

Terms of Business

Introduction

The services of Ulster Bank Ireland Limited are subject to the Central Bank of Ireland's Consumer Protection Code 2012; Code of Conduct on Mortgage Arrears 2010, Code of Conduct on the Switching of Current Accounts with Credit Institutions; Code of Conduct for Business Lending to Small and Medium Enterprises 2012. These codes offer protection to consumers and can be found on the Central Bank's website

www.centralbank.ie

Ulster Bank Ireland Limited is authorised and regulated by the Central Bank of Ireland. Our Registration Number is 25766, our Registered Office is: Ulster Bank Group Centre, George's Quay, Dublin 2. We are registered with the Revenue Commissioners for Value Added Tax ("VAT") and our VAT registration number is IE/9/E/61585W.

Ulster Bank Ireland Limited, Ulster Bank Group Centre, George's Quay, Dublin 2 ("the Bank") is a credit institution regulated by the Central Bank of Ireland and licensed under Section 9 of the Central Bank Act 1971.

Ulster Bank Ireland Limited is a tied agent of Irish Life Assurance plc. for life insurance plans (including life assurance, specified illness cover, income protection, savings, investments, pension plans) and Personal Retirement Savings Accounts (PRSAs).

Additional terms and conditions may apply to particular transactions, agreements or business relationships between you and us. Where these Terms of Business and any additional agreed terms conflict, the additional agreed terms will stand unless they conflict with the Code.

Ownership

Ulster Bank Ireland Limited is a wholly owned subsidiary of Ulster Bank Limited, whose parent undertaking is the Royal Bank of Scotland Group plc.

Our Services

Before providing you with a product or a service we will gather and record sufficient information from you, so that we can give you the information you need, to make an informed decision about what product is most suitable for you. The amount of information we gather will fit the nature and complexity of the product or service you are looking for. It will also be enough to allow us to give you a professional service.

We provide these products and services:

| Personal | Small Business | Corporate Markets | Financial Planning |
|---|---------------------------|-------------------------|---|
| Current Accounts | Business Current Accounts | Investing Payments | Family Protection including life cover, specified illness cover and income protection |
| Credit Cards | Deposit Accounts | International Services | |
| Savings | Business Loans | Treasury Risk | |
| Loans | Cards and Card Payments | Online Banking Services | |
| Mortgages | Online Banking Services | Market Updates | |
| Anytime Internet Banking | Specialist Finance | | |
| Customer Review | Business Service Review | | |
| Insurance (Home/Car)* | Start-Ups | | |
| Telephone Banking | | | |
| Private Relationship Management Service | | | |

* Ulster Bank Ireland Limited is an insurance intermediary of Aviva Insurance Limited for Home and Car Insurance. Ulster Bank Home Insurance is arranged (for all sales in Ulster Bank branches) and introduced (for all website and call centre sales) by Ulster Bank Ireland Limited, based on a limited analysis of the market. Ulster Bank Car Insurance is introduced by Ulster Bank Ireland Limited, based on a limited analysis of the market.

Both Home and Car Insurance are underwritten by Aviva Insurance Limited, and Ulster Bank Ireland Limited will only offer Home and Car Insurance products which are underwritten by Aviva Insurance Limited.

Aviva Insurance Limited, trading as Aviva, is authorised by the Financial Services Authority in the UK and is regulated by the Central Bank of Ireland for conduct of business rules.

Registered Branch Office in Ireland No 900175. Registered Branch Address One Park Place, Hatch Street, Dublin 2. Registered in Scotland No 2116. Registered Office Pitheavlis, Perth PH2 ONH.

Ulster Bank Ireland Limited is a tied agent of Irish Life Assurance plc., for life insurance plans (including life assurance, specified illness cover, income protection, savings, investments, pension plans) and Personal Retirement Savings Accounts (PRSAs).

Ulster Bank Ireland Limited is contractually obliged to conduct life assurance mediation business exclusively with Irish Life Assurance plc.

We are a tied agent of Irish Life Assurance plc for life insurance plans and can advise you on the following products and services:

Financial Planning Manager

- Life Assurance
- Specified Illness Cover
- Income Protection
- Savings
- Investments
- Pension Plans
- Personal Retirement Savings Accounts (PRSAs)
- Ulster Bank Tracker Bonds

Where a particular advisory service is appropriate for you, we will refer you to the relevant service provider within the Bank. Before we start that advice, we will give you a separate Terms of Business document to set out the basis on which we provide that investment advice.

Charges for Services

There may be fees and charges payable under a particular product chosen and we will set out these charges in advance. We do not charge you a fee for providing investment business services for insurance and non insurance investment products.

You'll find details of our general fees and charges in our booklet A Guide to Personal Accounts Fees and Interest. For Business Current Accounts see our booklet A Guide to Business Current Account Fees.

Conflicts of Interest

In the financial services industry there is potential for conflicts of interest. We have a policy in place so that when potential or actual conflicts arise, we have effective procedures to deal with them.

Here are some examples of conflicts of interest to give you an idea, however, we will deal with each case as it comes up.

These examples are of conflicts of interest where we or a company connected to us:

- (i) Is the financial adviser or banker to the issuer of a product, or is involved in another transaction involving the issuer of a product.
- (ii) Is sponsoring or underwriting, or is involved in some other capacity in the issue, of a product, or is involved in another transaction involving the issuer of a product.
- (iii) Has (or have some other client who has) a holding or a dealing position in a product (or in other investments related to it), whether as a market maker or otherwise.
- (iv) Is the operator or trustee of, or investment adviser to, a collective investment scheme, in whose units you are dealing or being recommended to deal.

- (v) Receives payments or other benefits for giving business to the firm or company with which your order is placed.
- (vi) Is controlled by, or control, or is under common control with the issuer of a product.

We, or a company connected to us, may act as described above, without telling you and in doing so, we will not be in breach of any duty or obligation to you. And unless we are required by law or regulation to do so;

- (i) We may receive, keep and not be liable to you for any benefits (such as commission or other remuneration) that anyone pays us for introducing or handling your business or for acting as we have described above, on any transaction we, or a connected company carry out for you.
- (ii) Any company connected to us may receive and keep and not be liable to you for any benefit coming out of any transaction that we or a connected company carry out for you.

Action and remedies taken by the Bank in the event of default by the Customer

The consequences of default by you on any particular product are outlined in the product documentation supplied to you at the time of account opening. Special provisions apply in the case of buildings' insurance. The Bank retains the right to ensure that buildings' cover is in place at all times and to charge borrowers for any costs incurred.

Compensation Schemes available in the event of default by the Bank

The Deposit Guarantee Scheme in Ireland was established by the European Communities (Deposit Guarantee Schemes) Regulations, 1995 and amended by the European Communities (Deposit Guarantee Schemes) (Amendment) Regulations 2009 (S.I. No. 228 of 2009).

The Irish Deposit Guarantee Scheme is funded by credit institutions which are authorised by the Central Bank of Ireland. The system is administered by the Central Bank of Ireland. The scheme protects eligible deposits in banks, building societies and credit unions authorised in Ireland. Deposits with credit institutions authorised in another European Economic Area ("EEA") country and operating in Ireland on a branch basis are covered under that country's system. These credit institutions may opt in to the Irish Deposit Guarantee Scheme, in which case the terms set out in this leaflet apply. Ulster Bank Ireland Limited contributes to the Irish Deposit Guarantee Scheme.

The maximum compensation payable is €100,000 per person per credit institution and includes any interest due up to the date of default. Thus, a depositor with a deposit account totalling €75,000 would receive compensation of €75,000 while a depositor with eligible deposits of €100,000 or more would receive the maximum compensation of €100,000. Similarly, two depositors holding a joint account totalling €150,000 would receive compensation of €75,000 each while two depositors holding a joint account totalling €300,000 would receive maximum compensation of €100,000 each.

For further information on the Deposit Guarantee Scheme, please ask for a copy of the booklet “Deposit Guarantee Scheme” which is available on request. Alternatively, visit the website of the National Consumer Agency – **www.nca.ie**

Your Information

Who we are

- (a) Your account is with Ulster Bank Ireland Limited.
- (b) We are a member of The Royal Bank of Scotland Group (the Group).
For information about our group of companies please visit www.rbs.com and click on ‘About Us’, or for similar enquiries please telephone +44 131 556 8555 or Textphone 00 44 845 900 5960.

How we use your information and who we share it with

- (c) Your information comprises all the details we hold about you and your transactions, and includes information obtained from third parties.
- (d) We may use and share your information with other members of the Group to help us and them:
 - assess financial and insurance risks.
 - recover debt.
 - prevent and detect crime.
 - understand our customers' requirements.
 - develop and test products and services.
- (e) We do not disclose your information to anyone outside the Group except:
 - where we have your permission; or
 - where we are required or permitted to do so by law; or
 - to credit reference and fraud prevention agencies and other companies that provide a service to us or you; or
 - where we may transfer rights and obligations under this agreement.
 - or as set out in section (f) below.
- (f) We may disclose your information to Irish or UK government entities or regulatory bodies in order that those entities may discharge their responsibilities and obligations or exercise their powers or functions.
- (g) We may transfer your information to other countries on the basis that

anyone to whom we pass it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.

- (h) From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you. If you do not object to the change within 60 days, you consent to that change.
- (i) If you would like a copy of the information we hold about you, please write to:

Data Protection Manager
Regulatory & Operational Risk
Ulster Bank
11-16 Donegall Square East
Belfast
BT1 5UB

A fee may be payable.

Credit reference agencies

We may make periodic searches at credit reference agencies and will provide information to the Group to manage and make decisions about your accounts. This may include information about how you manage your account including your account balance, credit limit and any arrears. We will also provide this information to credit reference agencies who may make this information available to other organisations so that they can take decisions about you. The information may also be used for tracing purposes.

Fraud prevention agencies

If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies.

Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

- checking applications for, and managing credit or other facilities and recovering debt.
- checking insurance proposals and claims.
- checking details of job applicants and employees.

We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.

We can provide the names and addresses of the credit reference and fraud prevention agencies we use if you would like a copy of your information held by them. Please contact your local branch for more details. The agencies may charge a fee.

Complaints

If you are not satisfied with any aspect of our service, you can tell us about your concerns in any of the following ways:

In person – visit any of our branches and speak to one of our staff.

In writing – address your letter to The Manager of your account holding branch or your Relationship Manager.

By telephone – use your usual number for contacting the Bank. If you have access to the Anytime Banking Service, our advisers are available from 8am to 10pm, 7 days a week.

Please visit www.ulsterbank.ie for further information.

If you are still not happy with our response you can write to our dedicated Complaints Handling Centre:

Complaint Handling Centre

Ulster Bank

PO Box 145

FREEPOST

Dublin 2

Telephone: **01 702 5351**

If together we can't reach agreement, we will set out our position in our 'final response letter'. If, at this point you are still not satisfied, you may have the right to appeal in writing to:

The Financial Services Ombudsman

3rd Floor, Lincoln House

Lincoln Place, Dublin 2.

Telephone: 1890 88 20 90

E-mail: enquiries@financialombudsman.ie

Web: www.financialombudsman.ie

If your complaint relates directly to the product you have rather than the service we provide, you'll find out how to complain in the product literature.

Registered Office:

Ulster Bank Group Centre
George's Quay, Dublin 2

Visit our website at www.ulsterbank.ie

Telephone: +353 1 608 4000

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Ulster Bank Ireland Limited

Product Producer

This information is correct as at 30 November 2012.

Ulster Bank Ireland Limited acts as an insurance intermediary for the product producers listed below, and may receive remuneration in respect of the service we provide. This remuneration may be attributable to the level of business introduced by the intermediary to the respective product producer. Details of this remuneration are available on request.

- MAPFRE ASSISTANCE Agency Ireland, Assist House, 22-26 Prospect Hill, Galway
- U K Insurance Limited, The Wharf, Neville Street, Leeds LS1 4AZ, United Kingdom
- Aviva Insurance Limited, One Park Place, Hatch Street, Dublin 2
- Homecare Insurance Limited, P.O. Box 3899, Dublin 1

- Lloyds of London, 1 Lime Street, London EC3M 7HA, United Kingdom
- Chartis Insurance Ireland Limited, Chartis House Merrion Road, Dublin 4
- Card Protection Plan Limited, Holgate Park, York YO26 4GA
- Inter Partner Assistance (IPA), 10/11 Mary Street, Dublin 1, Ireland

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- Irish Life Assurance plc, Irish Life Centre, Lower Abbey Street, Dublin 1.

European Travel Insurance is provided by ACE European Group Limited. Ulster Bank is introducing you to ACE European Group Limited.

Accidental Death Insurance is provided by ACE European Group Limited. Ulster Bank is introducing you to ACE European Group Limited.

- ACE European Group Limited, 5 Georges Dock, International Financial Services Centre, Dublin 1.



Call into your local branch



ulsterbank.ie

Braille, large print and audio

If you would like us to provide this leaflet in Braille, large print, audio or on a disk, please contact your local branch for details or textphone our helpline on 1800 924 615.



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