

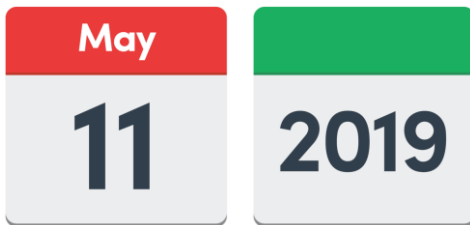


# Dear Customer



Bank of Ireland is making some changes to the services at our ATM machines.

This letter will tell you about these changes.



The changes will happen from 11th May 2019.



If you have any questions, you can call our customer service team on

0818 365 365



You can also visit your local branch.



## What are the changes?



You will not be able to pay a bill at the ATM machine.



You will not be able to top up your mobile phone at the ATM machine.



You will not be able to order a bank statement at the ATM machine.

A bank statement is a record of the money in your account and the money paid out of your account.



## What will I be able to do at the ATM machine?



You can take out money.



You can check how much money is in your account.



You can change your PIN number.

This is the number you put into the machine to use your bank card.



You can pay money or a cheque into your credit card at a lodgement ATM.

A lodgement ATM is a special machine that can take in money or cheques.



## How do I pay a bill, top up my phone or order a statement after 11 May 2019?



You can use our online and mobile banking services.



You need to be set up with Banking 365 first.  
To set up, call  
1890 365 500



A Customer Advisor will talk to you about the services Banking 365 offers.



You can use our 365 phone service to pay bills and get bank statements.



You can set up a regular payment from your account to pay your bills.



You can print a bank statement at one of the printers in our branches.



You can order copies of bank statements in your branch.



Don't forget we will send you a statement on all accounts at least once a year.

**Bank of Ireland** 

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