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[If your letter mentions unpaid fees...](#)

What happened?

During the period between March 2020 – July 2021, Covid Payment Deferrals were available to support personal customers with regulated unsecured loans. AIB did not actively offer these Covid Payment Deferrals, resulting in the requirement for customers to request support from the Bank in order to avail of these deferrals.

Who does this affect?

Customers impacted are some of those who have unsecured personal loans, during the relevant time period detailed above, who did not avail of a Covid Payment Deferral. Subsequently, loan repayment(s) were missed and unpaid fees were charged.

What is the time period for this issue?

For the impacted accounts, the error occurred from March 2020 – July 2021. Measures have been introduced to prevent any re-occurrence of this error.



[If your letter mentions your loan being moved from a fixed interest rate to a variable interest rate...](#)

What happened?

Between March 2020 and July 2021, customers with fixed rate loans who availed of a Covid Payment Deferral or Loan Restructure were moved to a variable interest rate and were not switched back to a fixed rate following expiration of their deferral/restructure. From December 2021, AIB Base rates increased in line with increases in the Bank of England base rates. This resulted in customers being charged interest at an interest rate that may have been above their original fixed rate outlined in their original credit agreement.

Who does this affect?

Customers impacted are some of those who have unsecured personal loans, who availed of a Covid Payment Deferral or Loan Restructure during the relevant time period detailed above.

What is the time period for this issue?

For the impacted accounts, the error occurred from March 2020 to date. Measures have been introduced to prevent any re-occurrence of this error.



[If your letter mentions communications about interest calculations...](#)

What happened?

We looked at the communications that customers received when they entered financial difficulty on their loan account. In these communications, we did not clearly explain how interest would continue to be calculated on their account. For this we apologise.

Who does this affect?

Customers impacted are some of those who have unsecured personal loans, during the relevant time period detailed above who were unable to make loan repayments on their account.

What is the time period for this issue?

For the impacted accounts, the error occurred from March 2020 to date. Measures have been introduced to prevent any re-occurrence of this error.

General Q+As applicable to all letters

Do customers need to take any further action?

No. As detailed in the customer letters, we have rectified the issue so no more action needs to be taken by customers.

Why have some accounts received a letter in relation to this issue and not others?

We have written to every customer that has been affected by this issue whose refund is greater than £5. If the customer did not get a letter, it means that their refund is less than £5, or they were not affected by the issue.

Why are there two different account numbers mentioned in the letter?

If the loan account on which the mistake has occurred has since closed, where available, we have paid the refund into the customer's AIB current account. If a suitable AIB account was not available, we have refunded customers with a cheque.

What is the time period for this issue?

For the impacted accounts, the error occurred from March 2020 to date. Measures have been introduced to prevent any re-occurrence of this error.

What do I do if I have a question about my tax deduction?

The tax treatment of the compensatory interest depends on personal tax circumstances, any queries in relation to the tax treatment of this compensatory interest should be directed to HMRC.

Why are you refunding customers before writing to them?

We made sure to refund customers first to ensure the mistake was corrected as quickly as possible.

Has the issue been resolved?

Yes, we have corrected the necessary processes and procedures to make sure it will not happen again.

What happened with joint accounts?

In this case, we refund the AIB joint account. Where the joint account is now closed, we have sent a cheque to everyone on the loan account, split equally.

What happened if a letter mentions that the customer's Equifax record was affected?

We incorrectly reported the arrears status of some customers to Equifax. If a customer's Equifax record has been affected, the letter says so.

Where possible, we have corrected the Equifax records of these customers from the loan end date or the refund date. However, if a customer thinks our mistake may have caused other lenders to refuse them credit during this time period, they should contact us on 0345 646 0428* any time between 09:00 and 17:00, Monday to Friday (excluding UK and Republic of Ireland Bank Holidays).

** Call charges may vary – please refer to your service provider.*

The customer will be required to provide us written information from the lender that credit was refused because of the incorrect Equifax record. If we refused a customer credit, they can call us directly and we will look into it.

Has AIB refused any loans as a result of this incorrect Equifax reporting?

If a customer feels they were refused a loan as a result of this, we ask them to contact us and we will investigate.

How can a customer get a copy of their Equifax records?

If you would like a copy of your Equifax records, please visit: www.equifax.com

Have you told the Financial Conduct Authority about this?

Yes, we have told the Financial Conduct Authority and they have approved the approach to rectifying it.

What is the definition of a Covid Payment Deferral?

A Covid Payment Deferral was a payment support offered to customers during the Covid-19 pandemic. During Covid-19, many people were struggling financially due to the pandemic and its effect on society. This deferral / payment break allowed customers to defer payments on their loans to a later stage when they were more able to make the repayments. This aimed to reduce the financial stress on customers and prevent customers going into arrears as a result of missing repayments.

If you have any further questions, please contact us on 0345 646 0428* any time between 09:00 and 17:00, Monday to Friday (excluding UK and Republic of Ireland Bank Holidays).

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