

EUROPEAN COMMUNITIES (DISTANCE MARKETING OF CONSUMER FINANCIAL SERVICES) REGULATIONS**ABOUT US**

We are Allied Irish Banks, p.l.c. ('AIB') whose principal business is the provision of financial services. Our registered office is at Bankcentre, Ballsbridge, Dublin 4. We are registered at the Companies Registration Office, Dublin. Our registered number is 24173. Our VAT number is IE 8E86432H.

- We are regulated by the Financial Regulator.

ABOUT HOMEFLEX AND HOME MORTGAGES

HomeFlex Loans and Home Mortgage Loans are available through Staff Business (subject to lending criteria and terms & conditions) to all AIB staff in the Republic of Ireland who have completed at least 6 months service and who have passed probation.

- HomeFlex is a preferential home loan of up to €190,460 at a fixed interest rate, at present 3%, for the purpose of purchase, improvement or refinancing the principal residence of the staff member.
- Home Mortgage Loans are fixed or variable interest rate loans for any purpose at the published AIB Home Mortgage rates.
- Both HomeFlex and Home Mortgage Loans are repayable to us by instalments over an agreed term, and are normally secured by a mortgage/charge over your property.
- You may also have to pay other expenses such as stamp duty, registration fees, valuation fee and your solicitor's fees in relation to the mortgage as well as mortgage protection insurance and home insurance.
- A security release fee of, at present €60, is charged for sealing a Deed of Release if the loan is secured by a legal mortgage/charge.
- Typically the instalments are paid by direct debit.
- If you want an indication of what your repayment instalment would be on a HomeFlex Loan, use the calculator on the AIB Intranet Site under the HR Link, Staff Business, Property Page.
- If you want an indication of what your repayment would be on a Home Mortgage Loan, telephone 01 6416464 or alternatively visit the Home Loan calculator on www.aib.ie.
- The exact amount of your instalments will be shown on your letter of sanction, if you proceed.
- You may also have to pay other expenses such as home insurance, and mortgage protection insurance. Because the HomeFlex rate is a preferential loan rate for AIB staff it is a Benefit-in-Kind, and you will be taxed on the difference between 3% and the Reference Rate set by the Government.

Under the Regulations you do not have the right to cancel a HomeFlex or Home Mortgage Loan. You can however repay the loan at any time by paying what you owe us including interest. Breakage costs may apply to a Fixed Rate Home Loan.

If you break the terms of the agreement we can demand repayment of what you owe us including interest.

The agreement will be governed by the laws of Ireland and the Courts of Ireland will have exclusive jurisdiction to resolve any disputes.

The agreement and all information and communication with you will be in English.

WHAT TO DO IF YOU HAVE A COMPLAINT

If you have any issues in relation to your loan, you should refer to AIB Staff Business at Hume House Dublin 4, phone (01) 6416464. If you can not resolve the issues and wish to make a complaint, you may do so by writing to Customer Support Centre at Bankcentre, Ballsbridge, Dublin 4. If you are still not satisfied you are entitled to take your complaint to the Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.