



Terms of Business

THE BANK OF YOU

Terms of Business

1. General

We are delighted that you have chosen KBC Bank Ireland plc ("KBC Bank Ireland", "we") and are pleased to welcome you as a customer. These Terms of Business set out the terms on which KBC Bank Ireland will provide products and services described in paragraph 3 to you. These Terms of Business are effective from June 2020 and shall remain in force until further notice. If you have any queries we will be happy to deal with them and you can contact us at:

KBC Bank Ireland plc, Sandwith Street, Dublin 2. Phone: 01 6646000. E mail: info@kbc.ie. Web: www.kbc.ie

KBC Bank Ireland is subject to:

- Consumer Protection Code.
- Code of Conduct on the Switching of Payment Accounts with Payment Service Providers.
- Code of Conduct on Mortgage Arrears.
- Minimum Competency Code.

These codes can be found on the Central Bank's website www.centralbank.ie.

2. About KBC Bank Ireland

KBC Bank Ireland has been proudly serving our customers in Ireland for 40 years. Employing over 1,000 staff in Ireland, KBC Bank Ireland's head office is situated in Dublin with a regional presence in the Republic of Ireland.

A full list of our regional locations can be found on our website. KBC Bank Ireland is wholly owned by KBC Group N.V., an integrated bancassurance organisation headquartered in Brussels, catering mainly for retail customers, small and medium sized enterprises and private banking clientele. KBC Group N.V. holds positions in its key markets of Belgium, Central Europe as well as a selective presence in the rest of the world. KBC Bank Ireland is a licenced Bank, regulated and supervised by the Central Bank of Ireland. As such, KBC Bank Ireland is licenced under Section 9 of the Central Bank Act 1971 and registered in Ireland under company number 40537. The following companies are both wholly owned subsidiaries of KBC Bank Ireland:

- IIB Finance DAC
- Premier Homeloans Limited

3. Nature of Services

Personal Customers

KBC Bank Ireland provides a range of products and services to personal customers including:

- Deposits including Demand, Notice and Fixed Term Accounts
- Current Accounts including Overdrafts
- Homeloans
- Credit Cards
- Personal Loans
- Digital Services including online and mobile banking
- Investments
- Home Insurance
- Motor Insurance
- Life Assurance
- Personal Retirement Savings Accounts

KBC Bank Ireland's main businesses involve the provision of credit and deposit products for personal and business customers. Where we do not provide certain products directly, KBC Bank Ireland has partnered with the following companies to provide additional products and services:

Irish Life Assurance plc	KBC Bank Ireland plc is tied to Irish life Assurance plc (Irish Life) for Life Insurance
Mastercard® Europe	Provider of Debit and Credit Card Facilities
Total System Services Inc®	Processor of Debit and Credit Transactions
Zurich Insurance plc	Exclusive agreement for General Insurance
KBC Insurance NV (Irish Branch)*	KBC Bank Ireland plc is a tied agent of KBC Insurance NV (Irish Branch) trading as KBC Life and Pensions for the sale of Personal Retirement Savings Accounts (PRSA)
KBC Bank NV, through its department KBC Securities Services	Processor of transactions in investment funds, and maintenance of register accounts

*Both KBC Bank Ireland plc and KBC Insurance NV are majority owned subsidiaries of KBC Group NV of Belgium.

KBC Bank represents the customer in relation to the insurance products it provides to customers. KBC Bank Ireland only provides advice to customers in respect of Life Insurance products and Personal Retirement Savings Accounts. This advice is based solely on information provided by the customer and in respect of the products offered by our Life Insurance partner. No advice is provided on General Insurance (Home and Motor Insurance) products.

KBC Bank Ireland receives commission under arrangements that are in place with our chosen Insurance partners. Premiums paid by customers are inclusive of the commission, details of which are available on our Remuneration Summary Document.

Access to this remuneration document is available through:

- The following link: www.kbc.ie/KBC/media/Insurance-PDFs/Remuneration-Summary-Document.pdf
- By request from your KBC advisor.

KBC Bank Ireland plc is registered as an insurance intermediary (Ref C26910) on the "Insurance Mediation Register" which is available on the Central Bank of Ireland website www.centralbank.ie.

Business Banking Customers

KBC Bank Ireland provides the following products and services for business customers:

- Current Accounts including Overdrafts
- Deposits including Demand and Fixed Term Accounts
- Loans including Secured and Unsecured
- Credit Cards
- Digital Services including online and mobile banking

Our key focus is to provide a comprehensive range of solutions to businesses. Through our dedicated team of Relationship Managers, we are focused on delivering a personal approach to business banking coupled with over 40 years experience in the market.

Corporate Treasury

Our Corporate Treasury team provides a wide range of products and services to the Bank's Corporate Treasury customers, including the provision of products to assist companies manage their interest rate and foreign exchange exposure when requested.

4. Charges

Where applicable, KBC Bank Ireland may apply a fee for a product or service provided. Any fees will be notified to you in advance prior to the provision of the service in respect of which the fee is charged. The fee will be payable in amounts and at such times as will be notified to you by KBC Bank Ireland.

5. Conflicts of Interest

It is the policy of KBC Bank Ireland to mitigate and where necessary avoid conflicts of interest when providing services to its customers. If conflicts arise, and they cannot reasonably be avoided, KBC Bank Ireland will inform you of the potential conflict and will use reasonable endeavours to resolve such conflicts of interest to ensure that you are treated fairly.

6. Customer Default

KBC Bank Ireland at all times seeks to assist customers who are in default or experiencing financial difficulty. However when a customer goes into default KBC Bank Ireland may, if necessary, exercise its rights and remedies as set out in the terms and conditions applicable to the product. It is the policy of KBC Bank Ireland to deal with all defaults in accordance with the applicable legislation.

7. How We Use Your Personal Information

In our Data Protection Notice, we explain how we collect your personal information, what information we collect, why we collect it and how we use that information as well as your privacy rights. We recommend that you read our Bank Data Protection Notice in full. This is available on the data protection section of KBC.ie and on our KBC Mobile App. You can also request a copy from any of our Hubs or alternatively contact us by phone on 1800 51 52 53 or email on salesenquiries@kbc.ie.

8. Complaints

If you have any complaint in relation to the services provided by KBC Bank Ireland you can either contact us directly by phone or outline the nature of your complaint to us in writing or through our website at www.kbc.ie. The complaint will be fully investigated by us and if not resolved to your satisfaction within five business days, a written response will be provided to you. While our investigation of a complaint is ongoing, we will provide you with a regular written update. The Consumer Protection Code and Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Lending to Small and Medium Sized Enterprises) Regulations 2015 (as amended) requires us to attempt to investigate and

resolve a complaint within 40 business days of receipt. However, we generally respond to all complaints within 20 days. In respect of complaints regarding payment services we will respond at the latest within 15 Business days of receipt of the complaint. In exceptional circumstances the final response will be issued within 35 Business days. A complaint is defined as an expression of grievance or dissatisfaction by a consumer, either orally or in writing, in connection with:

- a. the provision or the offer of the provision of a product or service to a consumer by a regulated entity
- or
- b. the failure or refusal of a regulated entity to provide a product or service to a consumer.

In the event that you are dissatisfied with the outcome of our investigation into your complaint you are entitled to refer the complaint to the Financial Services & Pensions Ombudsman.

Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29.
Telephone: (01) 567 7000
Email: info@fspo.ie
Website: www.fspo.ie

Under the EU (Online Dispute Resolution for Consumer Disputes) Regulations 2015, traders such as KBC Bank Ireland who sell services online are obliged to inform consumers of a EU wide online dispute resolution platform for consumers who wish to resolve out of court disputes which have arisen online. The online dispute resolution platform is accessible at <http://ec.europa.eu/consumers/odr/>

9. Deposit Guarantee Scheme

- The European Communities (Deposit Guarantee Schemes) Regulations 2015 (as amended) (the "Deposit Guarantee Regulations") provides for the establishment of a compensation scheme and payment, in certain circumstances, of compensation to clients who hold qualifying deposits (known as eligible deposits) with authorised credit institutions. KBC Bank Ireland plc is a member of that compensation scheme. This scheme is administered and run by the Central Bank of Ireland and is funded by the credit institutions covered by the scheme.
- Compensation may be payable where deposits lodged with KBC Bank Ireland plc by clients and held by KBC Bank Ireland plc cannot be returned to those clients for the time being and there is no reasonable or foreseeable opportunity of KBC Bank Ireland plc being able to do so.
- A right to compensation will only arise if the client holds an eligible deposit as defined under the Deposit Guarantee Regulations.
- This scheme provides for the protection of deposits irrespective of currency. Protection under the scheme guarantees 100% of all deposits held by one depositor subject to a maximum compensation payment of €100,000.
- You will be provided with a 'Depositor Information Sheet' when opening an Account and on an annual basis thereafter. You must acknowledge receipt of the Depositor Information Sheet before entering into a deposit contract.

10. Details of the Investor Compensation Scheme

- The Investor Compensation Act 1998 (the Act) provides for the establishment of a compensation scheme and payment, in certain circumstances, of compensation to certain clients, (known as eligible investors) of authorised investment firms.
- KBC Bank Ireland is a member of that compensation scheme.
- Compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by KBC Bank Ireland cannot be returned to those clients for the time being and there is no reasonable foreseeable opportunity of KBC Bank Ireland being able to do so.
- A right to compensation will only arise if the client is an eligible investor as defined in the Act.
- Where an entitlement to compensation is established the compensation payable will be the lesser of:
 - 90 per cent of the amount of the clients loss as recognised for the purposes of the Actor
 - Compensation of up to €20,000.

KBC Bank Ireland plc is regulated by the Central Bank of Ireland.



Terms of Business

**KBC Insurance NV
trading as KBC
Life and Pensions**

THE BANK OF YOU

Terms of Business

1. General

We are delighted you have chosen the Irish Branch KBC Insurance NV trading as KBC Life and Pensions ('KBC Life and Pensions', 'our' 'us', 'we'). These Terms of Business set out the terms on which KBC Life and Pensions will provide you with the products and services described in paragraph 3. These Terms of Business are effective from the 5th May 2020 and shall remain in force until further notice. If you have any queries, we will be happy to deal with them and you can contact us at:

KBC Life and Pensions, Sandwith Street, Dublin 2. Phone +353 1 664 6000

Email: lifepensions@kbc.ie web: www.kbc.ie

KBC Life and Pensions is subject to:

- Consumer Protection Code.
- Minimum Competency Code.

These codes can be found on the Central Bank of Ireland's website: www.centralbank.ie

2. About KBC Life and Pensions

KBC Life and Pensions is a newly established Irish branch of KBC Insurance NV in Belgium. KBC Insurance NV is part of an integrated bancassurance organisation headquartered in Brussels catering mainly for retail customers, small and medium sized enterprises and private banking clientele and is a member of the KBC Group of companies.

KBC Life and Pensions is authorised by the National Bank of Belgium in Belgium and is regulated by the Central Bank of Ireland for conduct of business rules. KBC Life and Pensions is an authorised life insurance undertaking registered with the Central Bank of Ireland under registration number C191339 and is registered as a branch in Ireland in the Companies Registration Office under branch registration number 909131. VAT registration number IE 3632649MH.

3. Nature of Products and Services

KBC Life and Pensions manufactures Standard and Non-Standard Personal Retirement Savings Accounts (PRSA), for distribution by KBC Bank Ireland Plc to personal customers in the Republic of Ireland. KBC Life and Pensions does not provide advice in respect of its products.

KBC Bank Ireland Plc is tied to KBC Life and Pensions for the distribution of PRSA products to personal customers in the Republic of Ireland. This means that KBC Life and Pensions products are distributed through the nationwide KBC Hub network, by telephone as well as through KBC's mobile banking platform.

KBC Bank Ireland Plc also perform a number of services on behalf of KBC Life and Pensions, on KBC Life and Pensions instructions. KBC Bank Ireland Plc is a public limited company registered in the Companies Registration Office under company number 40537 and has its registered office at Sandwith Street, Dublin 2. KBC Bank Ireland Plc is a wholly owned subsidiary of KBC Bank NV and is a licensed bank regulated by the Central Bank of Ireland. KBC Insurance NV and KBC Bank Ireland Plc are members of the KBC Group.

KBC Bank Ireland Plc can be contacted at Sandwith Street, Dublin 2. Phone: 01 6646000.

Email: info@kbc.ie Web: www.kbc.ie

KBC Life and Pensions employees are paid a salary and do not receive remuneration for the sale of any of its products.

4. Charges

The charges that apply are in accordance with applicable legislation and are based on your chosen product, capped at 1.45% on your underlying investment fund per year and a 2.5% contribution charge.

5. Conflicts of Interest

It is the policy of KBC Life and Pensions to mitigate and where necessary avoid conflicts of interest when providing services to its customers. If conflicts arise, and they cannot reasonably be avoided, KBC Life and Pensions will inform you of the potential conflict and will use reasonable endeavours to resolve such conflicts of interest to ensure that you are fairly treated.

6. Customer Default

In the event that customers who pay monthly or annual regular contributions by direct debit and there are insufficient monies to satisfy such payments, KBC Life and Pensions shall exercise its rights and remedies as described in the policy conditions applicable to the product and in accordance with any applicable legislation.

7. How we use your Personal Information

In our Data Protection Notice, we explain how we collect your personal information, what personal information we collect, why we collect it and how we use that information as well as your privacy rights. We recommend that you read our Data Protection Notice in full. This is available on the data protection section of www.kbc.ie and on the KBC Mobile App. You can also request a copy from any KBC Hub or alternatively contact KBC by phone on 1800 515253 or email at salesenquiries@kbc.ie

8. Complaints

If you have any complaint in relation to your policy, you should firstly outline the nature of your complaint to us in writing or through the website: www.kbc.ie. Your complaint will be fully investigated and you will be provided with a full response. While our investigation of any complaint is ongoing, you will be provided with an update. We are required to investigate and resolve a complaint within 40 business days of receipt. However, we endeavour to respond to complaints within 20 business days. In the event you are dissatisfied with the outcome of your complaint (or if we have failed to resolve your complaint within 40 business days, you may be entitled to refer your complaint to the to the Financial Services and Pensions Ombudsman:

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
D02 VH29
Telephone: (01) 5677000
Email: info@fspo.ie
Website: www.fspo.ie

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KBC Insurance NV trading as KBC Life and Pensions, registered branch office at Sandwith Street, Dublin 2, Ireland. Branch registration number 909131. KBC Life and Pensions is a registered business name of KBC Insurance NV in Ireland.

KBC Insurance NV trading as KBC Life and Pensions is authorised by the National Bank of Belgium in Belgium and is regulated by the Central Bank of Ireland for conduct of business rules.