

# Important Information about your Distance Contract

## AIB Important Information

### About Us

We are Allied Irish Banks, p.l.c. whose principal business is the provision of financial services. Our registered office is at 10 Molesworth Street, Dublin 2, D02 R126. Telephone: (01) 6600311. You can find further ways to contact us at [www.aib.ie/contact-details](http://www.aib.ie/contact-details)

We are registered at the Companies Registration Office, Dublin. Our registered number is 24173 and our VAT number is IE8E86432H. We're regulated by the Central Bank of Ireland under reference C21174.

Their details are as follows:

PO Box 559, New Wapping Street, North Wall Quay, Dublin 1, D01 F7X3 and [www.centralbank.ie](http://www.centralbank.ie)

### About Your Loan

- All loans are repaid over an agreed term at variable interest rates.
- The cost of your loan is made up of the interest we charge and the amount you borrow.
- In respect of all loans other than those under the SBCI's Home Energy Upgrade Loan Scheme ("HEULS Loans"), the total cost of our loans is made up of interest based on our Variable 'A' Loan Rate for personal customers and on the amount borrowed. This interest rate is at present 11.45%, APR (Annual Percentage Rate) 11.96%. This may change. If we approve you for a loan, the actual rate applicable and the total cost of credit will be shown on the first page of the Credit Agreement which will be sent to you for signing if you wish to proceed.
- In respect of HEULS Loans, the total cost of our loans is made up of an AIB-managed rate and on the amount borrowed. This interest rate is at present 3.50%. This may change. The HEULS interest rate has been reduced in part, due to a 2% per annum subsidy paid to AIB by the government through the SBCI scheme. The subsidy is paid as long as the loan continues to qualify as outlined in the terms and conditions.
- If we approve your loan, the exact interest rate and the total cost of credit will be clearly shown on the first page of your Credit Agreement. We will send this to you so you can review it before you decide if you want to go ahead with the loan.
- We usually take repayments by direct debit.
- If you break the terms of the agreement, we can demand repayment of the amount you still owe us including interest.

### About Your Overdraft and Masterplan Accounts

- You can go overdrawn on (take money out of) your account within the limit agreed with us.
- You pay us interest on the amount you owe us; for overdrafts at our Variable 'A' Overdraft rate, this is currently 11.85% for personal customers. For Masterplan accounts at our Masterplan rate, this is currently 7.50% for personal customers.
- We calculate interest daily on what you owe us.
- We charge interest quarterly in March, June, September and December.
- For overdrafts, we charge a facility fee of €25.39 annually and when you've asked us to change the terms of the overdraft.
- For Masterplan accounts, we charge an account maintenance fee of €4.50 quarterly.

- You can cancel an overdraft, or close a Masterplan account, at any time by informing the branch where you keep your account, and by paying what you owe us including interest.
- If you break the terms of the agreement, we can terminate the agreement and ask you to pay us everything you owe us including interest. If you do not meet the repayments on your credit agreement, your account will go into arrears. This may affect your credit report, which may limit your ability to access credit in the future.

### Your Right of Withdrawal (Cooling-Off Period)

If you decide this loan, overdraft or Masterplan (the 'agreement') isn't right for you, you can cancel the agreement within 14 days.

The 14-day withdrawal period starts from the day the agreement is entered into. If you receive the agreement after that date, the withdrawal period starts from the day you receive that information.

### Here are your options to cancel:

If you applied for this loan, overdraft or masterplan in person or over the phone, you can cancel by:

- Writing to an AIB branch with your account number or reference number; or
- Visiting an AIB branch

In addition, if you applied for the loan, overdraft online you can also cancel by:

- Using the AIB Mobile app or through AIB Internet Banking
- Using a self-service kiosk in an AIB branch.

We'll confirm receipt of your request by email.

If you cancel a loan or Masterplan, the account will be closed.

If you cancel an overdraft, the overdraft facility will be cancelled, but your current account will stay open.

### If you withdraw from the agreement:

- Within 30 days of you cancelling the agreement, you must repay the amount you borrowed and the interest, fees, government stamp duty and all outstanding charges up to the date of your repayment.
- We'll refund your overdraft facility fee of €25.39 (if applied).

If you choose not to use your right of withdrawal, the terms of this agreement will continue to apply.

### General Information

Subject to the rest of this 'General Information' section, the agreement and any obligations arising out of or in connection with it are governed by the laws of Ireland. By entering into the agreement you agree to submit to the exclusive jurisdiction of the Irish courts in relation to any dispute or claim arising out of or in connection with this agreement. We will still be allowed to take proceedings before any other court in a different jurisdiction where we are permitted to do so under applicable law.

If you're a consumer, the jurisdiction of the Irish courts will be non-exclusive, and nothing in this 'General Information' section or in this agreement will affect your right to defend proceedings or take proceedings to enforce your consumer protection rights in Ireland or in the country in which you live.

The agreement, all information and our communication to you, will be in English.

## Making a Complaint

If you want to make a complaint, first write to us:

Customer Care Team  
10 Molesworth Street  
Dublin 2  
D02 R126.

You can also visit an AIB branch and speak to a member of our team.

If you're not satisfied with us, write to:

Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29.

Sometimes we change our interest rates. Our latest rates are shown on notices in our branches and on our website.

For personal loans (other than SBCI HEULS loans), our rates are quoted in the table below. The numbers quoted are just to give you an idea of amounts.

Two columns are marked with an \* to highlight that calculations will vary slightly based on different drawdown and repayment dates.

## Sustainability

Both our SBCI HEULS and Green Personal Loans aim to help customers access finance to make sustainable choices and contribute to reducing emissions and fighting climate change.

## Accessibility

AIB is committed to ensuring that our products and services are accessible and available to as many people as possible. We aim to continuously improve our standards of accessibility, and our products, services and processes will evolve as we adapt to meet our customers' needs. We are committed to designing accessibility into everything we do for our customers, and we welcome your feedback. You can find out more in our Accessibility Statement, which is available in branches and online here [www.aib.ie/accessibility](http://www.aib.ie/accessibility)

Loan Amount	Interest Rate	APR <sup>#</sup>	Term	Amount of each Monthly Repayment*	Total Cost of Credit*
EUR1,500	8.65%	8.94%	36	EUR47.26	EUR201.36
EUR2,500	8.65%	8.94%	36	EUR78.77	EUR335.72
EUR5,000	8.65%	8.94%	36	EUR157.55	EUR671.80
EUR10,000	8.65%	8.94%	48	EUR246.13	EUR1814.24
EUR15,000	8.65%	8.94%	48	EUR369.19	EUR2721.12
EUR20,000	8.65%	8.94%	48	EUR492.26	EUR3628.48
EUR25,000	8.65%	8.94%	60	EUR512.39	EUR5743.40

# Based on our Variable 'A' Loan Rate and the amount borrowed.

For SBCI HEULS loans, our offered rates are quoted in the table below.

Loan Amount (Min EUR5,000)	Interest Rate	APR	Term	Amount of each Monthly Repayment*	Total Cost of Credit*
EUR5,000	3.50%	3.55%	36	EUR146.51	EUR274.36
EUR10,000	3.50%	3.55%	48	EUR223.55	EUR730.40
EUR15,000	3.50%	3.55%	48	EUR335.32	EUR1095.36
EUR20,000	3.50%	3.55%	48	EUR447.09	EUR1460.32
EUR25,000	3.50%	3.55%	60	EUR454.75	EUR2285.00

**Terms and Conditions apply.**