

Personal & Business banking charges

1st January 2016

Banking Charges

- Personal banking charges
- Business banking charges

At **permanent tsb** our vision is to offer real value, excellent customer service and product options that are second to none. By understanding and responding to your needs, we will help you to get the best return from your finances.

Rest assured that you are now in the hands of a bank committed to the highest standard of excellence and personal service.

permanent tsb p.l.c. is regulated by the Central Bank of Ireland.

If you have encountered a problem with any product, service or facility provided by **permanent tsb**, please let us know. We want to put it right as quickly as we can. Simply contact your **permanent tsb** branch or the area concerned or write to our Customer Relations Department at:

Customer Relations Department,
permanent tsb,
Churchyard Lane,
Douglas,
Cork.

All information contained within this booklet is correct at 1st January 2016 but may change.

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DISTANCE MARKETING INFORMATION – DEPOSIT ACCOUNTS AND CURRENT ACCOUNTS

Note: this information document applies to you if you have dealt with us at a distance e.g. phone, internet, post i.e. where there is no face to face contact between you and us.

This information is supplied to you in accordance with our obligations under the European Communities (Distance Marketing of Consumer Financial Services) Regulations 2004 (as amended, re-enacted or replaced from time to time). It should be read in conjunction with the terms and conditions applicable to your account as they contain important additional information about who we are, the types of financial services that we offer, our charges and how to make a complaint.

The following applies to deposit and current accounts unless specifically stated.

TAXES AND ADDITIONAL COSTS

Please see charges section of this brochure for full details of applicable fees and charges to your account. There may be additional costs or taxes payable by you which are not paid by us or imposed by us.

Current Accounts

Government Stamp Duty will be charged to your account for each cheque book issued to you (currently €20 per cheque book of 40 cheques). As and from January 1st 2016, usage of your card will incur a government charge of €0.12 per ATM transaction capped at €2.50 (ATM Facility) or €5.00 (ATM & Debit Card Facility) per annum per card and will be charged to your account for each Card issued on your Account.

Demand Deposit Accounts

As and from January 1st 2016, usage of your card will incur a government charge of €0.12 per ATM transaction capped at €2.50 per annum per card and will be charged to your account for each card issued on your account.

YOUR RIGHT TO CANCEL THE CONTRACT UNDER THE REGULATIONS

If you open an account with us you may cancel that contract in accordance with the European Communities (Distance Marketing of Consumer Financial Services) Regulations, 2004 within 14 days of the account opening. To cancel you

should send an email to us at dmdunit@permanentsb.ie or write or deliver a letter to us addressed to the DMD Unit, **permanent tsb**, 56/59 St. Stephen's Green, Dublin 2.

If you do not exercise this right to cancel you will remain bound by the terms and conditions of the account contract but you will continue to have the right to cancel as outlined below.

Deposit Accounts

If you exercise your right to close your account, the account balance and any accrued interest less Deposit Interest Retention Tax (DIRT) (where applicable), will be sent to you by cheque, subject to the account balance being cleared funds and after deducting any amounts you owe us. An early withdrawal charge where it applies will be deducted from the account closing balance. This will only be processed for you when the full account balance consists of cleared funds.

Current Accounts

If you exercise your right to close your account you must, within 30 days of cancellation, repay any sums outstanding on your account together with interest to the date of repayment and return any cheque books or cards which may have been issued to you. We will pay to you any credit balance on the account on receipt of notice of cancellation in the manner detailed above.

OTHER RIGHTS TO TERMINATE THE CONTRACT

If you fail to adhere to the terms of the account contract we may terminate the contract by giving you at least 2 months' notice in writing.

Deposit Accounts

You may at any time close your account and the balance and any accrued interest less DIRT (where applicable) will be sent to you by cheque subject to the account balance being cleared funds and after deducting any amounts you owe us. An early withdrawal charge where it applies will be deducted from the account closing balance.

Current Accounts

You may at any time close your account by notifying the branch at which you keep your account and by paying the balance outstanding on your account.

GOVERNING LAW

All our dealings with you, and the contract will be governed by the laws of Ireland.

INTRODUCTION

This brochure provides full details of account and service fees and charges and explains how these charges may affect you.

You may be eligible for exemption from certain fees and charges. The eligibility criteria for fee and charge exemptions are contained in this brochure.

While the Bank updates customers' records to reflect account and address changes please advise your branch if your details require any further modification so as to ensure all exemptions apply.

Should you have a query on any charge, you should contact your branch or call OPEN24 1890 500 121.

GOVERNMENT CHARGES

Certain Government charges, which the Bank is obliged by law to collect, are debited from your account even if you are eligible for exemption from account charges.

Under current legislation, the following Government charges will apply:

Cheques: €0.50 stamp duty per cheque, i.e. €20.00 for each book of 40 cheques issued.

Credit Cards: **permanent tsb** is obliged to deduct Government Stamp Duty (currently €30 per account) from your account on the 1st April each year in respect of the previous 12 months or when you close your account.

If you are switching your credit card to **permanent tsb** from another provider, you should request a letter of closure from your previous Credit Card provider, confirming that Government Stamp Duty has been paid in the current charging period. Please forward the letter to **permanent tsb** Visa Dept. Main Street, Dundrum, Dublin 14, to ensure that stamp duty is not applied to your Credit card account for that period at the next charging date. If you close your **permanent tsb** credit card account, stamp duty will be deducted for the Current year. We will send you a letter of closure which you can forward to your new provider.

As and from January 1st 2016, usage of your card will incur a government charge of €0.12 per ATM transaction capped at €2.50 (ATM Facility) or €5.00 (ATM & Debit Card Facility) per annum per card and will be charged to your account for each Card issued on your Account.

ACCOUNT FEES & TRANSACTION CHARGES

Account fees and transaction charges are debited from your current account quarterly and cover the previous three month period. Your quarterly statement will detail your fees and charges, pre-notifying you fourteen days prior to debiting your account.

A quarterly account fee is charged for the maintenance of your account and may also cover transaction charges depending on the account you hold. For transactional charging purposes, lodgement and withdrawal items can be categorised as automated and non-automated transactions.

Automated transactions are as follows:

- ATM withdrawals
- Debit Card Transactions
- Standing order/Bill payment debits
- Direct debits
- Direct credits
- Telephone and internet banking transactions
- Euro ATM withdrawals within the EU
- Debit Card Transactions within the eurozone

Note – (i) ATM transaction charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transaction charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43).

As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.

Non-automated transactions are as follows:

- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

HOW TO REDUCE ACCOUNT FEES & TRANSACTION CHARGES

You can reduce the level of your fees and transaction charges by using the automated transactions whenever possible, rather than non-automated transactions. You may also be eligible for fee and charge exemptions. (See Fees & Charges exemptions on page 51).

NEW PERMANENT TSB CURRENT ACCOUNT

You may be exempt from paying the account maintenance fee by lodging (See Note 1) at least €1,500 to your account each month.

Note 1: allowance is not made for cheques, drafts, or other

credits lodged until value has been received.

permanent tsb Current Account customers who, from our records are over sixty years of age are exempt from the quarterly account maintenance fee. Fees and charges will be applied where your account record does not reflect the above and you must notify the Bank where you wish to seek exemption.

PERMANENT TSB CURRENT ACCOUNT FEES & CHARGES

Account maintenance fee €12 per quarter

You will not pay for any of the following:

- Standing order / Bill payment debits-set ups & transactions
- Direct debits-set ups & transactions
- Direct credits-set ups & transactions
- Telephone and internet banking transactions
- ATM-euro withdrawals within the EU
- Debit-transactions within the eurozone
- Statement fee (excluding duplicate statements)
- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

Where the account maintenance fee or any other relevant charge (including Government levies) is not collected due to insufficient funds in the account, the Bank will continue to look for the full charge amount from any funds lodged to the account or otherwise.

In the event that the full charge amount cannot be taken, the Bank may (but are not obliged to) collect partial payment of the charge but will reserve the right to seek the full charge amount.

If payment of the account maintenance fee is not received in full when due, the Bank may close the account (but will not be obliged to do so), giving you at least 2 months notice in writing.

OTHER CURRENT ACCOUNTS AVAILABLE

Customers, who from our records are non business customers and who hold the following personal Current Accounts for non business purposes - Current Account (effective from 26th August 2006) and Prestige HICA Account (effective from 26th September 2006) - are no longer, from the specified dates, subject to a quarterly account fee, automated or non-automated transaction charges, overdraft set up/renewal fees, standing order and

direct debit set up fees, stopped cheque payments and statement fees (excluding duplicates).

- Please note (i) ATM transaction charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transaction charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised. These charges apply to the following accounts that have these services available. These transactions and their applicable fees are always charged by the Bank for these services. Therefore any references to exemptions, charges, ATM withdrawals and transactions referred to below do not apply to the above mentioned transactions. See page 51 for fee and charge exemptions that may apply.

MY CASH ACCOUNT

Second level students between the ages of 12 and 18 years of age, who hold a 'My Cash' Account are eligible for fee and charge exemptions (please see full list of exemptions as outlined on pages 50-51).

STUDENT CURRENT ACCOUNT

- Full time third level students, over the age of 18, who hold a Student Current Account are eligible for fee and charge exemptions (please see full list of exemptions as outlined on page 51) for a period of five years only.

CURRENT ACCOUNT

- 'Current Account' is our account for non-personal customers
- 'Current Account' applies a quarterly account fee of €3.81.
- Non-automated transactions are charged at €0.29 per item. A charge of €0.23 applies to automated transactions with the exception of **permanent tsb** ATM withdrawals, where a charge of €0.15 applies.
- Fee and charge exemptions do not apply to non-personal customers

Please note 'Current Account' was available to personal customers up until 18/06/98.

PRESTIGE HICA ACCOUNT

- Prestige HICA does not apply a quarterly account fee.
- Transactions are charged at €0.63 with the exception of Debit Card Transactions, Euro ATM transactions within

the EU, ATM withdrawals from other banks which are charged at €0.23 per item. A charge of €0.15 applies to permanent tsb ATM withdrawals. The first five transactions are exempt from charging each quarter.

- Salary and account balance exemptions do not apply to customers with a Prestige HICA Account.

CURRENT ACCOUNTS NO LONGER AVAILABLE

Customers, who from our records are non business customers and who hold the following personal Current Accounts for non business purposes - Current Account Plus (effective from 26th August 2006), Loyalty Current Account (excluding Loyalty Accounts which are not designated on statements as Loyalty Current Accounts), Cashline, Merit, Connect and Tusa Current Account (effective from 26th September 2006) - are no longer, from the specified dates, subject to a quarterly account fee, automated or non-automated transaction charges, overdraft set up/renewal fees, standing order and direct debit set up fees, stopped cheque payments and statement fees (excluding duplicates).

- Please note (i) ATM transaction charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transaction charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the permanent tsb MobileMoney Service is utilised. These charges apply to the following accounts that have these services available. These transactions and their applicable fees are always charged by the Bank for these services. Therefore any references to exemptions, charges, ATM withdrawals and transactions referred to below do not apply to the above mentioned transactions. See page 51 for fee and charge exemptions that may apply.

Customers may no longer open any of the following accounts. However, if you already have one of these accounts, then the following fees and charges apply:

EVERYDAY BANK ACCOUNT

You may be exempt from paying the account maintenance fee by meeting each of the following conditions each quarter:

- Lodgement(s) (see note 1) amounting to at least €3,000
- 18 card purchases using your Visa Debit Card on your account

- 1 financial transaction with OPEN24 (see note 2)
- You must keep your account within agreed limits (e.g. if you exceed your authorised overdraft during the charging quarter you'll be charged the account maintenance fee)

Note 1: allowance is not made for cheques, drafts, or other credits lodged until value has been received.

Note 2: An OPEN24 Financial Transaction is deemed to be a Funds Transfer (credit or debit) or Bill Payment (utility or non-utility).

Everyday Bank Account customers who, from our records are over sixty years of age are exempt from the quarterly account maintenance fee. Fees and charges will be applied where your account record does not reflect the above and you must notify the Bank where you wish to seek exemption.

EVERYDAY BANK ACCOUNT FEES & CHARGES

Account maintenance fee €12 per quarter

You will not pay for any of the following:

- Standing order / Bill payment debits set ups & transactions
- Direct debits set ups & transactions
- Direct credits
- Telephone and internet banking transactions
- ATM - euro withdrawals within the EU
- Debit – debit transactions within the eurozone
- Statement fee (excluding duplicate statements)
- Counter lodgements & withdrawals
- Cheque/paper debits
- Credit transfers incoming (paper items)

Where the account maintenance fee or any other relevant charge (including Government levies) is not collected due to insufficient funds in the account, the Bank will continue to look for the full charge amount from any funds lodged to the account or otherwise.

In the event that the full charge amount cannot be taken, the Bank may (but are not obliged to) collect partial payment of the charge but will reserve the right to seek the full charge amount.

If payment of the account maintenance fee is not received in full when due, the Bank may close the account (but will not be obliged to do so), giving you at least 2 months notice in writing.

SWITCH CURRENT ACCOUNT

- No quarterly fee
- No overdraft set up or renewal fees

- There is no charge for automated and non-automated transactions as listed on Page 45 of this brochure except (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transactions where charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised. These transactions and their applicable fees are always charged by the Bank for these services. Therefore any references to exemptions, charges, ATM withdrawals and transactions referred to below do not apply to the above mentioned transactions. See page 51 for fee and charge exemptions that may apply.
 - No fee for standing order and direct debit set ups.
 - No statement fee (excluding duplicates).
- If the average cleared credit balance is €1,000 or more then you are eligible for the following fee and charge exemptions each quarter:
 - No quarterly account fee
 - No automated and non-automated transaction charges as listed on page 45 of this brochure, except (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transactions where charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.
 - No statement fee (excluding duplicates)

STANDARD CURRENT ACCOUNT

- A quarterly account fee of €12.00 applies
- There is no charge for automated and non-automated transactions as listed in page 45 of this brochure except (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transactions where charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.
- No fee for standing order and direct debit set ups
- No statement fee (excluding duplicates)
- A cheque book or overdraft are not available with this account

LOYALTY CURRENT ACCOUNT (including Loyalty Accounts as per your statement)

- Account fees and transaction charges are based on the quarterly average cleared credit balance in your account. **permanent tsb** charge a quarterly account fee of €12.00, which covers the following services - replacement cards, quarterly statements and account maintenance
- Quarterly transaction charges are charged at €0.20 for automated and €0.40 for non-automated transactions
- The quarterly account fee permits €5 worth of transactions to be made in a quarter without further charge. This is increased to €10 if the average cleared credit balance is between €500 and €999

- You are eligible for loyalty discounts where your Loyalty Current Account record is linked to other **permanent tsb** accounts with qualifying balances or where your Loyalty Current Account record indicates that your salary has been mandated to be paid directly into your Loyalty Current Account. You are eligible for Loyalty Discounts as follows:

A 25% discount is applicable on each quarterly account fee if any of the following criteria are met for the duration of the relevant charging period:

- Salary mandated to be paid directly to the account
- One or more term loans where the total amount borrowed was €10,000 or more and is still open
- Savings of €10,000 or more

Fees and charges will be applied where your current account record does not meet the above requirements.

You must notify the Bank where you wish to seek exemptions. While the Bank updates customers' records to reflect account and address changes please advise your branch if your details require any further modification so as to ensure all exemptions apply.

FEE & CHARGE EXEMPTIONS FOR LOYALTY CURRENT ACCOUNT (including Loyalty Accounts as per your statement)

permanent tsb Loyalty Current Account customers are eligible for fee and charge exemptions if any of the following criteria are met for the duration of the relevant charging period as outlined below.

- Account holders who from our account records have their salaries mandated to be paid directly to their Loyalty Current Account will be eligible for fee and

charge exemptions each quarter for the first 18 months, as outlined in the table on page 52. Thereafter you will be eligible for loyalty discounts as outlined on page 48. Fees and charges will be applied where your current account record does not reflect the above and you must notify the Bank where you wish to seek exemption

- Loyalty Current Account Customers with an average cleared credit balance of €1,000 or more, or
- Loyalty Current Account Holders where their Loyalty Current Account record is linked for the duration of the relevant charging period to other **permanent tsb** savings and/or borrowings (excluding mortgages) totalling €100,000 or more, or
- Loyalty Current Account Holders where their Loyalty Current Account record is linked for the duration of the relevant charging period to their **permanent tsb** mortgage are eligible for the following fee and charge exemptions each quarter i.e.
 - No quarterly account fee
 - No automated and non-automated transaction charges as listed on Page 45 of this brochure, except (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43) and (ii) Debit Card Transactions where charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value (min. €0.46 and max €11.43) and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.
 - No statement fee (excluding duplicates)

See Fee and Charge exemptions and quarterly charging periods on pages 50-51 for more details. Fees and charges will be applied where your current account record does not meet the above requirements. You must notify the Bank where you wish to seek exemptions. While the Bank updates customers' records to reflect account and address changes please advise your branch if your details require any further modification so as to ensure all exemptions apply.

CASHLINE ACCOUNT

- A quarterly account fee of €3.81 applies.
- Transactions are charged at €0.32 with the exception of Debit Card Transactions, Euro ATM transactions within the EU, ATM withdrawals from other banks which are charged at €0.23 per item. A charge of €0.15 applies to **permanent tsb** ATM withdrawals and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.

- Salary and account balance exemptions do not apply to customers with a Cashline Account.

MERIT ACCOUNT

- Merit account applies a quarterly account fee of €12.70,
- The first 30 transactions per quarter are exempt from charging. Thereafter all transactions are charged at €0.19 per item. There is no charge for counter transactions and incoming credit transfers.
- As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised - not included in exempt charge transactions.

CONNECT ACCOUNT

- A quarterly account fee of €6.35 applies
- The first 30 transactions per quarter are exempt from charging. Thereafter all transactions are charged at €0.19 per item. There is no charge for counter transactions and incoming credit transfers.
- A cheque book is not available on this account.
- As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised - not included in exempt charge transactions.

CASHFLOW ACCOUNT

- A quarterly account fee of €3.81 applies.
- Non-automated transactions are charged at €0.29 per item. A charge of €0.23 applies to automated transactions with the exception of **permanent tsb** ATM withdrawals where a charge of €0.15 applies and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised
- A cheque book is not available with this account.

CASHEXTRA ACCOUNT

- An account fee of €3.81 applies if more than 10 chargeable automated transactions are completed per quarter and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised
- A cheque book is not available with this account

CURRENT ACCOUNT PLUS

- Current Account Plus charges a quarterly fee of €12.70. This includes the cost of replacement cards, quarterly statements and account maintenance. In addition, the first 25 transactions are exempt from

charging each quarter. All transaction charges, if applicable, are charged at a rate of €0.25 per item

- The number of transactions that are exempt from charging is increased to 50 if the average cleared credit balance is €126.97 or greater, in the quarter
- If the average cleared credit balance is €380.92 or greater, or where your Current Account Plus record is linked to other **permanent tsb** savings and/or borrowings totalling €101,579.05 or more for the duration of the relevant charging period, you are eligible for the following fee and charge exemptions each quarter, i.e.
 - No quarterly account fee
 - No automated & non-automated charges as listed on page 45 of this brochure
 - No statement fee (excluding duplicates)

A 25% discount is applicable on each quarterly account fee if any of the following criteria are met for the duration of the relevant charging period:

- From our account records the account holder's salary is mandated to be paid directly to his/her Current Account Plus Account
- Mortgage of €50,789.52 or more
- One or more term loans where the total amount borrowed was €5,078.95 or more and is still open
- Savings of €6,348.69 or more

As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised - not included in exempt charge transactions.

Fees and charges will be applied where your Current Account Plus record does not reflect the above and you must notify the Bank where you wish to seek exemption.

FORMER TUSA CURRENT ACCOUNT

- Tusa Current Account does not apply a quarterly account fee
- Counter transactions incur a charge of €0.38, while cheques and incoming paper credit transfers are charged at €0.25 per item. Automated transactions are charged at €0.19 and as and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised
- There is no charge for setting up direct debits and standing orders

ADDITIONAL FEES & CHARGES APPLICABLE TO ALL ACCOUNTS

(unless otherwise stated)

Additional or non-routine fees and charges cover a wide range of services that you may only require occasionally. They are debited from your account as the service is provided. As such, a pre-notification period prior to charging does not apply except in the case of monthly statements. These fees and charges are as follows:

BANK STATEMENTS

- Duplicate statement (per page) €2.50

UNPAID ITEMS

- Cheque, direct debit or standing order presented on your account €10.00
- Cheque lodged to your account €10.00

PAYMENT SET-UP & TERMINATION

- Standing order set-up €5.00
- Cheque payment stopped €5.00

CARD PERSONALISATION

Card Personalisation is an optional service whereby customers can design the Visa Debit Card that is attached to their account using either images that they can upload or one of a number of images provided by **permanent tsb**.

The Card Personalisation process must be accessed through the **permanent tsb** website www.permanenttsb.ie. Full terms and conditions as well as image guidelines can also be viewed via the website. This service is available to non business customers only.

There is a charge of €10 for all cards ordered using this service. This charge is independent of Government Stamp Duty detailed on Page 44 of this brochure. All cards remain the property of **permanent tsb** and are subject to the usual terms and conditions of Visa Debit Card use.

SWEEP TRANSFER

Sweep transfer is an optional service whereby funds are transferred automatically from a deposit account designated by you to a Current Account if the overdrawn balance on the Current Account exceeds the agreed/required levels. Sweep transfer offers you the means to reduce the level of charges and overdraft interest. The sweep transfer will take place at the close of business daily. There is no minimum or

maximum sweep transfer amount. Sweep transfer fee per item €5.00

OVERDRAFT FACILITY

- Set up fee (charge will apply when the overdraft is first used) €25.00
- Annual renewal / review fee (will apply 12 months from the date that the set-up fee was deducted) €25.00

MOBILE MONEY

Mobile Money is a service provided by us in conjunction with Visa Europe Limited from time to time to enable MobileMoney Users to send and/or receive funds either from or to the MobileMoney User's Card by using mobile telephone or such other technology-based communication as the Bank may provide.

As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised.

EMERGENCY CASH

Emergency Cash is an optional service whereby you can gain access to, or give a third party access to €20, €50 or €100 from your own account via a **permanent tsb** ATM without the need for a Visa Debit Card.

- There is a charge of €2 applied to your account each time you use this service. This is applied as soon as you authorise this service and regardless of whether the funds are accessed by the recipient, it is debited from your account at the time of each activation of this service.
- If the funds are not accessed within 2 hours of your authorisation, the Emergency Cash Code will expire. The €2 charge will not be refunded.
- The maximum number of Emergency Cash transactions is limited to one per day up to a maximum of five transactions per month.
- Non-personal customers who require emergency cash should contact our **BUSINESS24** Team on 1890 500 177 (+353 1 215 1363 from abroad).

ATM TRANSACTIONS

- Euro withdrawals within the EU – please refer to your account type for the specific charge applicable
- ATM transactions are charged on Euro withdrawals outside the EU and on all non Euro withdrawals at 3.5% of the Euro value of the transaction (min. €3.17 & max. €11.43). This fee is always charged by the Bank for this service.

DEBIT CARD TRANSACTIONS

- Debit Card Transactions within the eurozone. No charges apply.
- Debit Card Transaction charges will apply on all debit transactions outside the eurozone at 1.75% of the Euro value of the transaction (min. €0.46 and max €11.43). This fee is always applied for this service.

REFERRAL ITEMS

- When cheques or debits are presented for payment and there are insufficient cleared funds at the time of presentation in an account to meet the debit(s), a referral fee will be applied that day or the next working day.
- Referral fee – per item €5 (up to €15 maximum a day)

UNAUTHORISED OVERDRAFTS

Where an account balance exceeds the authorised credit limit, unauthorised overdraft interest is charged on the amount that exceeds the agreed limit. The rate of unauthorised overdraft interest is 12% per annum greater than the Bank's normal overdraft interest rate. Authorised and unauthorised interest is accrued daily and is charged to accounts quarterly, 14 days after being pre-notified.

QUARTERLY CHARGING PERIODS

Most charges and interest are calculated quarterly in respect of the previous 3 months. Details of any account fee, transaction charge and interest due on accounts where applicable, will be notified by statement before they are deducted from accounts.

Quarterly charging periods commence on the following dates:

- 1st January, 1st April, 1st July, 1st October for the following accounts: **permanent tsb** Current Account and Everyday Bank Account
- 25th March, 25th June, 25th September and 25th December for the following accounts: Switch Current Account, Standard Current Account, Student Current Account, Loyalty Current Account (including Loyalty Accounts as per your statement), Prestige HICA, Cashline, Merit, Tusa Current Account, Connect & Cashextra
- 25th February, 25th May, 25th August and 25th November for the following accounts: Current Account Plus & Current Account
- 25th January, 25th April, 25th July and 25th October for the following account: Cashflow Account

FEE & CHARGE EXEMPTIONS

- Current Account holders who, from our records are over sixty years of age or under the age of eighteen years or full time secondary/third level Students (for a period of five years only) over the age of 18 years for the duration of the relevant charging period and who hold a Switch Current Account, Standard Current Account, My Cash Account, Student Current Account, Loyalty Current Account (including Loyalty Accounts as per your statement), Current Account Plus, Tusa Current Account, Cashflow Account, Cashline Account, 'Current Account', Cashextra Account, Prestige HICA, Merit Account, Connect Account, Everyday account and **permanent tsb** Current Account are eligible for fee and charge exemptions each quarter as outlined in the table on page 51. Fees and charges will be applied where your current account record does not reflect the above and you must notify the Bank where you wish to seek exemption. In relation to foreign exchange transactions customers must notify branch staff at the time of transaction of their wish to seek exemption for the above reasons, otherwise a fee will be applied
- Current Account holders who from our account records have their salaries mandated to be paid directly to their Loyalty Current Account (including Loyalty Accounts as per your statement), Current Account Plus, Tusa Current Account, Cashflow Account, 'Current Account', Merit Account or Connect Account are eligible for fee and charge exemptions each quarter for the first 18 months as outlined in the table on the next page. Fees and charges will be applied where your current account record does not reflect the above and you must notify the Bank where you wish to seek exemption. If your salary ceases to be paid to your account during any charging quarter within this 18 month period you may not be eligible for fee and charge exemptions
- Personal customers and Charities who hold the 'Current Account' account and maintain a minimum cleared credit balance of €126.97 or an average cleared credit balance of €380.92 throughout the quarter, are eligible for fee and charge exemptions each quarter as defined in the following table
- Current Account Plus customers who maintain an average cleared credit balance of €380.92 throughout the quarter are eligible for fee and charge exemptions each quarter as defined in the following table. Customers may also be eligible for loyalty discounts
- Loyalty Current Account (including Loyalty Accounts as per your statement) discounts, see page 47

LIST OF FEES & CHARGES EXEMPTED WHEN ELIGIBLE

Exemptions	Specific Current Account Holders aged over 60 years or aged under 18 years or full time secondary/ third level students (for a period of five years only) over the age of eighteen years	Specific Current Account Holders who have their salaries mandated to be paid directly to their current account
Quarterly account fees	✓	✓
Transaction charges*	✓	✓
Statement charges	✓ Including duplicates	✓ Excluding duplicates
Stopped cheque payments	✓	✓
Standing order set up fee	✓	
Sweep transfer	✓	
Direct debit set up fee	✓	
Overdraft set up fee	✓	
Overdraft annual renewal/review fee	✓	
permanent tsb and other drafts	✓	
Traveller's cheques	✓	
Purchase or sale of foreign notes/cheques	✓	
Balance certificate/Interest certificate	✓	

Exemptions continued	Loyalty Current Account (including Loyalty Accounts as per your statement) holders with a permanent tsb mortgage (effective 26/06/03)	Specific Current Account balance exemption (excluding mortgages)
Quarterly account fees	✓	✓
Transaction charges*	✓	✓
Statement charges (excluding duplicates)	✓	✓
Stopped cheque payments	✓	
Standing order set up fee	✓	
Sweep transfer		
Direct debit set up fee	✓	
Overdraft set up fee		
Overdraft annual renewal/review fee		
permanent tsb and other drafts		
Traveller's cheques		
Purchase or sale of foreign notes/cheques		

*Excluding (i) ATM transactions where charges will apply on Euro withdrawals outside the EU and on all non Euro withdrawals and (ii) Debit Card Transactions where charges will apply on all debit transactions outside the eurozone. As and from the 3rd February 2016, a charge of 10 cent will be applied to your account for every transaction where the **permanent tsb** MobileMoney Service is utilised. Please note there are no exemptions for non-personal customers).

OTHER SERVICE CHARGES

The following service charges are debited from your account as the service is provided. As such, a pre-notification period prior to charging does not apply.

▪ Character/status enquiry	€6.00
▪ Credit transfer – outgoing (paper items)	€0.50
▪ Information on credit agreement other than housing agreement	€2.50
▪ Management time fee: Where non-standard services are provided the following charge may be levied.	€30.00 max per hr
▪ Personalised lodgement book	€2.50
▪ Cheque cashing – non-customer with cheque card	€1.25
▪ Auditor's report	€20.00
▪ Night safe wallet per annum – with mandate to open – without mandate to open	€25.25 €31.50
▪ Domestic Bank drafts / gift cheques (for use in Rep. of Ireland) (€1.90 + government stamp duty of €0.50)	€2.40
▪ Balance/Interest Certificate - duplicate/previous year	€3.50
▪ Replacement of a lost or stolen debit card.	€5.00

OTHER ACCOUNT FEES

A number of fees and charges apply specifically to certain accounts and services. The following charges apply to the range of other accounts and services available from **permanent tsb**.

DEPOSIT/INVESTMENT ACCOUNTS

<ul style="list-style-type: none"> FIXED DEPOSITS (Excluding Interest First Account) Early withdrawal/ funding loss 	<p>The early withdrawal charge is $(1\% \times \text{Amount withdrawn} \times \text{Remaining term}) \div 365$ or an amount equal to the funding loss (if applicable), whichever is the greater. A minimum of €20 applies. Funding Loss is calculated using the formula $(A \times T \times D) \div 365$ where: A = the amount withdrawn T = the remaining term D = the difference in the prevailing market rate of interest for a term equivalent to the period remaining and the rate applicable at the date of opening the account.</p>
<ul style="list-style-type: none"> Interest First Account (No partial withdrawals allowed). 	<p>Where an account closure is processed then the amount of interest paid to you in respect of the unexpired deposit term must be repaid.</p> <p>In addition the following early withdrawal charge will apply: $((1\% \times B) \times T) \div 365$ B is the balance remaining on the account. T is the unexpired term remaining up to the maturity date in number of days.</p> <p>or an amount equal to the funding loss (if applicable), whichever is the greater. A minimum of €20 applies. Funding Loss is calculated using the formula $(B \times T \times D\%) \div 365$ where; B & T are as defined above. D= the difference in the prevailing market rate of interest for a term equivalent to the period remaining and the rate applicable at the date of opening the account.</p>
<ul style="list-style-type: none"> Notice Deposits - where no notice or insufficient notice is given for a withdrawal or transfer 	<p>The early withdrawal charge is applied to the amount withdrawn by the number of days for which no notice has been given and divided by 365. The charge is calculated at a rate, being the difference between the rate applying to the account and a rate one percent below the Bank's standard demand deposit rate. Where this results in a charge greater than the rate on the account, the charge is limited to this rate.</p>

TERM LOANS

<ul style="list-style-type: none"> Loan arrears charge 	<p>1% per month on the amount of the arrears (Min. €1.25) which are capitalised monthly.</p>
<ul style="list-style-type: none"> Early Closure Fee/ Early Repayment Fee - Variable rate loan 	<p>€25.00</p>

CREDIT CARD ACCOUNTS

▪ Unpaid Payment Charge	€10.00
▪ Late Payment Fee	€7.50
▪ Over Limit Fee	€7.50
▪ Duplicate Statement	€2.50 per page.
▪ Cash Advance Fee	A fee of 1.5% of the advance amount or €2.00, whichever is the higher, will be applied to ATM advances. This fee is only charged on ATM withdrawals where the resulting balance, prior to charging, is in a debit position.
▪ Non-euro transactions - Currency conversion fee	1.75% of the Euro value of the transaction amount will apply. The amount of the transaction will be converted at a rate of exchange determined by Visa for the date when the transaction is debited to the Credit Card account.
▪ Replacement of a lost or stolen credit card.	€5.00

MORTGAGES

▪ Fixed rate mortgage breakage fee: basis of calculation of funding loss repayable to the Bank arising on switching out of a fixed rate mortgage or on redemption in whole or part	$C = (I-S) \times R \times (M-T)$ <p>Provided C is greater than zero C = Charge for exit from fixed rate contract I = Original fixed interest rate S = Swap/market interest rate for remaining fixed period R = Amount of principal given in early repayment or in the event of a switch out of a fixed rate contract, the balance outstanding at the time of the switch. M = Original fixed term on loan T = Term after which early repayment or switch is made</p> <p>Amount and type of redemption fee or switch fee on the existing Loan facility may vary depending on relevant Loan conditions.</p>
▪ Switch from variable rate to fixed rate fee	€100.00
▪ Unpaid cheque/returned direct debit	€10.00
▪ Mortgage arrears	Customers who are co-operating reasonably and honestly in the Mortgage Arrears Resolution Process (MARP) are exempt from unpaid Direct Debit charges and the transfer fee applicable when a customer switches their loan from variable to fixed rate. More details on the MARP can be obtained from our 'Mortgage Options for homeowners in challenging times' brochure or our website.

▪ Vacate fee	€35.00
▪ Accountable trust receipt (ATR) Fee	€35.00
▪ Legal transfer/partial release fee	€125.00
▪ Re-issue documentation fee	€3.00
▪ Late payment charge	Pay interest on outstanding balance
▪ Property Valuation	As part of the mortgage application process, a property valuation will be required to be performed by a valuer approved by the Bank. The valuer will charge you a fee for this service, which is payable directly to the valuer and subject to a maximum level. Please ask a member of staff for the appropriate valuer fees.
▪ Buy-to-Let Solicitors Fee	A bank solicitor is required, for all Resident and Non-Resident Buy-to-Let mortgages, for loan amounts greater than €75,000. The amount payable, for a standard Buy-to-Let mortgage, is €1,000 plus 23% VAT and outlay. This amount is payable by the Borrower(s) and must be paid directly to the banks solicitor prior to the release of the loan cheque. The amount payable by the Borrower(s) is in addition to the borrower(s) solicitor fees.

PERMANENT TSB FINANCE LTD

▪ Cost per each Collection Letter	€10.00
▪ Re-issue of documentation	€3.00
▪ Unpaid Direct Debit	€10.00
▪ Payment book facility	€31.74
▪ Deferral fee	€38.09
▪ Documentation fee	€75.00
▪ Administration costs	€63.49
▪ Tracing Agent costs	€65.00
▪ Administration fee on variable loans settled early	€63.49
▪ Completion payment (HP)	€50.00
▪ Cost for visit to last known address of Hirer/Borrower	€35.00
▪ Interest on arrears	Charged at the same rate as the loan

BUSINESS SPECIFIC CHARGES

▪ Cash Handling Fee	Note lodgement/withdrawal €0.50 per €100
▪ Coin lodgement	2% per €100 min. €1.27
▪ Coin withdrawal	2% per €100 min. €1.27
▪ Cash exchanged	€0.60 per €100
▪ Cheques lodged	€0.19 per item
▪ Electronic Funds Transfer (EFT) Originator Fee (effective from 1st August 2014)	€0.06 per item

- 'Current Account' is our account for non-personal customers
- 'Current Account' applies a quarterly account fee of €3.81.
- Non-automated transactions are charged at €0.29 per item. A charge of €0.23 applies to automated

- transactions with the exception of **permanent tsb** ATM withdrawals, where a charge of €0.15 applies.
- Fee and charge exemptions do not apply to non-personal customers

INTERNATIONAL CHARGES

▪ Buy or sell non-Euro notes	1% Min. €1.25 Max. €6.25
▪ Buy Travellers Cheques Euro	3% Min. €2.50 Max. €38.00
Non-Euro	1% Min. €1.25 Max. €6.25
▪ Sell foreign drafts Euro (drawn on a financial institution outside the Republic of Ireland)	3% Min. €2.50 Max. €19.00
Non-Euro	€3.00
▪ Duplicate foreign drafts-Euro & Non-Euro	€6.00
▪ Cheque for collection-Euro/Non-Euro	€8.50 Plus Agents fee*
▪ Unpaid foreign cheque-Euro/Non-Euro	€8.50
▪ Buy foreign drafts & cheques Euro	3% Min. €2.50 Max. €38.00
Non-Euro	1% Min. €1.25 Max. €6.25

* This will be the charge levied by the financial institution on which the cheque is drawn.

SWIFT/TELEX TRANSFER PAYMENTS

▪ Standard Payments with IBAN & BIC	€0.50
▪ Where a payment is received without the correct IBAN of the beneficiary and BIC of the beneficiary's bank at the time of or prior to the account holder's instruction to effect the transfer	€10.00
All Other Payments	€31.50

TERMS AND CONDITIONS FOR CROSS BORDER PAYMENTS

DEFINITIONS:

'**IBAN**' means International Bank Account Number of the beneficiary.

'**BIC**' means Bank Identifier Code of the beneficiary bank.

'**Cross Border Payment**' means a credit transfer made electronically where the destination of the payment is to any country agreed with **permanent tsb**.

'**European Union**' means any member state of the European Union, for the time being, and or any other country to which Regulation (EC) No 2560/2001 applies.

PAYMENTS IN EURO AND SWEDISH KRONA WITHIN THE EUROPEAN UNION

1. All payments made must be accompanied by the correct IBAN of the beneficiary and BIC of the beneficiary's bank at the time of or prior to the account holder's instructions to effect the transfer. Payments will be charged at a rate of €0.50 for each transaction. A payment which is received without the correct IBAN of the beneficiary and BIC of the beneficiary's bank at the time of or prior to the account holder's instructions to effect the transfer will be subject to a charge of €10.00.
2. Subject to condition 1, at the written request of a **permanent tsb** account holder, **permanent tsb** will transfer a Euro payment to any bank within the European Union not later than the close of business on the next business day following the date of instruction given by the account holder subject to;
 - (i) the placement of funds at the time of or prior to the account holder's instructions and
 - (ii) the instructions being received by **permanent tsb** by 1:00pm on a business day.
3. Subject to condition 1, at the written request of a **permanent tsb** account holder, **permanent tsb** will transfer Swedish Krona to any bank within the European Union not later than the close of business on the next business day following the date of instruction given by the account holder subject to;
 - (i) the placement of funds at the time of or prior to the account holder's instructions and
 - (ii) the instructions being received by **permanent tsb** by 11:00am on a business day.

OTHER PAYMENTS

4. Where, on the written request of a **permanent tsb** customer, a payment is to be made:
 - (i) in Euro or Swedish Krona to a destination outside the European Union.
 - (ii) in another currency.

permanent tsb, on receipt of a fee of €31.50, will transfer a payment to the bank within 3 days of the date of instruction given by the account holder subject to the instruction being received by **permanent tsb** by 11:00am on a business day.

5. All the above conditions relate to credit transfers from Bank to Bank and not from account to account.

Where the beneficiary's bank is unable to apply the funds they will be returned to your account less any fees the beneficiary bank may apply.

VISA CUSTOMER NOTICE

From the 25th of April 2013 **permanent tsb** can no longer accept lodgements of foreign currency cheques or Euro cheques from banks outside of Ireland into a **permanent tsb** credit card account. Customers using this payment method should make alternative arrangements.

Foreign currency cheques or Euro cheques from banks outside of Ireland can alternatively be lodged to any **permanent tsb** current or savings account.

