

Information about your Distance Contract



In accordance with The Financial Services (Distance Marketing) Regulations 2004 important information must be provided to you regarding your Classic Account, particularly where you apply for the facility by phone, post or internet.

We detail below some supplemental information in regard to the Bank and regulatory/supervisory authorities.

About Us

We are AIB (NI). AIB (NI) is a trade mark of AIB Group (UK) p.l.c. (a wholly owned subsidiary of Allied Irish Banks, p.l.c.) incorporated in Northern Ireland. Registered Office 92 Ann Street, Belfast, BT1 3HH. Registered Number NI018800.

- Our principal business is the provision of financial services.
- We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, our authorisation number is 122088.
- For further information you can refer to;
- Financial Conduct Authority – www.fca.org.uk
- Prudential Regulation Authority – www.bankofengland.co.uk/pr

The agreement, and all correspondence relating to it issued by us, will be in English. The laws of Northern Ireland will apply to our relationship with you and the courts of Northern Ireland will have exclusive jurisdiction over any dispute that may come about as a result of the agreement.

About the Classic Account

- The Classic Account is a Current account that provides you with easy access to your money and helps you manage your bills on the go.
- You can only open a Classic Account if you are aged 18 or over and resident in the UK.
- You can open more than one Classic account in both joint or sole name.
- If you have an arranged overdraft limit with us, you will get an interest-free portion (up to the first £200) on which no interest will be charged. You will also enjoy free banking if your account is in credit.
- The Classic Account does not pay credit interest.

Withdrawal from Agreement/Cancellation

- You can close your account at any time by visiting your nearest branch with suitable identification or by sending written instruction to your branch or to AIB NI, 92 Ann Street, Belfast, BT1 3HH. If you are in an arranged or unarranged overdraft, you must repay what you owe us (plus interest) before we can close the account.

- If you have a current account, you can switch your account to another bank or building society. You can do this by speaking to your new current account provider. They will then contact us to arrange the switch. Under the Current Account Switching Service, you can transfer your existing standing orders and Direct Debits to your new current account as part of the switch.
- If you do not exercise your right of cancellation, the terms of the agreement will continue to apply

In the event that you wish to make a complaint:

- Talk to us – we are available in your nearest branch to talk to you about any difficulty you may have. You can also call our contact centre on 0345 6005 925* (Monday to Friday, 9am – 5pm)
- Write to us – at your branch or use our online feedback service on our website aibni.co.uk
- If you are not happy that after we have followed our complaints procedure, or if we have not informed you of the outcome within eight weeks of receiving your complaint, you have the right to pass the matter to the Financial Ombudsman Service. You can refer your complaint to the Financial Ombudsman Service free of charge within six months of our final response, or within six months of our letter confirming we have resolved your complaint within four business days. You can write to the Financial Ombudsman Service at the following address:

Financial Ombudsman Service Exchange Tower
Harbour Exchange Square
London E14 9SR

Phone: 0800 0234 567 or 0300 1239 123

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Important information about compensation arrangements

In the event that AIB Group (UK) p.l.c. is unable to meet its financial obligations, your eligible deposits are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. This limit is applied to the total of any eligible deposits you have with AIB (NI) in Northern Ireland and Allied Irish Bank (GB) and Allied Irish Bank (GB) Savings Direct in Great Britain, each a trading name of AIB Group (UK) p.l.c. In the case of joint accounts, each account holder is protected up to this limit.

Any total deposits you hold above £85,000 between these trading names are unlikely to be covered.

For further information about the scheme (including the amounts covered and eligibility to claim), please ask at your local branch or refer to the FSCS website www.fscs.org.uk

*Call charges may vary - refer to your service provider

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