



Welcome to the Summer edition of your AIB Newsletter

This quarter we're highlighting our commitment to safe spaces for domestic abuse victims, showing how to avoid ticket scams, offering sustainability tips for your workplace or business, celebrating an award, and reminding you to vote for your chosen charity.

Safe Spaces



Did you know that 1 in 5 adults experience domestic abuse during their lifetime?

Anyone experiencing domestic abuse can access a Safe Space in any branch of AIB in Northern Ireland.

They are open to anyone and offer a secure and private environment to look up information, phone a helpline, contact a support service or talk to a friend or family member. Launched by the domestic abuse charity Hestia Charity and its UK SAYS NO MORE campaign, the Safe Spaces

scheme aims to increase the availability of specialist support for victims of domestic abuse.

Specialist training on Safe Spaces and domestic abuse awareness has been carried out by employees across all AIB branches. AIB also operates an 'Additional Support Helpline' 0345 646 0318 for any customers that require additional support or confidential advice during vulnerable times.

Speaking about the partnership, Brian Gillan, Head of Retail NI at AIB, said; "By providing 'Safe Spaces' in all our branches across Northern Ireland, together with our other support measures, we will help ensure that anyone experiencing domestic abuse has a secure and private place to seek help."

Fraud - Ticket Scams



With concert season in full swing, high-demand events become prime targets for scammers. Few concerts in history are as sought-after as some recent reunion tours, with tickets selling out in minutes and resale prices skyrocketing. These are once-in-a-lifetime events with fans that would do anything to secure tickets - making them as rare as gold dust.

How to Avoid Ticket Scams

- Buy only from official sources - Ticketmaster or authorized resellers.
- Avoid last-minute deals that seem too good to be true.
- Use secure payment methods.
- Watch for red flags - high-pressure sales tactics and sellers who can't provide proof of authenticity.

- Be wary of social media - social media is full of different hacks and tips about how to get tickets, but it can't always be trusted - scammers can easily create fake ads including pictures of real tickets.

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.

Steps to Sustainability



Sustainable changes for your business or workplace

AIB understands that change is challenging, but the opportunities for cost savings from new efficiencies, less waste, and lower energy costs are worth the investment of a little time.

We have a resource designed to guide small and medium businesses (SMEs) to take sustainable action in their operations.

It includes six sections with concise videos supported by practical resources to help address the common questions and challenges for SMEs.

Get Started	Rate where you are and set the stage for meaningful change.
Your Action Plan	Develop a customised, practical action plan that outlines specific steps your business can take.
Supports	Discover the resources and networks available to implement and sustain your initiatives.

Your Carbon Footprint	Understand carbon, it's effect and its relevance to sustainability.
Communicating Sustainability	Explore how to communicate your strategy and progress with internal and external stakeholders.
Business Sector Guides	Tailored guidance for specific industries, helping you to apply sustainability principles in a way that works best in your particular sector.

You can find answers on how your business can become more sustainable and answers to questions that customers, suppliers and communities are asking of businesses, big and small at aibni.co.uk/green-living/steps-to-sustainability.

Women in Business Awards



The Women in Business Awards recognise, reward and celebrate the outstanding achievements and positive impact of women business leads from all sectors and industries across Northern Ireland.

2025 marked the 13th year of these prestigious awards.

Congratulations to Kathy McCune, Vulnerability Lead with AIB UK, who won Best Customer Service at the Women In Business awards in Belfast.

AIB Community €1 million fund



Your work matters - and we're here to back it!

On 14 May we launched the 2025 annual AIB Community €1 Million Fund - backing the causes that matter most to our colleagues, customers and communities across the UK and Ireland.

Nominations close 25 June 2025

If you haven't already done so, we're calling on our customers, employees and the wider Northern Ireland community to nominate the registered charities that mean most to them.

Nominate. Support. Make a difference.

Make your voice count - nominate a charity you care about via our website at aibni.co.uk/community

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 (8.30am to 5pm 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 www.aibni.co.uk.



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