materially and adversely affect your ability to perform your obligations under these Terms and Conditions, or the Transactions;
- 16.4 there is no pending or, to your knowledge (after due and careful enquiry), threatened litigation, arbitration or administrative proceedings affecting you or your assets;
- 16.5 you will carry on your business in accordance with all applicable laws including tax laws;
- 16.6 you will provide to us your annual audited accounts and such other financial, statistical or trading information as we may require from time to time; and
- 16.7 you have and will have regular access to the internet and consent to us providing you with information or, where applicable, amendments to these Terms and Conditions by posting such information on our website at [www.bankofireland.com/treasurylibrary](http://www.bankofireland.com/treasurylibrary) or such other website as we may notify to you from time to time.

## 17 Restrictions on our liability to you

- 17.1 We shall not be liable for any loss whatsoever if we are prevented from providing to you banking or other services by reason of war, acts of terrorism, insurrection, civil disorder, acts of God, fire, catastrophe, industrial disputes, acts or regulations of government, regulatory or supranational bodies or authorities or markets or the breakdown, failure or malfunction of any telecommunications or computer service or systems (including software) or the interruption of our business due to failure of power supplies, or any other consequence arising out of acts, events or circumstances not reasonably within our control or the control of our agents or sub-contractors.

- 17.2 We shall not be liable for any loss suffered by you (including consequential loss, loss of profit, loss of investment opportunity, loss of anticipated savings by you and howsoever occurring under or in connection with these Terms and Conditions) unless such loss (by which we mean direct loss only and not consequential loss, loss of profit, loss of investment opportunity, or loss of anticipated savings by you) is a reasonably foreseeable consequence or arises directly from our negligence, wilful default or fraud.
- 17.3 Nothing in these Terms and Conditions will exclude or restrict any duty or liability we may have to you under general law which may not be excluded or restricted thereunder.
- 17.4 Any reference in these Terms and Conditions to us being or not being liable to you or anyone else includes any liability for loss, expense or damage to property or reputation.

## 18 Insolvency and Winding Up

You agree that in the event that:

- 18.1 you are made bankrupt or are unable to pay your debts as they fall due;
- 18.2 a resolution is passed for your voluntary winding up or to have a receiver, liquidator or examiner appointed to your business; or
- 18.3 a petition is presented for your compulsory winding up; we may refuse to act on Instructions given by you or any other person to make payments from your Account(s) or to carry out any dispositions or transfers of any of your property or assets of any kind unless a court has given you the appropriate validation order and/or established an account in your name into which receipts due to you may be credited.

## 19 Closing Your Account/ Termination of these Terms and Conditions

- 19.1 You may terminate these Terms and Conditions and close your Account at any time with immediate effect or by a future date by written notice to us. Your Account will not be closed until you have completed all outstanding Transactions and paid any outstanding interest and Fees and we have paid you any balance on your Account. Until such time as your Account is closed, these Terms and Conditions will apply.

- 19.2 We have the right to terminate these Terms and Conditions and close your Account within our absolute discretion for any reason with two months' notice.
- 19.3 In addition to the general right to terminate as set out above, and without any liability to you, we may terminate these Terms and Conditions and close your Account immediately or, at our discretion, may immediately block the use or operation of the Account in circumstances where:
  - (i) any of the events set out in clause 18 arise;
  - (ii) the Account Holder has breached the Terms and Conditions that apply to the Account in such a way that we know or reasonably believe it is appropriate (in your interest or ours) to close or block your account immediately;
  - (iii) an Event of Default occurs;
  - (iv) the Bank is made aware of the death of the Account Holder;
  - (v) the Account Holder has failed security checks in a manner that the Bank deems unacceptable;
  - (vi) there is a reasonable suspicion of unauthorised or fraudulent activity on the Account; and/or
  - (vii) we are required to do so under applicable law or regulation.

In these circumstances, we do not have to notify you beforehand but will notify you as soon as possible of our actions or intended actions.

- 19.4 When we close your Account in accordance with clause 19.2 and/or clause 19.3, we will not be responsible for any loss or damages incurred, whether to you or to any other person by our so doing. Where applicable, we will, however, account to you for the principal sum in such Account and any interest which may have accrued.

## 20 Provision of Credit

If you require us to provide to you a loan or any form of credit, please contact your branch/relationship manager.

## 21 Advertising

We will ensure that all our advertising and promotional material is clear, fair, reasonable and not misleading.

## 22 Regulation

- 22.1 We are subject to the Consumer Protection Code and other regulations and where applicable, we will extend the benefits of these codes and regulations to you.

### 22.2 Complaints

- 22.2.1 If you are not satisfied with any aspect of our service or products please contact your relationship manager directly who will be pleased to help you and explain our complaints procedure in more detail. A copy of our customer dispute resolution, complaints and error handling procedures is available on request.

- 22.2.2 If you are not satisfied with the action being taken or the explanation provided by your relationship manager, you can also refer your complaint in writing to: Head of Customer Group Operations, Bank of Ireland Global Markets, 27-33 Upper Baggot St., Dublin, D04 VX58. If we cannot resolve your complaint within five Business Days, we will respond to your complaint in writing, or, if we hold an email address for you, you agree we may respond by email.

### 22.3 Financial Services Ombudsman

Bank of Ireland is subject to the procedures of the Financial Services and Pensions Ombudsman, a statutory scheme which deals independently with complaints from consumers about their individual dealings with financial services providers that have not been resolved through internal complaints procedures. You can contact the Financial Services and Pensions Ombudsman at 3rd Floor, Lincoln House, Lincoln Place, Dublin, D02 VH29

Telephone: +353 1 5677000,

E-mail: [info@fsp.ie](mailto:info@fsp.ie),

Website: [www.fspo.ie](http://www.fspo.ie)

### 22.4 Dispute Resolution

- 22.4.1 Where a dispute arises relating to the recognition of, or valuation of an FX Contract, or exchange of collateral (a "Dispute");

- (a) once a Dispute has been identified, and notified to us, the Bank will consult with you in good faith using any agreed process to resolve the Dispute in a timely manner.
- (b) where a Dispute has not been resolved within five (5) Business Days, the Bank will escalate the details of the Dispute internally to senior members of staff to assist in resolving the dispute.



## 22.5 Investor Compensation Scheme

The Bank is a member of the Irish investor compensation scheme established under the Investor Compensation Act 1998. You may be entitled to compensation from this scheme if we are unable to meet any of our liabilities to you. There are however limitations to both the scheme and to the amount of compensation payable. The maximum compensation is 90% of the amount lost, subject to a maximum threshold of €20,000 per investor. Further information is available on [www.investorcompensation.ie](http://www.investorcompensation.ie).

## 22.6 Deposit Guarantee Scheme

We are subject to and have contributed to the deposit guarantee scheme of the Central Bank of Ireland. Under this scheme, deposits eligible for cover under the deposit guarantee scheme are deposits denominated in any currency held at EEA branches of credit institutions authorised in Ireland. Certain types of deposits are excluded. For those that are eligible, the maximum amount of compensation payable to any depositor is 100% of the aggregate deposits held by you with the Bank subject to a maximum compensation payment of €100,000. For example, a deposit account totalling €75,000 would receive compensation of €75,000 while another depositor with deposits of €125,000 would receive the maximum compensation of €100,000. Further information is available on [www.depositguarantee.ie](http://www.depositguarantee.ie).

## 22.7 Distance Marketing of Consumer Financial Services

If you are a natural person acting otherwise than in the course of a business, you may have additional rights under the European Communities (Distance Marketing of Consumer Financial Services) Regulations 2004 (as amended) (the "Regulations") if we conclude a contract with you making exclusive use of one or more means of distance communication (e.g. email, fax, post). Information on these additional rights is available in our documentation library on our website <https://corporate.bankofireland.com/library/>

## 23 Data Privacy

When processing your personal data, we comply with our obligations under the applicable data protection legislation. The Bank's Data Privacy Notice sets out

- (i) the information we collect about you;
- (ii) how we use your information;
- (iii) who we share your information with;
- (iv) how you can control our use of your information and exercise your rights.

A copy of the Data Privacy Notice was provided to you. Please contact us, if you 23 have not received it, so that we can issue you with another copy. It can also be found at [www.bankofireland.com/privacy](http://www.bankofireland.com/privacy).

## 24 Customer Confidentiality

24.1 Your relationship with us is a confidential matter (even when you are no longer an Account Holder). We will not reveal your name and address or details about your Account to anyone, other than in the following cases when we are required to do so by law or regulation:

- (i) if we have to give the information by law or regulation;
- (ii) if disclosure is required in the public interest;
- (iii) where our interests require disclosure; and
- (iv) where the disclosure is made with your express or implied consent.

24.2 If, in the course of carrying out a Transaction on your behalf we receive a request from another financial services institution to verify your identity for money laundering prevention purposes, we will provide this information.

24.3 For your security and to improve our service to you, all telephone calls may be recorded and may be monitored for regulatory, training and verification purposes. Our voice records will be accepted by you as evidence of Instructions, orders or conversations recorded. Our recordings shall be and remain our sole property. Such recordings may be used as evidence in any proceedings involving us or the Group, in any way the law allows for.

## 25 General

### 25.1 Notices

25.1.1 Any notice to be given or served under these Terms and Conditions, or under any Transactions shall be given or notified in writing and shall be posted or delivered or sent by fax or email, or by posting information on our relevant website. Any notice given by post will be deemed to be

given five (5) Business Days after it has been sent by post. Any notice given by fax or electronic transmission will be deemed given upon delivery, fax or transmission (including posting on the relevant website) and in the case of an advertisement in a newspaper on the day the newspaper is published in Ireland;

25.1.2 The address for correspondence is: Head of Customer Group Operations, Bank of Ireland Global Markets, 27-33 Upper Baginbun St., Dublin, D04 VX58.

### 25.2 Waiver

If we do not enforce, or if we delay in enforcing or exercising any of our rights, powers or remedies under these Terms and Conditions or any Transaction, this will not stop us from enforcing any such right, power, or remedy at a later date. This applies even if we did not enforce or delayed enforcing those rights on many occasions.

### 25.3 Indemnity

The Account Holder shall hold the Bank harmless from any loss or damage suffered by any person as a result of the Account Holder's breach of any of these Terms and Conditions.

### 25.4 Severability

If any part of these Terms and Conditions or any Transaction should be invalid, illegal or cannot be enforced for any reason, the rest of these Terms and Conditions will remain in full force and effect.

### 25.5 Third party rights

A person who is not a party to these Terms and Conditions has no right to enforce any of these Terms and Conditions.

### 25.6 Assignment

25.6.1 We may assign, novate, transfer or otherwise dispose of our rights and benefits under these Terms and Conditions or any Transaction at any time and without notice to you. You shall enter into all documentation specified by us to be necessary or desirable to give effect to such assignment, novation or transfer at our expense.

25.6.2 You shall not assign or transfer or purport to assign/transfer any of your rights or obligations under these Terms and Conditions, or for the avoidance of doubt, under any of the Transactions.

## 25.7 Entire Agreement

These Terms and Conditions (and other documents we have referred to in them), as we may vary them from time to time, represent your entire agreement with us for the purposes of, and in relation to, the Products set out in clause 3.1.

## 25.8 Jurisdiction and governing law

These Terms and Conditions and any matters arising from the services are governed by the laws of the Republic of Ireland. This will be so even if a court or tribunal outside the Republic of Ireland deals with them and we shall be entitled to take proceedings (including for provisional and/or protective relief) in any competent jurisdiction. You irrevocably and unconditionally agree to submit to the jurisdiction of the Irish courts, which are to have jurisdiction to settle any disputes which may arise out of or in connection with the validity, effect, interpretation or performance of these Terms and Conditions and you similarly irrevocably and unconditionally waive any objection to any claim that any suit, action or proceeding has been brought in an inconvenient jurisdiction.

## 26 Additional Terms and Conditions for CRA Consumers

26.1 This clause 26 only applies to these Terms and Conditions if you entered into these Terms and Conditions or a Product on or after 29 November 2022 and where you are a consumer under the Consumer Rights Act 2022 ("CRA Consumer"). The Terms and Conditions are modified as follows.

26.2 Nothing in these Terms and Conditions (a) takes away from any statutory liability (legal duty) we have to you under Part 4 of the Consumer Rights Act 2022 (our "Part 4 Liabilities") or (b) excludes or restricts any of our Part 4 Liabilities. Nothing in these Terms and Conditions is to be interpreted to exclude or restrict any of our Part 4 Liabilities. Here are examples of our Part 4 Liabilities: our duty to supply a service in conformity with a contract under which we supply a service to you which includes meeting the tests for subjective and objective conformity set out in Part 4 of the Act; our duty to you under any implied term that Part 4 makes part of our contract with you to supply a service; our duty to charge a reasonable price for a service where a contract between you and us does not set one out.

26.3 The following applies in addition to Clause 25.8 of these Terms and Conditions. The courts of the Republic of Ireland will have jurisdiction in connection with any dispute about or relating to these Terms and Conditions and the Products. That jurisdiction is exclusive except where you entered these Terms and Conditions or a Product on or after 29 November 2022, you are a CRA Consumer and you are not ordinarily resident in the Republic of Ireland.	26.9 The Bank will exercise its discretion under clauses 6.1, 6.3, 6.4 and 13.2 of the Terms and Condition (to vary, amend or add to these Terms and Conditions, to send you new terms and conditions (or a summary of them); and to vary interest rates, fees and charges (including Transaction Fees and Service Charges) for a valid reason, for example:	doing you must first discharge all and any outstanding liabilities to the Bank in respect of the Account. In the absence of any prior notice to the contrary, you will be deemed to have accepted the changed interest rate with effect from its notified effective date.	your credit repayments or increase the risk of the credit to us;
26.4 The following applies in place of clause 5.19 of these Terms and Conditions. We record the Instruction you and any TPP give us. If there is a dispute between you and us or you and a TPP concerning the Account, we can produce our records as evidence in any way the law allows for.	<ul style="list-style-type: none"> <li>• to better comply with a law, regulation or other legal duty;</li> <li>• to reflect a change in the law, code of practice, or a decision, recommendation by a court, ombudsman or regulator;</li> <li>• to improve the services we provide to customers;</li> <li>• to remove (or change) a service if continuing it (or not changing it) is not cost effective or sustainable or does not make a reasonable profit or provide a reasonable return on investment or equity;</li> <li>• to introduce (or change) an interest rate fee or charge (including a Transaction Fee and a Service Charge) to ensure a service is cost effective or sustainable for us or makes a reasonable profit or provides a reasonable return on investment or equity;</li> <li>• to reflect changes in our business model, or the way we do business;</li> <li>• to reflect changes in technology or in our systems;</li> <li>• for a reason that is related to any of the previous ones.</li> </ul>	26.11 The following applies in addition to clause 9.3.2 of these Terms and Conditions in relation to changes to Overdrafts. We can change the overdraft interest rate, the additional interest charge, the minimum amount and the amount which is subject to an additional interest charge and introduce a higher rate applicable where the overdraft fails to meet the requirements set out in clause 9.3.2 only for a valid reason and by giving you notice. We will tell you the reason for the interest rate change in the notice. The reason may be for example:	<ul style="list-style-type: none"> <li>• to reflect any change in taxation which affects the profit we earn from our ordinary activities;</li> <li>• to reflect a change in the law, or in any code of practice which applies to us, or a decision or recommendation by a court, ombudsman or regulator; or</li> <li>• because we have reason to believe that one or more of the things listed are likely to occur.</li> </ul>
26.5 The following applies in place of clause 5.31 of these Terms and Conditions. We may present our records of the debit or the credit of any of your Accounts as evidence in any way the law allows for.	26.10 The following applies in addition to clauses 6.4 and 26.9 of these Terms and Conditions in relation to changes to applicable interest rates. We will notify you of the new applicable interest rates in your Statement, interest certificate or Confirmation, in the manner and frequency as per clause 8.4 at least annually. You agree that we will provide Statements at an agreed frequency and you will notify us if you want to opt for a different frequency, or receive individual transaction receipts. We will provide you with the reason for the change of the applicable interest rate so that you can consider whether or not you wish to continue to deal with us on the basis of the new interest rate. If you do not wish to continue to deal with us you shall be free to dissolve this contract with us and if so	<ul style="list-style-type: none"> <li>• to reflect any change in our cost of funds (i.e. the cost of borrowing the money we use to lend to customers), for example, caused by any change in market interest rates or by other factors outside of our control;</li> <li>• to reflect any change in the variable rates our competitors charge;</li> <li>• to ensure we are competitive;</li> <li>• to enable us to increase the rate we pay to customers with deposit accounts to the level needed to retain their money;</li> <li>• to ensure that the amount we receive from borrowers will enable us to maintain a prudent level of reserves and/or to meet any regulatory requirements that apply to us;</li> <li>• to ensure that the amount we receive from borrowers will enable us to maintain long-term sustainability of our business in the Republic of Ireland;</li> <li>• to reflect any change in the costs we reasonably incur in administering borrowers' accounts;</li> <li>• to reflect the risk to us that our customers will not be able to make their overdraft payments in full and on time. In measuring that risk we consider the general economy and the effects it has on the ability of customers to meet credit payments;</li> <li>• to reflect any change in your circumstances or in the economy as it affects you. For example, if such things make it more difficult for you to meet</li> </ul>	26.12 Under the Consumer Rights Act 2022, we have to bring the terms that are onerous or novel in these Terms and Conditions specifically to your attention. For ease of reference, we have listed a description of these terms in schedule 3 to these Terms and Conditions. Please read the list in Schedule 3 carefully and make sure you understand the onerous and novel terms.
26.6 The following applies in place of clause 8.3.3 of these Terms and Conditions. If any discrepancy shall be discovered by the Bank or by any two persons authorised by the Bank to open the special envelope and process the contents, in the contents or details of any such lodgement, the relevant lodgement docket may be appropriately corrected by the Bank or by any such authorised persons. If there is a dispute between you and us concerning the lodgement we may give our records as evidence of dealings in any way that the law allows for. Any of our employees who processed a lodgement, may give evidence as to how much he or she found in a lodgement machine.			
26.7 In clause 8.5.1 of these Terms and Conditions the phrase "you will be deemed conclusively to have accepted all the matters contained in such Confirmation of Statements as being true and accurate in all respects" is replaced with the following: "you agree we may produce such Confirmation or Statement as evidence in any way the law allows for."			
26.8 In clause 10.5.1 of these Terms and Conditions the phrase "you will be deemed conclusively to have accepted all the matters contained in such Confirmation of Statements as being true and accurate in all respects" is replaced with the following: "we may produce such Confirmation or Statement as evidence in any way the law allows for."			

## Schedule 1

### Events of Default

Each of the following events shall be an Event of Default:

- 1** You fail to pay in the required manner any sum due to us under these Terms and Conditions or in connection with any Transaction or Investment Business Transaction;
- 2** You fail to observe or perform any other obligations which you owe to us or you are otherwise in breach or default of any term or provision of these Terms and Conditions or of any Transaction or Investment Business Transaction;
- 3** Any representation or warranty contained in these Terms and Conditions or any Transaction or Investment Business Transaction or any documentation to be provided to us by you or on your behalf is inaccurate or misleading in any respect;
- 4** Any indebtedness in respect of money you have borrowed from us, or any member of the Group in an amount greater than €10,000 becomes payable or capable of being declared payable before its stated maturity;
- 5** You, being a company, are (or admit you are) unable to pay your debts as they fall due within the meaning of section 214 of the Companies Act 1963, or you being an individual are (or admit you are) unable to pay your debts as they fall due;

- 6** An order is made or a petition is presented or a meeting is convened for the purpose of considering a resolution or a resolution is passed for your winding-up, liquidation, bankruptcy or dissolution or the appointment of an examiner is made;
- 7** A receiver is appointed in respect of which you are subject or any part of your undertaking, assets, rights or revenues or your directors request any person to make such appointment;
- 8** An encumbrancer takes possession of, or a distress, execution, sequestration or other process is levied or enforced upon you, your undertaking or your assets, rights or revenues;
- 9** You stop or suspend payment of your debts or you propose to enter into any composition, scheme, compromise or arrangement with or for the benefit of your creditors generally or any class of them;
- 10** Any security (or any part of it) given under or in respect of these Terms and Conditions, or in respect of any Transaction is not or will no longer be a valid, enforceable, effective and continuing security or we receive legal advice to that effect; and/or
- 11** Your insolvency or inability or the insolvency or inability of any other person, corporation or entity now or hereafter liable, absolutely or contingently for the payment of your obligations under the Transactions ("Other Liable Party"), to pay your debts as they mature, or the appointment of a receiver, trustee, custodian or other fiduciary for, or for any property of, or an assignment for the benefit of creditors by, or the making of or entering into a trust mortgage or deed or other instrument of similar import for the benefit of creditors by you or any Other Liable Party, or the convening of a meeting of the creditors, or the selection of a committee representing the creditors or any Other Liable Party;
- 12** Being an individual, if you are adjudicated a bankrupt, or become incapacitated as a result of which you can no longer make an informed decision (or communicate such a decision to us) in relation to your financial affairs.

## Schedule 2

### Forward Foreign Exchange Contracts – Transaction Reporting Exemption

A forward foreign exchange transaction is exempted from the transaction reporting obligation where it is a means of payment that:

- (i) must be settled physically otherwise than by reason of a default or other termination events;
- (ii) is entered into by at least a person which is not a financial counterparty within the meaning of Article 2(8) of EMIR;
- (iii) is entered into in order to facilitate payment for identifiable goods, services or direct investment; and
- (iv) is not traded on a trading venue.

## Schedule 3

### For CRA Consumers: Description of onerous and novel terms

#### Are there things in our Agreement with you which you might find onerous or unusual?

We have aimed to ensure that these Terms and Conditions are transparent. We don't want there to be any unexpected outcomes for you in the way the Terms and Conditions work; and we want be sure that you are aware of things that sometimes arise for customers and that could be onerous. So, we recommend you read the terms and conditions carefully before you open your account or enter into new Products. **Please make sure you read this page as we wish to draw your attention specifically to some things dealt with in the Terms and Conditions.**

- If your account is overdrawn you will have to pay us interest until you clear the overdraft and you may also have to pay an overdraft facility fee. If you have not agreed the overdraft with us, you will have to pay an additional interest charge.
- Even if you have an agreed overdraft with us, it is repayable on demand. This means you must repay your overdraft to us if we ask you to do that at any time. (This is a traditional part of an overdraft agreement in Ireland and other countries which not all customers may be aware of).
- If money is paid into your account by mistake we can correct that by taking it out again. We don't need to tell you in advance.

- You may need to use a BIC and IBAN or account number and sort code to give us instructions on your account (or others may need to, for example if they want to pay you money). You need to be careful to make sure these are written or typed correctly because you might lose money if not.
- We have cut-off times that can be important if you are planning a transaction on your account in the afternoon or evening. You can find out about them in the terms and conditions and at <https://businessbanking.bankofireland.com/payments-and-cards/online-banking/business-online/payment-cut-off-times>
- If you have a joint account you are both (or all) equally liable to us for anything that we are owed on the account. One of you will be able to give us an instruction on the account without getting permission from the other person (or other people).
- If you break the terms and conditions and that causes us a loss, you may have to compensate us.
- You must be very careful when you pay cheques or similar paper payments to your account. We may show you the amount of a cheque lodged (paid in) to your account before it has been cleared. This does not mean the money paid to you in the cheque is available to you immediately. A cheque needs to be cleared to allow you to withdraw the amount paid to you by it.
- If you lodge (pay in) a cheque that does not name you as the payee (person to be paid) there is a risk that we will suffer a loss and you will have to compensate us.
- If you lodge (pay in) a cheque that is not in Euro and the bank that holds the cheque account sends it back to us unpaid (if it "bounces") you may lose money if the exchange rate between the Euro and the currency of the cheque changes since the time you lodged the cheque.
- We can pay a post-dated cheque before the date you write on the cheque.
- Where payments into your Account require a currency conversion from euro to a non- Member State currency,

- (or vice versa), we will credit your Account only when the conversion has been completed.
- If you instruct us to make a payment from your account to an account that is denominated in a different currency, we may carry out a currency conversion at the prevailing market rate. This will be at our cost.
- If you wish to enter into a foreign exchange contract, such as a spot or forward foreign exchange contract you need to read the applicable terms very carefully. They are set out in clause 10.

## Dublin

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Bank of Ireland is regulated by the Central Bank of Ireland. In the UK, Bank of Ireland is regulated by the Central Bank of Ireland and authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

**Information Classification: Public (Green)**