



For the life  
you're after

## Welcome to the Summer edition of your AIB Newsletter

We understand there may be times when you need a little extra support with your banking. In this edition of our Customer Newsletter, we've highlighted some of the ways we can help.

### **Additional Support for our Customers**

Please know you're not on your own. We offer a range of supports to help you manage your money in a way that works for you, with care and understanding.

## Speak Easy Communication cards

For customers who may  
find it difficult to speak.

### **Speak Easy Cards**

Speak Easy Cards are available in all our NI branches. They use clear words and simple pictures to help customers who may find it hard to communicate with us when talking about everyday banking.

You can find the cards on our website and download the full set as a PDF to use on your phone or tablet: [aibni.co.uk/personal-docs/help-and-guidance/speak-easy-cards.pdf](http://aibni.co.uk/personal-docs/help-and-guidance/speak-easy-cards.pdf)



## Hidden Disabilities Sunflower

Not all disabilities are visible, and sometimes people may need a little extra help.

That's why we recognise the Hidden Disabilities Sunflower - to help make banking easier and more respectful for everyone.

### What is the Sunflower?

The Sunflower is a discreet way to let our colleagues know that someone has a non visible disability and may need a bit more time or support. It's often worn as a lanyard, pin or wristband.

If you'd like one, you can ask for a Sunflower lanyard in our branches.

### What does wearing the Sunflower mean?

If you wear the Sunflower, it helps us know that you may appreciate:

- More time
- Clear, simple explanations
- A calm and patient approach
- Practical help if needed

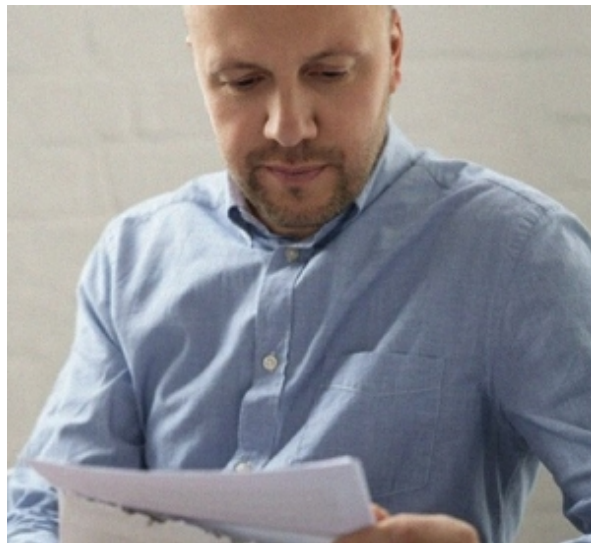


### **Jam - Just a minute**

We are proud to be a Jam Card friendly organisation.

The JAM card provides people with learning difficulties or communication barriers with a discreet, non-verbal way of asking for a minute of patience when they need it.

JAM card holders can show their JAM card or app in any of our branches and staff are trained to help and support them and offer a service to meet their individual needs.



### **Accessibility - Large print or Braille**

#### **Accessible Statements**

We work with the Royal National Institute of Blind People (RNIB) to provide your statements in braille, large print or audio. You'll continue to receive your usual statement from AIB, and RNIB will also send a version in the format that best meets your needs.



## Help with Banking

Nobody wants to think there may be a time when they can't look after their own personal and financial affairs. But if you need support, or in turn need to support a loved one, it's important to put the right protections in place for everyone.

We offer a range of different support options including third party authority and Power of Attorney. Understanding which one is right for you can sometimes be difficult. To help you consider which is most suitable for your circumstances you can view our Help Manage Banking leaflet on our website [aibni.co.uk/help-and-guidance/additional-support](http://aibni.co.uk/help-and-guidance/additional-support)

If you need a little extra support when banking with us, please let us know. With your permission, we can note this on your account, so you don't have to explain it every time you get in touch.

To find out more information about anything in this email, please visit any of our branches or call our Additional Customer Support Helpline on **0345 646 0318** (Monday-Friday, 09:00-17:00, excluding bank holidays).

You can also find more information about these supports and others that we offer on our website [aibni.co.uk/help-and-guidance/additional-support](http://aibni.co.uk/help-and-guidance/additional-support).

### Be Fraud Aware

We want to help you understand more about how to protect yourself and your bank account from fraud.

#### Fraudulent texts:

Criminals can make fake text messages look like they come from us. They can even insert these fake messages into genuine text conversations we are having with you.

One way of spotting a scam is that our web address will have .co.uk at the end. If it has any other ending like .com, it is definitely a scam.

Be careful and never click a link in a text message - even if it appears to be part of a conversation with us. We don't put links into our text messages.

#### Fraudulent phone calls:

Criminals can call you pretending to be us. They can even mimic our phone number. But remember:

**We will never** text you a One Time Passcode to cancel a transaction.

**We will never** ask you to get a code from your Card Reader to cancel a transaction.

**We will never** ask you not to log back into your account.

**You should not** share a One Time Passcode code or Card Reader code with anyone if you get an unexpected call or text message, whoever they say they are, **even if they say they are from our fraud team.**

**We will never** call you to ask for a code we have sent to you, or to ask why you didn't complete the process in the text message.

These codes are the way to make money leave your account. Never share them with anyone including bank staff.

**Remember:** AIB staff including those working in our Fraud teams will **NEVER** ask you for security information, or for you to transfer money out of your account in any of our email, phone or text communications.

If you do receive an email, text or a phone call that claims to be from AIB and asks you for personal information or to take urgent action, **please do not respond, do not follow the instructions and report it via the form at [aibni.co.uk/security-centre/contact-us/fraud-form](https://aibni.co.uk/security-centre/contact-us/fraud-form)** or call 028 9034 6034 (09:00-17:00 Monday to Friday, including bank holidays). We may record your call and there may be a charge from your service provider to call us.

If you notice anything suspicious on your bank account or you believe you have been a victim of fraud, contact us 24/7 on Freephone number 0800 0391 140.

For more security advice and pointers on how to protect yourself from Fraud, do refer to the Government 'scamwiseni' and 'TakeFive' initiatives, and to the list of AIB contact telephone numbers on our secure website [aibni.co.uk](https://aibni.co.uk).



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