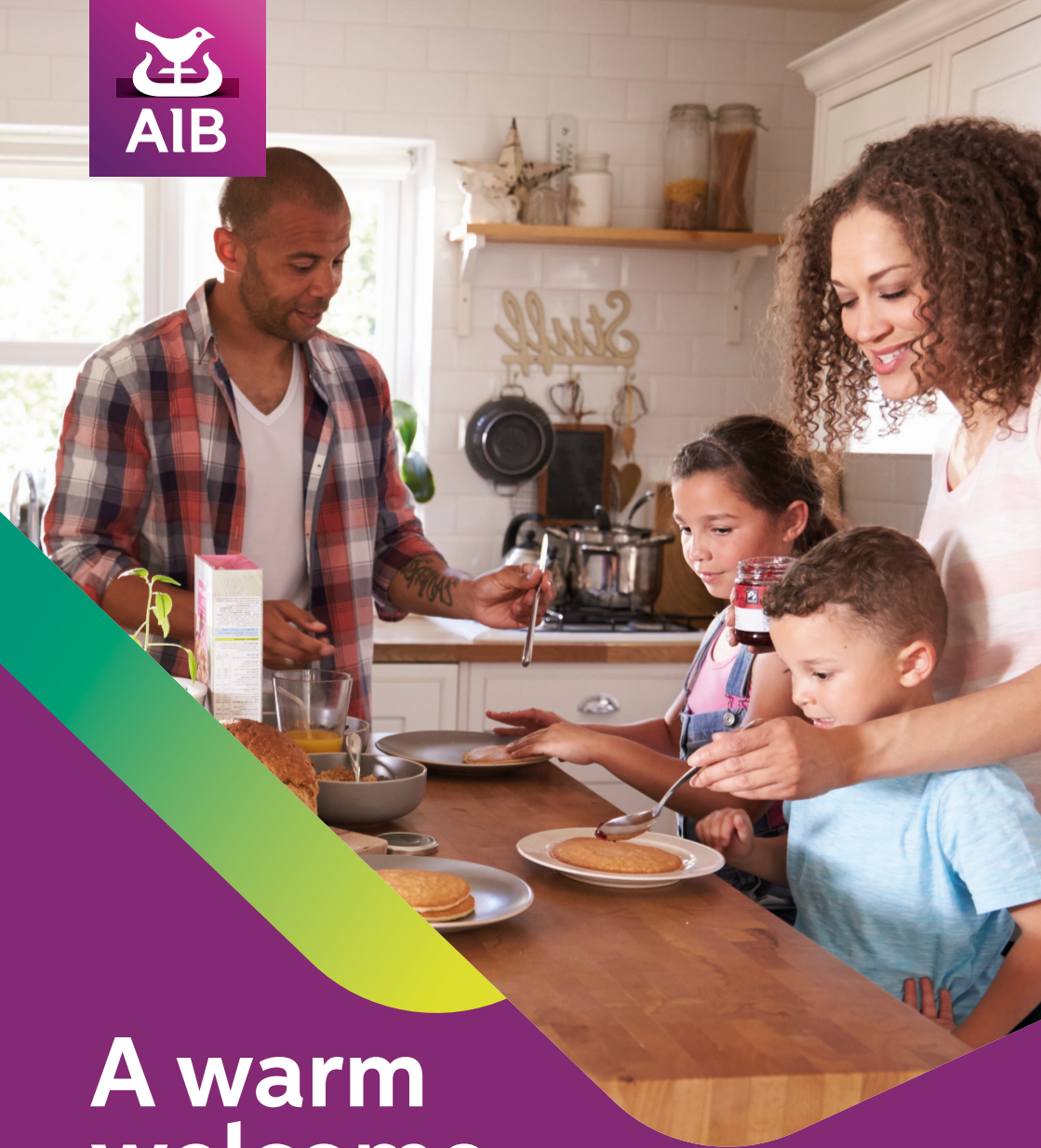




AIB



A warm welcome to AIB

Your AIB Welcome Pack

WELCOME TO AIB

You'll find yourself in good company here. AIB supported 15,000 customers in buying their new home last year.

Our purpose is to back our customers to achieve their dreams and ambitions. Whether that be adapting to a greener way of living, planning for the future, growing a business or simply navigating day-to-day banking, our ambition is to be at the heart of all our customers' financial lives.

This Welcome Pack contains everything you need to know now that you're an AIB customer.



Tom Kinsella, Managing Director, Homes

A handwritten signature in black ink, which reads "Tom Kinsella". The signature is written in a cursive style and is positioned above a horizontal line.

If you need further information please contact us.



www.aib.ie/mortgage-support



0818 251 008 (+353 818 251 008 from abroad)

YOUR MORTGAGE AT A GLANCE

- Your mortgage lender is Allied Irish Banks p.l.c., Ulster Bank no longer has any legal interest in your mortgage or property.
- Your mortgage loan account number, type of interest rate and repayment date will carry over to us. If you decide to change your interest rate type, the rates we offer at that time will be available to you. If you are on a tracker interest rate and the European Central Bank (ECB) changes it's rate, we will tell you. For more information on rates please see the section "Managing your mortgage with AIB".
- We are regulated by the Central Bank of Ireland, just as Ulster Bank is.
- If you pay your mortgage by direct debit, the payment will now automatically come to us.
- Ulster Bank have sent you a final mortgage statement. We will send you your annual statements each year.
- Ulster Bank will send you a Certificate of Interest in January 2024 for the part of 2023 that your mortgage was with them. We'll send you a separate Certificate of Interest for the rest of 2023.
- We've created an Information Hub on the AIB website, for Ulster Bank mortgage customers moving over to AIB. You can find all the information you need (including a copy of this pack) by visiting aib.ie/mortgage-support or by scanning the QR code below.



MAKING YOUR MORTGAGE PAYMENTS

I pay by direct debit

If you paid your mortgage by direct debit with Ulster Bank we have the details and you don't have to do anything. If you are in the process of closing the current account your Mortgage Loan direct debit is paid from, you will need to update your direct debit so it is paid from your new account.

I'd like to set up a direct debit

You can visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Direct Debit Mandate form (or scan the QR code on page 5 of this pack). The detailed instructions on how to set up a direct debit are on this form.

I'd like to pay by Standing Order or Electronic Transfer

If you would like to pay by standing order, electronic transfer or any alternative repayment method, you'll have to change the payment instructions with your current account provider as soon as possible. Please change them to:

Payee:	Allied Irish Banks p.l.c.
Bank account:	930091 99901009
Reference:	Your mortgage account number (found on the accompanying Letter)

You need to include your mortgage account number as a reference, so we can match the payment to your mortgage.

I used to pay my mortgage by card or cheque with Ulster Bank

If you paid your mortgage by card or cheque with Ulster Bank you will have to change to pay by direct debit, which is the easiest way to pay your mortgage with us. You can visit our Information Hub on the AIB website at aib.ie/mortgage-support to

download a Direct Debit Mandate form (or scan the QR code on page 5 of this pack). The detailed instructions on how to set up a direct debit are on this form.

You can also pay by standing order or electronic transfer.

We will also accept one-off card payments over the phone.

I prefer a single payment for all mortgages on my property

If you have more than one mortgage on your property (for example, you topped up your mortgage) you may have paid for both with one payment. You can continue to do this with us.

Life Insurance for your mortgage

If you have a life insurance policy for your mortgage which was assigned to Ulster Bank, the policy has already been re-assigned to us. If Ulster Bank had details about a specific life insurance policy in their recent letter you don't need to do anything for these policies. If you have other insurance policies, linked to your mortgage, please contact your insurer to ask that they update their records to reflect this reassignment. This is to make sure that any claim that is made under the policy is not delayed.

MANAGING YOUR MORTGAGE WITH AIB

I want to change my contact details

If you have a personal current account with us, you can change your details through Internet Banking or our Mobile App. If you don't have Internet Banking or our Mobile App, the quickest way is to call our team

on 0818 251 008 (+353 818 251 008 from abroad), 09:00 to 17:00, Monday to Friday (excluding Bank Holidays).

I want to see my up to date mortgage balance and term

We can tell you your mortgage loan account(s) balance and term. Please call our team on 0818 251 008 (+353 818 251 008 from abroad).

We are working hard to bring you online access to your mortgage account. Please keep an eye on our Information Hub on our website at aib.ie/mortgage-support for future updates.

I would like to move to a different interest rate offering

You can visit our Information Hub on our website at aib.ie/mortgage-support to find out more on our mortgage interest rate offerings. The interest rate types we offer at that time will be available to you. The fixed and variable rates available to you may depend on the Loan to Value (LTV) of your mortgage. We change our rates from time to time and the current available fixed and variable rates can be found on our website.

You can call our team on 0818 251 008 (+353 818 251 008 from abroad) to find out what LTV we currently hold for your mortgage.

I want to change my mortgage payment date

Visit our Information Hub on the AIB website at aib.ie/mortgage-support to download a Mortgage Amendment Form. The detailed instructions on how to change your mortgage payment date are on this form.

I have a flexible payment option

If you have a flexible payment arrangement in place, this will carry over to us.

I would like a flexible payment option

AIB flexible payment options are different to those offered by Ulster Bank. Any new applications will be for flexible payment options we offer.

For example, we do not offer the option to make annual mortgage payments over 10 months or capital and interest payment breaks for Buy to Let mortgages.

Information on the flexible payment options offered by AIB are available on aib.ie.

I want to make an overpayment on my mortgage without paying an early repayment charge

If you are on a fixed rate, you will continue to have an option to make overpayments to your mortgage account without incurring early repayment charges up to a certain limit, after which early repayment charges may apply.

If you are on a variable or tracker rate you can make overpayments to your mortgage account without incurring any early repayment charges.



Ulster Bank may have written to you to confirm that the practice of allowing overpayments to be used to prevent your mortgage loan account(s) for a particular property from going into arrears is no longer available. With AIB if you make an overpayment, we will deduct that amount from your outstanding mortgage balance, reducing your overall cost of credit. You will need to let us know if you want to reduce your monthly repayment or reduce your mortgage term. This applies also to any overpayment that you may have made before the transfer to AIB.

In the event that you had intended to use an overpayment to cover repayments that are due in the future we ask that you contact us immediately to discuss your options.

More information is available on our Information Hub on the AIB website at aib.ie/mortgage-support.

I'm coming to the end of my fixed rate term

If you are on a fixed interest rate that is coming to an end, you will be written to in advance with your mortgage interest rate options. You can now also avail of the AIB mortgage interest rates. More information is available on our Information Hub on the AIB website at aib.ie/mortgage-support.

Part of my mortgage is on a variable rate

If you are on an Ulster Bank Variable Rate, your rate will carry over to us. Variable rates can move up or down. We will tell you if there is a change to your variable rate, which will occur with reference to the AIB Variable Rate Policy Statement.

I have an alternative repayment arrangement

If Ulster Bank agreed an alternative repayment arrangement with you we will honour the terms of this arrangement. Just make sure you have changed the payee to Allied Irish Banks p.l.c., see section above on "Making your mortgage payments".

WHAT OTHER CUSTOMERS ARE ASKING

I have a tracker mortgage. What happens if the ECB changes interest rates?

A tracker mortgage "tracks" changes to the ECB rate. If the ECB decides to increase or decrease this rate, the rate on the tracker mortgage will go up or down by the same percentage. If the ECB announces an interest rate change, we will tell you how that will affect your interest rate and repayment.

What other mortgage interest rate options do you have?

We offer Private Dwelling House (PDH) Loan to Value (LTV) fixed and variable rates. This means these rates are different depending on the ratio of your loan to value of your home.

We also offer Buy to Let (BTL) fixed and variable rates. Our BTL interest rates do not depend on the LTV of your mortgage.



Our Green 5 Year Fixed Rate mortgage offer is available to customers whose home has a Building Energy Rating (BER) between A1 and B3 and have more than 5 years left on their mortgage loan.

Our Higher Value 4 Year Fixed Rate is available to customers whose mortgage balance is over €250,000 and have at least 4 years remaining on their mortgage loan.

Qualifying criteria will apply to the above mortgage interest rate options.

When will I have to pay an early repayment charge?

If you have a fixed interest rate on your mortgage loan, you may have to pay an early repayment charge if you;

1. Repay all or part of your mortgage loan early;
2. Make a payment outside your regular repayments;
3. Change the interest rate on your mortgage to another interest rate.

We will calculate the charge, using both the Ulster Bank and AIB early repayment methodologies. We will compare both methods and apply the lowest. For more information please visit our Information Hub on aib.ie/mortgage-support.

Please refer to the above question on overpayments within the section "Managing your mortgage with AIB" when reading about early repayment charges.

Can I get free banking as a mortgage customer?

If you have a personal current account with us and you are using it to pay an AIB mortgage by direct debit on your family home, we won't charge maintenance or transaction fees on your current account from the point that you became our mortgage customer.

What can I do if I have trouble paying my mortgage or need support?

If you feel you may have trouble paying your mortgage or you need support please call our team on 0818 251 008 (+353 818 251 008 from abroad).

We all face times of stress and difficulty, when our ability to cope or to make payments may be compromised. Events such as a serious illness; or short-term circumstances, such as job loss can happen to anyone. It can be sudden, for example, bereavement; or gradual, like dementia. It can affect our dealings with a bank and our ability to manage our finances and make decisions, or leave us open to fraud. If you, or someone you are caring for needs this extra support please call our team on 0818 251 008 (+353 818 251 008 from abroad). If you have a question, or have difficulty understanding anything in this pack or on our website Information Hub, you can call our team for extra support, including the option to receive a printed copy of the website Q&A's by post.

We hope you find all the information you need in this pack. If you need further information please contact us.

QR CODES:

Instructions on how to use QR Codes

1. Open your camera app on your phone
2. Point the camera at the QR code
3. Make sure the QR code is centred on your phone screen
4. Wait for the QR code to scan
5. Tap the link that appears to open the QR code's content

Website Information Hub



Direct Debit Mandate Form



WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

WARNING: IF YOU SWITCH TO AN ALTERNATIVE INTEREST RATE, YOU WILL NOT BE CONTRACTUALLY ENTITLED TO GO BACK ONTO A TRACKER INTEREST RATE IN THE FUTURE.

WARNING: YOU MAY HAVE TO PAY CHARGES IF YOU PAY OFF A FIXED RATE LOAN EARLY.

WARNING: THE COST OF YOUR MONTHLY REPAYMENTS MAY INCREASE.

NOTICE: Under the Credit Reporting Act 2013 lenders are required to provide personal and credit information for credit applications and credit agreements of €500 and above to the Central Credit Register. This information will be held on the Central Credit Register and may be used by other lenders when making decisions on your credit applications and credit agreements.

If you need further information please contact us.



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Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland.