

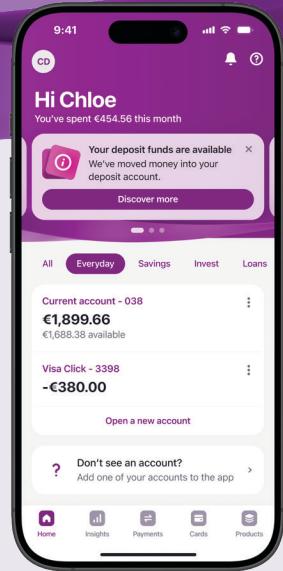
Introducing our new Mobile App



For the life you're after

We've built it to make your everyday banking easier. Now everything is in one place for a better way to bank.

Our new mobile app is on its way and will be available over the next few months. Some customers will get it sooner than others; keep an eye on your app store if you're not set up for automatic updates.

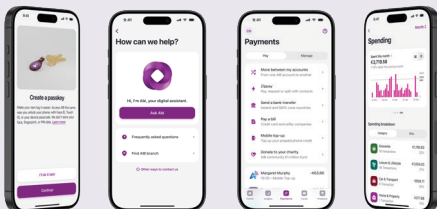


Getting started

Logging into the new app for the first time

If you've saved your 8-digit registration number on the old mobile app your registration number will already be on the new app.

- Have your 5-digit Personal Access Code (PAC) to hand the first time you sign into the new app. After that, you can set up a passkey (face or fingerprint) to log in quickly and easily, or you can continue to use your PAC.



Log into the new app with your face or fingerprint using a passkey

Passkeys are a fast and safe way to log in to the new app. Depending on the type of phone you have, you can use face or fingerprint to log in.

To set up a passkey:

Go to **Profile > Login and Security > Passkeys**, select **Create a passkey**, and follow the on-screen steps to set it up using your device's biometrics.

What's new?

Spaces

Take a moment to explore your new Home Screen. Your accounts are now organised into **Spaces** to make things easier to manage. In your **Everyday space**, you'll find the accounts you use most, like your current account and credit cards, plus you can now see your latest transactions for each account at a glance.

New transaction information

With the new app, you'll see more information on your transactions, like retailer names, logos and locations to make your payments easier to recognise. Tap on any payment to view more details and use the search feature to quickly find what you need.

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Managing your money

The new **Insights** feature helps you understand and stay on top of your money. You can set budgets, track your spending, and view trends and charts.

Making Payments

Use the Payments hub to move money between your accounts, pay bills, top up mobiles, donate to charity or use Zippay to send money to others. You can also view upcoming payments; manage the people you pay, and you can now set up new Standing Orders.

Manage your cards

Manage your cards in one place. Simply swipe left or right to switch between them.

You can:

- Freeze or unfreeze your card
- View your PIN
- Add or remove your card from your digital wallet
- Replace a lost or stolen card
- Apply to increase your credit card limit

New Products Hub

Explore all your options in the new app. Open a new account, apply for an overdraft, loan, credit card or travel insurance. If you need home or car insurance, or want to contact AIB Life, we'll point you in the right direction.

We're here to help

- Use Abi, our in-app digital assistant, to get quick answers, find information, or be guided to the right support. To get started tap your initials on the home screen, then tap 'Help'.
- Check out our step-by-step guides and 'How To' videos on aib.ie. Use the search bar to find your way.
- Talk to our Customer Services Team by calling 0818 724 724, 09:00 to 17:00, Monday to Sunday.
- If you're a vulnerable customer and need extra support, our team is here to help. call us on 0818 227 056
- Call into any Branch.

Questions and answers

When will I get the new app?

We'll start rolling the app out to customers at the end of June; you may get the update at a different time to others. You can turn on automatic updates to get the new app as soon as it's available for you.

Do I need to do anything to get the new app?

No, you'll see our new app when it's available for you.

How do I set up automatic updates?

You can do this in your phone settings:

iPhone: go to Settings, tap 'Apps', 'App store' and toggle on 'App updates'.

Android: go to the Google Play Store, tap on your initial in the top right-hand corner, 'Settings', 'Network preferences' and 'Auto-update apps'.

How will I know I have the new app?

Once your app updates, you'll be using the new AIB mobile app automatically.

Can I keep using the old app?

You can continue to use the old app until it updates to the new app.

The new app will replace the old one with new features along with enhanced security and protection.

Will I be able to automatically log into the new app?

The first time you log in to the new app you'll need your 5-digit Personal Access Code (PAC) that you use in the existing app.

You will also be asked if you would like to use Passkeys for future log ins to avoid having to re-enter your PAC each time you log in.

What if I don't know my PAC to log into the new app?

You can reset your PAC, please see how to do that here: www.aib.ie/get-access

Will all my settings be saved when I get the new app?

Yes, services such as Selfie Check, Zippay and notifications will all be set-up for you in the new app.