



# We're **COMMITTED** to customers



**Bank of  
Ireland**

Corporate & Commercial Banking Customers.

# Our commitments to you

At Bank of Ireland, our purpose is to help you to thrive. You told us that you want a bank that's easy to do business with and increases your financial wellbeing. That's why we're setting out the following commitments to you, whether you're a personal or a business customer:

Our commitments:	We aim to:
<b>1</b> <b>Be available to you</b>	<ul style="list-style-type: none"><li>▶ Provide a number of ways for you to bank including in person, by phone and digitally</li><li>▶ Guide you to the fastest way to get your banking done</li><li>▶ Answer your call promptly</li><li>▶ Resolve your query quickly (but if we can't, be clear on the next steps)</li></ul>
<b>2</b> <b>Listen to you</b>	<ul style="list-style-type: none"><li>▶ Design products and services that meet your needs</li><li>▶ Use your feedback to continually improve our products and services</li><li>▶ Carefully consider the impact on you when we're making decisions</li></ul>
<b>3</b> <b>Empower you to take control of your finances</b>	<ul style="list-style-type: none"><li>▶ Support you as you plan for the future</li><li>▶ Help you work out a solution if you're worried about your finances</li><li>▶ Provide extra support if you find yourself in vulnerable circumstances</li></ul>
<b>4</b> <b>Help protect your finances</b>	<ul style="list-style-type: none"><li>▶ Have our fraud team available 24/7</li><li>▶ Contact you if we identify potential fraudulent activity on your account</li><li>▶ Continue to invest in our fraud detection to help protect your money</li></ul>
<b>5</b> <b>Communicate clearly</b>	<ul style="list-style-type: none"><li>▶ Make it easy for you to understand the features, costs, terms, and conditions of our products and services</li><li>▶ Respond to your product applications promptly, once all the correct documentation and information has been received</li><li>▶ Keep you informed using simple language and in a timely way</li><li>▶ Give you advance notice of any important changes to our services</li><li>▶ Be inclusive and always treat you with dignity and respect</li></ul>
<b>6</b> <b>Support you if things go wrong</b>	<ul style="list-style-type: none"><li>▶ Work to resolve any issue quickly</li><li>▶ Minimise the impact to you if there is disruption to our service</li><li>▶ Make it easy for you to make a complaint. If it cannot be solved immediately, we'll write to you within 5 working days to tell you when you can expect a full response</li></ul>

# Useful contact details

Service	Contact information		Opening hours
Online and phone banking	<b>Website:</b> bankofireland.com  <b>Phone:</b> 0818 365 365 or 01 404 4000	<b>Phone (other locations):</b> +353 1 404 4000	9am to 6pm, Monday to Friday (excluding bank holidays) 10am to 2pm, Saturday
Webchat			9:15am to 4:30pm, Monday to Friday (excluding bank holidays)
Fraud	<b>Phone:</b> 1800 946 764  Report a suspicious text or email to: <a href="mailto:365security@boi.com">365security@boi.com</a>	<b>Textchecker:</b>  Check the legitimacy of any Bank of Ireland text. Simply send the word 'Check', followed by the Bank of Ireland text you want to verify, to 50365	24/7
Social media	Our social media team are available to answer your questions on: <b>Facebook:</b> Facebook.com/BankofIreland  <b>X (Twitter):</b> @talktoBOI		<b>Facebook:</b> 9am to 5pm, Monday to Friday  <b>X (Twitter):</b> 8am to 8pm, 7 days a week

## Contact Centre Phone Services:

Team	Contact	Days Open	Times
B365 contact centre	<b>Phone:</b> 0818 365 365 or 01 404 4000 Option 2 +353 1 404 4000 if calling from abroad	Mon-Fri Sat	9am–6pm 10am–2pm

## Global Markets Phone services:

Team	Contact	Days Open	Times
FX Dealing team Business & Personal Customer Service	<b>Phone:</b> 01 609 4300	Mon-Fri	9am–5pm

## Corporate Phone services:

Team	Contact	Days Open	Times
Corporate Client Services*	<b>Email:</b> ccs_corporate@boi.com	Mon-Fri	9am–5pm

# Useful contact details (cont'd)

## SME Banking Services:

Team	Contact	Days Open	Times
<b>Business Banking Client Services*</b>	<b>Phone:</b> 01 5119216	Mon-Fri	9am–5pm
<b>Business Service Direct</b>	<b>Phone:</b> 0818 200 348 Option 4	Mon-Fri	9am–5pm
<b>BIF Services</b>	<b>Phone:</b> 0818 664 466	Mon-Fri	9am–5pm

\*Relationship Managed Lines

Service	Contact information
<b>Online dispute resolution</b>	There is also an EU-sponsored, online, dispute resolution platform for consumers specifically designed to help consumers who purchase goods and services online and have a complaint about them. You can find it at <a href="https://ec.europa.eu/consumers/odr/">https://ec.europa.eu/consumers/odr/</a>
<b>Complaints</b>	<p>If you need to make a complaint about any of our products or services:</p> <div> <div> <b>Write to:</b>  Bank of Ireland,  Group Customer Complaints,  Floor 1, Newlands Cross Business Centre, Clondalkin,  Co. Dublin, D22 W324 </div> <div> <b>Phone:</b>  0818 200 365   <b>Phone (other locations):</b>  +353 1 404 4000   <b>Fill in online form:</b>  <a href="http://www.bankofireland.com/help-centre/customer-complaints-process/">www.bankofireland.com/help-centre/customer-complaints-process/</a> </div> </div>
<b>Financial Services and Pensions Ombudsman</b>	<p>If you're not satisfied with the outcome of a complaint you've made to us, you can contact the Financial Services and Pensions Ombudsman:</p> <div> <div> <b>Write to:</b>  Lincoln House, Lincoln Place,  Dublin 2, D02 VH29   <b>Email:</b>  <a href="mailto:info@fspoi.ie">info@fspoi.ie</a> </div> <div> <b>Phone:</b>  01 567 7000   <b>Website (Republic of Ireland):</b>  <a href="http://www.fspoi.ie">www.fspoi.ie</a> </div> </div>



## Help us to help you

You can help us to serve you better by:

- ▶ informing us when your details or circumstances change
- ▶ providing specific information when we request it
- ▶ giving us your valuable feedback so we can continually improve
- ▶ treating Bank of Ireland employees with dignity and respect regardless of race, gender, age, ethnic background, sexual orientation, disability, religion or other unique qualities.

## Thriving together

Your success is our success. We will review this commitments annually and continue to update and improve it based on your feedback. Thank you for your continued business and for choosing Bank of Ireland.