



For the life
you're after

Welcome to the Autumn edition of your AIB Newsletter

In this issue, read about the launch of our Autism Friendly branches, get tips to protect your identity and make sure your contact details are up to date. You'll also find upcoming dates for the next "Let's Talk Business" sessions, register for our Annual Sustainability Conference and more

Autism Friendly Branches



AIB are proud to be branded as Autism Friendly across all of our NI branch locations.

Supports available include:

- All branch staff have completed Autism training.
- A quiet space available in all of our branches.
- Each branch holds a Sensory Kit that can be used on request.
- Visual guide and sensory map that can be found on our website.

By taking these steps, we aim to ensure that all our branches provide a welcoming environment where autistic people and their families can feel valued and supported.

Women in Business All-Island Female Entrepreneurs Conference



The 2025 Women in Business All-Island Female Entrepreneurs Conference was held in June and what an incredible day it was!

As title sponsor, AIB was proud to support this remarkable event, bringing together over 300 female business owners to share stories of empowerment, forge new connections and access the insights and practical tools to help women grow their business with confidence.

Hosted by the brilliant Caroline O'Neill and featuring headline speaker Sara Davies MBE and AIB's Roisin Keenan, the ninth annual conference centred around the theme of 'You've Got This', celebrating the resilience, innovation and leadership that women entrepreneurs bring to the business landscape on this island.

Here's to building stronger networks, scaling new heights and continuing to back women-led businesses.

Let's Talk Business



Meet your local AIB Business Team!

At AIB we're here for you and the life you're after. This September and October, our local business banking experts will be again visiting branches across NI. This will be another opportunity to meet and connect with your local team, access personalised support, ask questions and explore tailored solutions to help your business succeed.

No appointment needed – just drop in and let's talk business:

Branch	W/C 15/09/25	W/C 22/09/25	W/C 29/09/25
Ballymena	19/09/25		
Dungannon	17/09/25		
Enniskillen			02/10/25
Meadowbank		25/09/25	
Newry			29/09/25
University Road		24/09/25	

We look forward to seeing you there.

Fraud – Identity Theft



Identity theft is when your personal information is stolen and used to open bank accounts or to apply for cards, loans, or for government benefits and documents such as passports, and driving licences in your name.

Criminals can steal your identity in a number of ways, for example finding your credit card or bank statements in your rubbish or stealing your driving licence, cheque book or bank cards. They can use personal details such as your name, date of birth, current and previous addresses, and much more to commit identity theft.

Stealing your mail is another way criminals can access your personal information to commit identity theft. They might even set up a mail redirection for your address without you knowing.

Social media can also be used by criminals to access your personal information and build a picture of your identity to commit fraud.

Becoming a victim of this type of fraud can mean you will find it difficult to obtain loans, credit cards or mortgages in future.

How can you protect yourself?

- Look out for transactions on your bank statement that you don't recognise.
- Check for letters you receive about loans, debt or cards that you didn't apply for.
- Similarly, check if you're receiving bills, invoices or receipts for goods or services you didn't ask for.

- Be cautious of sharing any personal or financial information on social media.
- Contact your bank immediately if something is not right or you think your information might be compromised.

For more security advice and pointers on how to protect yourself from Fraud, refer to the UK Governments TakeFive initiatives at takefive-stopfraud.org.uk



Save The Date: AIB Sustainability Conference 2025




On Thursday, 27 November, we will host the ninth AIB Sustainability Conference from 9am to 1pm.

This year's conference theme, 'Where our shared ambition meets action', underscores our collective commitment to driving sustainable practices and fostering innovation within our industries. The event will bring together fellow industry leaders to share insights, and discuss the pivotal role we play in shaping a sustainable future, while hearing from

exceptional speakers. The full line-up and agenda will be announced in September.

We know that many customers are already well on their way to more sustainable practices. We want to continue to support you through this period of change, which is why this year's event will focus on grounding global themes in commercial reality.

Save the date in your calendar for now and keep an eye on our website aibni.co.uk in mid-September on how to register for the event.



Stay connected with us

To make sure you never miss key updates and messages such as fraud warnings, it's important that we have your most up to date contact details.

Help us to help you

Next time you speak to us, please take a few moments to check the details we have for you and let us know anything that's changed on your :

☒

email address

☒

mobile phone number

☒

home address

You can view your details anytime in the AIB (NI) mobile app or Online banking along with information on how to update them.

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 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.



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