

# A Guide to Fees and Charges for Personal Accounts

This document contains  
important information.  
**Please read carefully** and  
retain for future reference.

January 2019





# Contents

|   |         |
|---|---------|
| Welcome to AIB  | page 2  |
| Account Fees  | page 3  |
| Card Usage Abroad   | page 5  |
| Service Charges   | page 6  |
| A Way to Bank Free of<br>Maintenance and Transaction Fees | page 8  |
| How to Minimise Account Fees<br>and Service Charges       | page 10 |
| Accounts Exempt from Charges                              | page 11 |
| Mortgage Benefit - No Maintenance<br>or Transaction Fees  | page 14 |
| Overdraft Borrowing Charges                               | page 15 |
| How to Reduce Overdraft<br>Borrowing Charges              | page 18 |

# Welcome to AIB

**The purpose of this guide is to provide you with all the information you need to help you understand the fees and charges associated with your account.**

Details about the features and operation of your personal account(s) are contained in the current editions of our Terms and Conditions for Current, Demand Deposit and Masterplan Accounts which are available at any of our branches and online at [www.aib.ie](http://www.aib.ie)

**There are two types of fees and charges associated with your account: Bank fees and charges, and Government Charges.**

This booklet explains how each of these categories may affect you. In the section '**Exemption from charges**' you will find details of categories of accounts which are exempt from certain fees and charges.

## 1. Bank fees and charges

Which can be grouped into three categories –

- Account Fees
- Service Charges
- Overdraft Borrowing Charges.

## 2. Government Charges

There are certain Government charges which the Bank is obliged to collect from you. Government charges are debited to your account even if you qualify for maintenance and transaction free banking. Under current legislation, the following Government charges apply:

**Cheques:** €0.50 stamp duty per cheque. Medallion Stamp Duty for cheque books ordered on or after 1st January 2009 is calculated as each cheque is presented and paid on your account and applied quarterly in arrears on the last business day of March, June, September and December.

**Domestic Euro Bank Draft:** €0.50 Medallion Stamp Duty per draft. This is applied at point of sale.

**Debit Cards:** Government Stamp Duty will be charged at a rate of €0.12 per ATM transaction. Government Stamp Duty only applies to ATM transactions carried out within Ireland (excluding Northern Ireland). This charge is capped at €2.50 if you only use your debit card for ATM transactions and capped at €5 if you use your debit card for both purchases and ATM transactions. Government Stamp Duty charge on debit cards is applied in January, for the previous year.

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**Please Note:** AIB will pay the Government Stamp Duty on AIB Debit Cards for AIB Student Accounts for second level students.

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# Account Fees

## What are Account Fees?

These are fees which are charged for the processing of lodgements and withdrawals and for maintaining the account. Not all of these fees necessarily apply to your account but below is a detailed breakdown of what they are and how much they cost.

### A. Account Maintenance Fee\*

This is a fee for maintaining the account.

€4.50 per quarter or part thereof

### B. Account Transaction Fees

#### Automated Transactions

€0.20 each

This fee applies to the following transactions:

- Debit Card purchases
- Contactless transactions<sup>(1)</sup>
- Standing Orders
- Direct Debits
- Automated Debit & Credit transactions including transactions through:
  - AIB Phone & Internet Banking
  - AIB Mobile Banking
  - AIB Kiosk Banking
  - AIB Tablet Banking

(1) The transaction fee for Contactless transactions with your AIB Debit Card will be waived until further notice.

#### Self-Service Transactions

€0.35 each

This fee applies to the following transactions:

- ATM Withdrawals<sup>(2)</sup>
- Cash & Cheque Lodgement Machine Transactions<sup>(3)</sup>

(2) Includes: Domestic, Eurozone and Non-Euro Automated Teller Machine (ATM) transactions.

(3) Items in lodgements fees also apply, where applicable.

*\*Private Banking quarterly account maintenance fee €63.49*

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|  |                   |
|--|-------------------|
| <b>Paper/Staff Assisted Transactions<sup>(4)</sup></b> | <b>€0.39 each</b> |
|--|-------------------|

This fee applies to the following transactions:

- Cheques
- Withdrawals
- Lodgements <sup>(5)</sup>
- Staff Assisted Transactions at any AIB branch counter or in the Post Office

(4) Items in lodgements fees also apply, where applicable.

(5) This includes a lodgement completed in another bank or an AIB branch other than the branch where the account is held. A lodgement with or without a reference will be charged at the same price.

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|                            |                   |
|----------------------------|-------------------|
| <b>Items in Lodgements</b> | <b>€0.20 each</b> |
|----------------------------|-------------------|

These are paper, non-cash items contained in a lodgement and include cheques, drafts and paper account withdrawals.

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**Please Note:** *Certain channels/devices require that cash, coin and cheques be processed as separate lodgements, including items lodged in An Post*

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## When are Account Fees charged?

Account fees are calculated quarterly on the last working Friday of February, May, August and November. Fees are charged to customer accounts in March, June, September and December. The fee will be charged on the 28th or where the 28th is not a business day, the next business day. If in any quarter the fees and charges exceed €10.00, we will provide you with a detailed breakdown of the amount being charged at least ten business days before they are charged. A breakdown of amounts of €10.00 or less is available on request.

Fees and charges are also calculated and charged upon closure of your account.

# Card Usage Abroad

## AIB Debit Card

### Point of Sale Purchase, Contactless and Cash Withdrawal Transactions

In addition to the charges outlined below, account transaction fees may also apply.

The transaction fee on Contactless transactions will be waived until further notice.

Non-euro transactions attract additional charges as follows:

### Currency Conversion Fees

|   |  |
|---|--|
| Using a debit card for purchases in a foreign currency (including Contactless transactions) | 1.75% of euro value<br>(Minimum €0.45, Maximum €11.00) |
|---|--|

**Note:** No minimum fee for Contactless Transactions

|                              |                    |
|------------------------------|--------------------|
| Cash Withdrawal Transactions | 2.5% of euro value |
|------------------------------|--------------------|

### Commission Charges

|                            |  |
|----------------------------|--|
| Cash Withdrawal Commission | 1% of euro value<br>(Minimum €2.00, Maximum €6.00) |
|----------------------------|--|

# Service Charges

Service Charges cover a wide range of services provided by AIB Bank. When you avail of a service, the appropriate charge will be applied as it occurs unless otherwise stated. Service Charges are not included in maintenance and transaction free banking. Account transaction fees may also apply.

## Duplicate Bank Statements

|                      |                |
|----------------------|----------------|
| Duplicate Statements | €3.00 per page |
|----------------------|----------------|

Note: eStatements may be accessed through AIB Phone & Internet Banking and can be printed free of charge

## Unpaid charges

|   |                |
|---|----------------|
| Cheques <sup>#</sup> lodged to your account and returned unpaid | €4.44 per item |
|---|----------------|

|  |                 |
|--|-----------------|
| Items <sup>#</sup> presented on your account and returned unpaid | €10.00 per item |
|--|-----------------|

*<sup>#</sup> This usually occurs when cheques, Direct Debits or Standing Orders, presented for payment on the customer's account, are returned unpaid because of insufficient balance on the customer's account (Unpaid Items) but sometimes may occur for other reasons, for example, where a cheque hasn't been signed.*

## Standing Orders

|                              |                                 |
|------------------------------|---------------------------------|
| Manual Standing Order Set up | €4.50 per request <sup>##</sup> |
|------------------------------|---------------------------------|

|                                    |                                 |
|------------------------------------|---------------------------------|
| Manual Standing Order Amend/Cancel | €2.50 per request <sup>##</sup> |
|------------------------------------|---------------------------------|

AIB Phone & Internet Banking customers can set up, amend and cancel Standing Orders for free on AIB Phone & Internet Banking and AIB Kiosks.

<sup>##</sup>A Manual Standing Order Amendment fee will apply where one or more of the following fields on an existing Standing Order is changed: Sender Name, Sender Reference, Amount, Receiver Name, Receiver Reference and Receiver BIC and IBAN. A request to change any other field will result in the manual cancellation of the existing Standing Order and the manual set up of a new Standing Order with both fees applying to the account. These fees do not apply to the AIB Basic Bank Account.



## Other Services

|   |  |
|---|--|
| Bank Drafts – payable in euro for use in the Republic of Ireland* | €3.00 per item plus MSD <sup>(7)</sup> |
|---|--|

(7) Medallion Stamp Duty is currently charged at a rate of €0.50 per item.

|   |                   |
|---|-------------------|
| Additional/Replacement Card Reader for AIB Phone & Internet Banking | €5.50 per request |
|---|-------------------|

*\*Bank Drafts ordered through AIB Internet Banking will incur the applicable standard postal rate*

## Domestic Credit Transfer

|   |       |
|---|-------|
| *Paper Paylink Euro Standard Instruction to be completed via the branch | €0.00 |
|---|-------|

|   |                 |
|---|-----------------|
| *Paper Paylink Euro Urgent Instruction to be completed via the branch | €25.00 per item |
|---|-----------------|

*\*To complete a Domestic Credit Transfer via the branch, please use the Paylink Euro Form.*

## Services for which there is no charge

Euro Cheques drawn on Banks within the Republic of Ireland sent for collection

Cheque/Document Retrieval

Stop Payment (e.g. cheque, direct debit)

Character/Status Enquiry

AIB Debit Card issue and replacement

Registration for AIB Phone & Internet Banking

Switching instruction to transfer your current account to another Bank.

Duplicate Certificates of Interest/Balance

Auditor Reports

Paper Paylink Euro Standard Instruction to be completed via the branch

# A Way to Bank Free of Maintenance and Transaction Fees

Personal current account customers can bank free of maintenance and transaction fees by meeting the following criteria:

## Qualifying Criteria

Maintain a minimum daily credit statement balance of €2,500 in the account for each fee quarter.\*

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The statement balance is the end of day account balance. It is not impacted by any uncleared items, e.g. due to cheques lodged but not yet cleared or pending debit card transactions.

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Customers are responsible for making provision for any debit transactions that could bring the account balance below €2,500. This includes debit interest, quarterly maintenance and transaction fees, other bank charges and government stamp duty.

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The qualifying criteria applies to personal current accounts, with the exception of the Masterplan product.

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Students, Graduates, AIB Basic Bank Account and AIB Advantage Account customers will continue to be eligible for maintenance and transaction free banking as per existing terms & conditions.

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*\*Credit interest does not apply to AIB personal current accounts.*

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## By qualifying for this offer customers will benefit from:

- Free ATM withdrawals<sup>Δ</sup>
- Free Debit Card purchases<sup>Δ</sup>
- Free Contactless transactions<sup>Δ</sup>
- Free Direct Debits
- Free Standing Orders
- Free Automated Debit & Credit transactions including transactions through:
  - AIB Phone & Internet Banking
  - AIB Mobile Banking
  - AIB Kiosk Banking
  - AIB Tablet Banking
- Free Cash & Cheque Lodgement Machine Transactions
- Free Manual Lodgements and Withdrawals
- Free Cheques
- Free Items in Lodgements

In addition, no quarterly account maintenance charge will apply.

*<sup>Δ</sup>Within ROI and eurozone. Non-euro transactions will attract the normal foreign exchange charges, commissions and scheme fees. Please see our booklet 'Schedule of International Transaction Charges'.*

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## Please note:

- Certain accounts are also exempt from maintenance and transaction fees. For further details, please refer to pages 11, 12, 13 and 14 of this booklet
  - Each personal current account must qualify in its own right
  - As per existing terms and conditions, any transactions carried out on a non-business day e.g. lodgements received and payments made after cut off times or on a non-business day (i.e. Saturday, Sunday or a bank/public holiday) may not be reflected in the account until the following business day.
  - Other charges still apply as detailed in the booklet.
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# How to Minimise Account Fees and Service Charges

By using alternative automated channels, personal customers can reduce their fees – or even avoid them completely.<sup>(8)</sup>

Here are some of the most common ways you can reduce your banking costs.

| Personal Customers  |   | Minimise Banking Fees By:   |
|---|---|---|
| <br>Paying for goods       | <br>ATM = €0.35<br>Cheque = €0.39 plus MSD <sup>(9)</sup>                              | <br>Contactless* = €0.00<br>Debit Card purchases & Cashback = €0.20            |
| <br>Paying a Bill          | <br>Paper/Staff Assisted Transaction = €0.39<br>Cheque = €0.39 plus MSD <sup>(9)</sup> | <br>AIB Phone & Internet and AIB Kiosk Banking = €0.20<br>Direct Debit = €0.20 |
| <br>Cash withdrawals     | <br>Paper/Staff Assisted Transaction = €0.39   | <br>Debit Card purchases & Cashback = €0.20<br>ATM = €0.35                   |
| <br>Domestic Bank Drafts | <br>€3.00 plus MSD <sup>(9)</sup>  | <br>Credit transfer to third party online = €0.20                            |
| <br>Standing Orders      | <br>Manual Set Up = €4.50 per request<br>Manual Amend/Cancel = €2.50 per request     | <br>AIB Phone & Internet and AIB Kiosk Banking = Free                        |
| <br>Duplicate Statements | <br>€3.00 per page   | <br>eStatement = Free  |

*\*Please note the transaction fee for Contactless transactions will be waived until further notice.*

(8) Personal current account customers can qualify for maintenance and transaction free banking.

(9) Medallion Stamp Duty is currently charged at a rate of €0.50 per item.

# Accounts Exempt from Charges

## AIB Demand Deposit Account

AIB Demand Deposit Account holders are exempt from account maintenance and transaction fees on their AIB Demand Deposit Account.

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*Please Note: Other charges still apply as detailed in this booklet.*

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## AIB Masterplan Account

AIB Masterplan Account holders are exempt from transaction fees on their AIB Masterplan Account and are charged the account maintenance fee €4.50 per quarter or part thereof.

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*Please Note: Other charges still apply as detailed in this booklet.*

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## Junior/Student Saver Account

Junior/Student Saver Account holders are exempt from account maintenance and transaction fees on their Junior/Student Saver Account.

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*Please Note: Other charges still apply as detailed in this booklet.*

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## AIB Basic Bank Account

AIB Basic Bank Account holders are exempt from account maintenance and transaction fees on their AIB Basic Bank Account.

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*Please Note: Other charges still apply as detailed in this booklet.*

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## AIB Student or AIB Student Plus Account

As an AIB Student or AIB Student Plus Account holder you are exempt from all account maintenance and transaction fees on your AIB Student or AIB Student Plus Account. You are also eligible to avail of the following transactions, undertaken at an AIB branch, free from service/commission charges:

- Duplicate Statements
- Bank Drafts payable in euro for use in the Republic of Ireland<sup>#</sup>
- Purchase and sale of foreign currency notes\*

To avail of these additional benefits you must advise staff at the time of each transaction that you are an AIB Student/Student Plus Account Holder. The additional financial benefits are only available on face-to-face transactions undertaken at the branch and are not available on any transactions undertaken through any other electronic means.

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*<sup>#</sup>Medallion Stamp Duty €0.50 applies on this transaction.*

*\*For details of these foreign exchange charges see our "Schedule of International Transaction Charges" booklet.*

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**Please Note:** *AIB will pay the Government Stamp Duty on AIB Debit Cards for AIB Student Accounts for second level students.*

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## AIB Graduate Account

AIB Graduate Account holders are exempt from all account maintenance and transaction fees on their Graduate Account for a period of two years.

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**Please Note:** *Other charges still apply as detailed in this booklet.*

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## AIB Advantage Account

If you are aged 66 or over, you are eligible to apply for an AIB Advantage Account.

As an AIB Advantage Account holder, you can enjoy banking free of maintenance and transaction fees on your AIB Advantage Account. AIB Advantage Accounts can be sole or joint, but all parties to the joint account must be aged 66 or over to avail of the product.

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### Benefits for Personal Customers aged 66 or over

If you are aged 66 or over and have a personal account with AIB Bank, you can receive

- **Foreign Exchange free of Commission Charges**

Commission-free Foreign Exchange applies only to the purchase and sale of foreign currency notes, the purchase of international euro and foreign currency cheques and bank drafts and the sale of international euro and foreign currency bank drafts.

For full details of fees and charges relating to Foreign Exchange, please refer to the current edition of our Schedule of International Transaction Charges booklet available at any AIB branch or online at [www.aib.ie](http://www.aib.ie)

- **Domestic Euro Bank Drafts free of Service/Commission Charges\***

The sale of domestic euro bank drafts is free of service/commission charges.

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*\*Medallion Stamp Duty €0.50 applies on this transaction*

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## General Conditions of these Benefits

Personal Customers aged 66 or over who hold any personal account with AIB Bank are eligible for the benefits specified above.

As a Personal Customer aged 66 or over, you must advise staff at the time of each transaction request that you are eligible for these benefits.

AIB reserves the right to seek further proof of identification and proof of date of birth from you at any time a service or benefit is requested.

These services are only available on face-to-face transactions undertaken in the branch and are not available on any transactions undertaken through any other electronic means.

The above described benefits are available for Personal Customers only. Examples of Personal Customer accounts are Current Accounts, Personal Credit Card Accounts, Mortgage Accounts and Deposit Accounts.

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**Please Note:** *Other charges still apply as detailed in this booklet.*

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## Mortgage Benefit - No Maintenance or Transaction Fees

AIB (PDH) private dwelling house Mortgage customers can also qualify for maintenance & transaction fee free banking on the AIB Personal Current account set up to pay their mortgage by direct debit. For more information please refer to the Mortgage Benefit: 'No Maintenance or Transaction Fees' - Terms and Conditions that are available on [www.aib.ie](http://www.aib.ie)

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**Please Note:** *Other charges still apply as detailed in this booklet.*

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# Overdraft Borrowing Charges

You may request to borrow for short-term needs by way of an overdraft on a Current Account or by applying for a Masterplan Account. Credit terms and conditions apply. Where your overdraft is authorised on a Current Account, you will be charged a facility fee. You will also be charged interest based on the extent to which you borrow under the agreed overdraft facility.

## Facility Fee

If your overdraft is on a current account, an overdraft facility fee of €25.39 per annum or per overdraft sanction, whichever is the more frequent, will be applied.

This facility fee is not applied to overdraft facilities sanctioned on AIB Student Plus Accounts or AIB Graduate Accounts.

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## Interest

You will pay debit interest (which is compound) on any overdrawn balance on your account. The debit interest rate on an authorised overdraft on your account will be advised in your facility letter provided at the time the overdraft is agreed. Interest rates are subject to change.

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## What are the charges for an unauthorised overdraft?

Unauthorised overdrafts created by a customer generate additional administrative activities and costs for the Bank. These are recouped through the application of Surcharge Interest and Referral Item Charges.

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## Surcharge Interest

Surcharge interest is additional interest that is charged on unauthorised overdrafts and is payable in the following instances:

- If there is no agreed overdraft limit on your current account and you overdraw
- If you exceed your authorised overdraft limit without prior arrangement with the Bank
- If the account remains overdrawn or becomes overdrawn after the limit has expired
- Where any residual borrowing remains after the Bank has demanded payment or after the expiry of the review date or the repayment period of a lending facility without the Bank's agreement to extend or renew the facility.

Surcharge interest is payable in addition to the current overdraft interest rate on the unauthorised overdraft. At present the surcharge rate on overdrafts is 12% (variable) per annum. Surcharge interest is calculated on a daily basis and is charged to your account quarterly. You may also become liable for Referral Item Charges (see below).

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## Referral Item Charges

These charges apply when cheques, withdrawals, direct debits and standing orders are presented for payment on your account and, when paid, place the account in an unauthorised overdraft. A charge of €5.15 per item is applied, up to a maximum of five items per day. Referral item charges are waived for AIB Student Plus Accounts.

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## Unpaid Charges

You may incur an unpaid charge of €10.00 per item if cheques, direct debits or standing orders, presented for payment on your account, are returned unpaid because of insufficient balance on the account (Unpaid Items) or sometimes for other reasons, for example, where a cheque hasn't been signed.

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## Uncleared Interest

As a general rule, you should allow two business days after lodging a cheque drawn on a non-AIB Bank before drawing against the proceeds of the cheque. This is to allow for the exchange of items/ value between the financial institutions. Please note postal orders and cheques drawn on UK and other Foreign Banks will take longer to clear.

In some circumstances, we may allow you to withdraw funds from your Account that have not yet become available for you to use. However, if we allow this, you may have to pay debit and surcharge interest on any resulting debit balance in your Account.

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## Debit Interest

Details of our current overdraft interest rates and related charges are available at any AIB branch, on our website [www.aib.ie](http://www.aib.ie), by phone on 1890 724 724 or if you are calling from abroad, on +353 (0) 1 771 24 24.

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## When will Interest on my Overdraft/Masterplan be charged to my account?

We calculate debit interest each day on the overdrawn balance on your account after allowing for items paid out and paid in. Debit interest is totalled on a quarterly basis in March, June, September and December and is charged to your account following at least ten business days prior notification to you.

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# How to reduce overdraft borrowing charges

Some overdraft borrowing charges can be reduced or even avoided. Here are some examples:

- You can avoid incurring surcharge interest, referral item charges and unpaid charges by ensuring that your account operates in credit or within your sanctioned limit, if you have one
- If you need an overdraft facility, an increase on your agreed existing overdraft limit or where you cannot meet your scheduled loan repayments, you should contact your AIB branch in advance to discuss and agree (in writing) the appropriate arrangements on your account to reflect your requirements
- By applying for the facility for a year, even though you might only need it for a shorter period, you can avoid paying additional facility charges later in the year if you require the facility again.

Terms and conditions apply.

Allied Irish Banks, p.l.c. is regulated by the  
Central Bank of Ireland.





