

Where Family Counts

EBS

EBS Limited

Terms of Business

This booklet outlines the terms and standards we uphold when we do business with you. We call this our Terms of Business. If you need more information after reading this booklet, please call our Customer Service Line on 1850 654 321.

General information

The registered address for EBS Limited ('EBS') and EBS Mortgage Finance is The EBS Building, 2 Burlington Road, Dublin 4. EBS is a general insurance agent for a number of general insurers. We are also a tied insurance agent of Irish Life Assurance plc (Irish Life) for life, pensions and PRSA products. Irish Life is regulated by the Central Bank of Ireland.

EBS offers a range of savings accounts such as demand, notice and fixed-term deposits.

We also offer a range of other products: mortgages, credit cards and general insurance products.

Through our partnership with Irish Life, we offer a range of pensions, PRSAs and investment products.

Our products can change from time to time. You can find details of the current products and services from our website, www.ebs.ie, or at any EBS office.

EBS acts as a principal in most cases. This means we provide and operate our own services. We have also teamed up with the following companies to provide additional services such as insurance, pensions, investments, credit cards, debit cards and debit card processing:

- ACE European Group Limited, IFSC, Dublin 1,
- Allianz plc, Dublin 4,
- Genworth Financial, Dublin 4,
- Irish Life Assurance plc, Dublin 1,
- MBNA Europe Bank Limited, Dublin 2.
- Aviva Health Insurance, Dublin 2.
- Mastercard® International Incorporated, London, England.
- EDB Ergogroup, Oslo, Norway

We take every precaution to avoid conflicts of interest, but if one arises, we will let you know.

Group company

EBS Limited and EBS Mortgage Finance are part of the AIB Group (AIB Group is a registered business name of Allied Irish Banks, p.l.c). EBS Mortgage Finance is a wholly-owned subsidiary of EBS Limited which provides mortgages. EBS Limited is an authorised agent and servicer of EBS Mortgage Finance. In these Terms of Business where there is a reference to 'we' or 'us', this means EBS Limited and EBS Mortgage Finance.

Opening an account

When you contact us about products, we will outline the options available from our range. As part of this process, and as required by the Central Bank of Ireland, we will ask you about, among other things, your current financial position, what you require from your investment, your current views on potential risks and how quickly you will need access to your funds.

Based on the information you give us, we will provide you with the best products drawn from our current range.

However, we suggest that you discuss any tax, legal and inheritance issues with an independent expert to make sure that you understand and deal with the wider consequences of any financial decision you make.

We will only open an account or provide a service for you based either on your direct instructions or a discussion with you.

You have the final decision on which account you open. We will carry out your requests only as instructed by you.

Money laundering and fraud prevention

To help us meet our duties to prevent money laundering under anti-money laundering legislation, and to prevent you from becoming a victim of identity crime, we will ask you for photo ID and proof of your address when you open a new account.

We may also ask you for identification at other times, for example when you intend withdrawing a large sum of money from your account.

Suitable forms of photo ID include the original of your passport or driver's licence and suitable proof of address includes a current gas or electricity bill in your name. You can get a full list of acceptable documents from your local EBS office.

Dormant accounts

If a transaction has not been carried out on your account for 15 years as at 31 March last, your account will become a dormant account. If you believe you are holding such an account, please contact your local EBS office.

Fees and Charges

If you hold a credit or debit card, we will apply the relevant Government stamp duty for these cards to your account. Government stamp duty will also be payable in respect of cheque withdrawals from certain accounts.

You may also have to pay fees and charges for certain account transactions and in respect of debit balances on certain accounts.

We also pass on transaction charges if we are charged fees by other service providers, for example in the case of:

- unpaid cheques returned by our bankers,
- unpaid direct debits, and
- fees from third parties.

All of our fees and charges are approved by the Central Bank of Ireland. If charges or fees apply, full details are included in your account brochure or terms and conditions. If you take out a life assurance policy, the customer information notice, which you will receive before signing any contract, contains details of commissions. If you would like to find out more about our fees and charges, please call into your local EBS office or log onto www.ebs.ie

Personal information

We will treat all information we hold about you as private and confidential even when you are no longer a customer.

We will not keep any information we hold about you for any longer than is necessary. We will generally only share information we hold about you:

- at your request,
- if required by law,

- when we must act in the public interest (for example if we must respond to a wide public need for information on an individual, say in the case of a missing person), or
- as part of a court action.

We may also disclose information we hold about you to those who provide services to us or act as our agents. We always make you aware of this on account opening. Our agents treat your personal information in the same way as we do.

We will use the information you give us to review, manage and operate your account and provide an appropriate range of services to you. We will also use it to gather statistics on our customers and services for management purposes.

We may also analyse and use your information to inform you by post, telephone or email about our products or services.

If you would prefer not to get such information, please call our Customer Service Line on 1850 654 321 or write to us at The Marketing Department, EBS Limited, 2 Burlington Road, FREEPOST F2557, Dublin 4.

Under the Data Protection Acts, 1988 and 2003, you have the right to see all the information held about you and have any errors in your data corrected.

Customer contact

Where required, we will send you statements and other details of your savings, investments and mortgages at least once a year.

Non payment by customers

We will, if necessary, exercise our legal rights to receive any payments due to us from customers and to be reimbursed for any value obtained for customers arising from payments made by us on behalf of customers who subsequently default in any payment due to us. Product producers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your relevant product terms and conditions.

Your safeguards

EBS Limited and EBS Mortgage Finance are each regulated by the Central Bank of Ireland (www.centralbank.ie) and will comply with all relevant rules and regulations that apply to a credit institution. In addition, we respect and obey all rules governing any given product.

EBS' agents and tied branch agents ('Agents') are also appointed deposit agents and accept deposits only on behalf of EBS. EBS will reimburse customers of these Agents in respect of any funds received by an Agent in the course of its business as a deposit agent of EBS, where that Agent fails to meet its financial obligations in relation to the funds received.

EBS also offers a range of deposit products and services through specifically appointed deposit brokers.

We are both members of the Deposit Protection Scheme and Investor Compensation Scheme. Both schemes offer compensation in the highly unlikely event that we cannot repay a deposit or return your money. Your normal legal rights are not affected by these schemes.

(i) Deposit Protection Scheme

We contribute to the Deposit Protection Account maintained at the Central Bank of Ireland, in accordance with provisions of the EC (Deposit Guarantee Schemes) Regulations, 1995 (as amended). These Regulations provide for the protection of deposits held with us, subject to a maximum of €100,000 per customer.

(ii) Investor Compensation Scheme

We are both members of the compensation scheme established under the Investor Compensation Act, 1998 (as amended).

This Act provides for payment, in certain circumstances, of compensation to certain customers (known as 'eligible investors'). Where an entitlement to compensation is established, the compensation payable will be the lesser of 90% of the amount of the customer's loss which is recognised for the purposes of the Act, or €20,000.

Complaints

We have an internal procedure for handling complaints in a fair and prompt way. If you have a complaint about a product or service received, please contact your nearest EBS office or call our Customer Direct Service Team. You can contact the team by phone, email or post.

Phone: 1850 654 321,

Email: info@ebs.ie

Post: Customer Direct Service Team, EBS Building, 2 Burlington Road, Dublin 4.

If your complaint is still not resolved to your satisfaction, please write to: Customer Relations Manager, EBS Building, 2 Burlington Road, Dublin 4.

As a final step you may refer your complaint to the Financial Services Ombudsman. You can contact the Ombudsman by phone, fax, email or post.

Phone: 1890 882 090 (Lo-call),

Fax: 01 662 0890

Email: enquires@financialombudsman.ie

Post: Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

Pension cases are dealt with by the Pensions Ombudsman. You may contact the Pensions Ombudsman by phone, fax, email or post.

Phone: 01 647 1650

Fax: 01 676 9577

Email: info@pensionsombudsman.ie

Post: Office of the Pensions Ombudsman, 36 Upper Mount Street, Dublin 2.

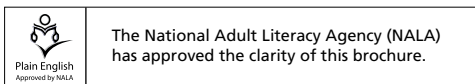
Changes to our Terms of Business or your details

If there is any important change in our Terms of Business after you open an account, we will let you know as soon as possible.

We will send any notices and letters to you at the last address you gave us.

If you wish to update or change your details, please fill in a change of instructions form. You can get one and fill it in at your local EBS office.

If this is not convenient, you can call the Customer Service Line on 1850 654 321 and we will send a form to you. We can act on your new instructions once you have completed and returned the form to us at, The EBS Building, 2 Burlington Road, Dublin 4.



EBS Limited (EBS) is an authorised agent and servicer of EBS Mortgage Finance and is a tied insurance agent of Irish Life Assurance plc (Irish Life) for life, pensions and PRSA products. EBS Limited, EBS Mortgage Finance and Irish Life Assurance plc are each regulated by the Central Bank of Ireland. EBS Limited. Registered Office: The EBS Building, 2 Burlington Road, Dublin 4. Registered in Ireland. Registered No. 500748.