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## Termination Notice and Information Booklet: Termination of your Account(s) & guidelines on what you need to do next



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**Important Note:**

This Information Booklet provides details for you on the termination of your Account(s) with Danske Bank as notified to you in the cover letter accompanying this Information Booklet.

This document should be read in conjunction with the cover letter and Your Account Schedule, attached to the letter, which summarises your Account(s) and the specific Account closure Termination Date(s) of each of your Account(s) with Danske Bank.



**signature**  
I certify that I have read and agree to the terms and conditions of the card and I understand the card features and the risks of obtaining and using credit reports or other information relating to my credit history. I also agree to the terms and conditions provided with this application under the heading of "Collection".

**I would like to request a Balance Transfer\***  
Please list the name of the financial institution as well as the card

**Protection Insura**

# 1. INTRODUCTION

Danske Bank announced on 31 October 2013 its decision to discontinue its Personal Banking operations in Ireland. As a result, day-to-day personal customer products and services are being withdrawn.

This Information Booklet in conjunction with the accompanying cover letter formally serves notice of termination on your Account(s) for the following product categories:

- Current Accounts;
- Savings Accounts; and
- Credit Card Accounts.

The Information Booklet also provides guidance in relation to:

- How the withdrawal of services impacts your Account(s); and
- What you need to do now, as a result of these changes.

If you are uncertain as to which of the above product categories your Account(s) relate to please refer to the Glossary Table in Appendix A.

## 2. APPROACH TO TERMINATION OF ACCOUNT(S)

Danske Bank is serving a minimum of two months' notice in all cases on Account types listed in this booklet to ensure our customers are provided with sufficient time to put in place banking arrangements with an alternative financial provider and to comply with our legal obligations.

In certain instances where you have a Current Account(s) and additional product(s) with Danske Bank, the Termination Date(s) for the Current Account(s) may be later than for other products. This is to ensure the closure of those other products can be facilitated more easily. Your Account Schedule, which accompanied the cover letter, will provide further information on this for you.

To facilitate our customers over this period, Danske Bank has reduced transaction and account package fees to zero with effect from 1 January 2014.

### **Customers in financial difficulty**

We will continue to work with customers who are in financial difficulty in line with existing policy and our obligations under codes of conduct issued by the Central Bank of Ireland.

We are fully committed to continuing to support customers experiencing financial hardship.

We encourage you to clear all amounts owing to us in full by the Termination Date(s). However, in the event that there will be an outstanding balance on your Current Account(s) or Credit Card Account(s) on the relevant Termination Date(s), please refer to Section 3 and Section 5 of this Information Booklet which set out the next steps for customers with outstanding balances on Termination Date(s).

If you have any questions on the closure of your Account(s) or would like to discuss a financial difficulty situation please call us on LoCall 1890 866 866 (or +353 1 484 3752 if outside the Republic of Ireland).

## 3. CURRENT ACCOUNT(S)

### How does this affect your Account(s)?

In accordance with the terms and conditions of your Account(s), we are formally notifying you of our intention to close your Account(s) on the Current Account Termination Date(s) advised to you in Your Account Schedule, which accompanied the cover letter provided.

If you have an overdraft facility in place on your Account(s) it will be removed on the Current Account Termination Date(s). You must repay any monies owed on your Account(s) before the Current Account Termination Date(s).

If you rely on your overdraft facility, it is important to note that you will no longer have access to the funds previously available on your Account(s) from the Termination Date(s). You should consider the impact this will have on any regular payments and transactions you may have.

If you have a credit balance on your Account(s), you will need to withdraw your balance before the Current Account Termination Date(s). As part of our Account(s) closure process, we will calculate interest due to you and the final amount will be paid to you (net of any applicable taxes).

If there is an outstanding overdraft balance at the Termination Date(s), that sum remains owing to us and must be repaid. We retain the right to pursue outstanding amounts through our debt collections process.

Any credit balances on the Termination Date(s) will be returned to you if you have not already withdrawn the balance or closed your Current Account(s).

From the Termination Date(s) your Debit Card, Current Account functionality and any related benefits will be permanently removed. Any direct debit(s) or payments that you make using your Current Account or related Debit Card(s) will be cancelled and cheques will not be honoured.

- As previously advised, your Danske bank Laser card ceased to operate on 24 February 2014. You may use your Danske Bank Debit MasterCard (issued to you in December 2013) with immediate effect until your Current Account Termination Date(s). If you are already using this card please continue to do so until the Current Account Termination Date(s).

## 3. CURRENT ACCOUNT(S)

This notice period does not prejudice any rights the Bank has to close your Account(s) or withdraw services at an earlier date in circumstances where the Account(s) terms are breached.

You must continue to operate your Account(s) in accordance with its terms and conditions until closure.

You can choose to close your Account(s) in advance of the Current Account Termination Date(s) and details of how you can do this are outlined below.

### What do you need to do now?

If you continue to require a Current Account(s):

- We recommend that you make alternative arrangements as soon as possible with another financial provider to ensure you have current account facilities no later than the Current Account Termination Date(s). To assist you in this process, contact details for a number of banks offering personal banking services in Ireland are included here:

AIB:	Tel: 1800 234 100
Bank of Ireland:	Tel: 1890 35 44 54
KBC:	Tel: 1800 51 52 53
Permanent TSB:	Tel: 1890 500 188
Ulster Bank:	Tel: 1800 303 004

Further information on moving your Account(s) to another financial provider is also available on our website at [www.danskebank.ie/switching](http://www.danskebank.ie/switching).

**To close your Account(s) with us in advance of the Current Account Termination Date(s) there are a number of options available to you:**

You can close your Account(s) and withdraw your credit balance by electronic transfer via our eBanking service. To do this, log into your eBanking and click on the name of the Account(s) you wish to close from the Account(s) overview screen. Then select the "Terms" tab and the "Want to Close this Account(s)" button from the bottom of the screen and complete each of the steps.

### 3. CURRENT ACCOUNT(S)

You may use the Current Account Switching Code provided the “switching date” you request from your new bank is a minimum of seven full working days in advance of your Current Account Termination Date(s). The Current Account Switching Code is designed to facilitate the transfer of your direct debit(s) and standing order(s), along with regular payments into your Account(s) (such as from your employer), to your new bank account(s). You should contact your new account(s) provider directly and request a “switching date” of your choice but at least seven full business days in advance of your Termination Date(s) if you wish to carry out your transfer under the Current Account Switching Code (contact details are provided above).

Please note that the Current Account Switching Code relates to Euro Current Account(s) only and is not an available option for Foreign Currency Account(s).

- You may phone our Customer Advisors on LoCall 1890 866 866 (or +353 1 484 3752 if outside the Republic of Ireland) to discuss your options for the closure of your Account(s). Our lines are open Monday to Friday between 8.00am and 8.00pm; and Saturday to Sunday between 9.00am and 4.30pm.
- You may complete and post the enclosed “Account(s) Closure Form”.

**Please be advised:**

- If your Account(s) includes a debit card(s) you should destroy all Danske Bank debit card(s) once your Account(s) is closed by you or is terminated on the Current Account Termination Date(s), by cutting through the magnetic strip.
- If you do not intend to avail of the Current Account Switching Code you will need to make arrangements to continue any direct debit(s) or standing order(s) from a new account(s). You will also need to notify all those who make payments into your Account(s) of the change to your Account(s) details.

## 3. CURRENT ACCOUNT(S)

### **WARNING:**

If your salary or other income is received into your Current Account and you have not made alternative arrangements prior to the Termination Date(s):

1. You will not be able to access your monies until they are returned to you e.g. where you have provided us with details of your new bank account and we have transferred the monies; or
2. Monies received into your Current Account may permanently clear your overdraft or reduce its balance and will therefore not be accessible to you.

If the above circumstance is likely to present financial hardship to you, we encourage you to please change the payment instructions on your income prior to the Termination Date(s) to avoid this potential consequence.

**IMPORTANT NOTICE AND INFORMATION FOR CURRENT ACCOUNT CUSTOMERS WITH AUTHORISED OVERDRAFTS - REPAYMENT OPTION FOR CUSTOMERS IN FINANCIAL DIFFICULTY**

**If you have an authorised overdraft on your Current Account(s) this section provides further information on what happens next, including important changes if your Current Account(s) is overdrawn and you anticipate difficulty in repaying the overdrawn balance by the Termination Date(s).**

## 3. CURRENT ACCOUNT(S)

### **What if I cannot afford to clear my overdraft balance by the Termination Date(s)?**

We continue to encourage you to clear your outstanding overdraft balance in full by the Termination Date(s), however, we fully appreciate that this may not be possible for some customers for a variety of reasons. If your Current Account remains overdrawn at the Termination Date(s), we will assume that you are unable to repay the balance in full.

#### **In these circumstances:**

- Your Current Account Agreement will not be terminated on the Termination Date(s), but will be amended so that you switch to an automatic **repayment option** under your existing Current Account Agreement (terms set out in Schedule 1 of this Booklet);
- But, as above, Current Account functionality, Debit Card and any related benefits will be permanently removed. Any direct debit(s) or payments that you make using your Current Account(s) or related Debit Card(s) will be cancelled and cheques will not be honoured. You will continue to owe us the outstanding balance.

The move to a repayment option will be automatic and you will not be required to contact us to accept the terms set out below.

### **How does the repayment option work?**

The repayment option is not a personal loan or new credit facility but is a repayment option under your existing Current Account Agreement. A summary of the repayment option is set out below:

- From the Termination Date(s) you will be required to make a monthly repayment to us that will be fixed so that your overdraft balance at the Termination Date(s) will be repaid over a 24 month period.
- The interest rate on your outstanding overdraft balance will be 9.75%.

### 3. CURRENT ACCOUNT(S)

- We will write to you after the Termination Date(s) to advise you of the fixed monthly payment amount you will be required to pay in order to avail of this repayment option.

*For example, a customer with an overdraft balance of €1000 at the Termination Date(s) will be required to pay approximately €47 per month for 24 months. The total interest over that period will be approximately €128 (assuming the payments are made in accordance with the arrangement).*

- You will be able make these payments via Electronic Funds Transfer (EFT) or standing order if you hold an account with another bank. We encourage our customers to establish a standing order with an alternative bank to ensure that your fixed monthly payments are not missed (the consequences of missing a payment are outlined here).

- If you do not adhere to the repayment terms i.e. in the event you pay less than the fixed monthly payment or miss a payment, Danske Bank may enforce our rights to pursue the entire outstanding balance through our debt collections process.
- At the end of the 24 month period your outstanding overdraft balance will be paid off and your Current Account Agreement will be terminated.
- You may pay off more than the fixed monthly amount at any time without penalty.
- **At any time, you may repay the full amount owing and your Current Account Agreement will be terminated immediately.**

Details of the legal amendments to your existing Current Account Agreement to allow for this are set out in Schedule 1 Part 1. You will be deemed to have accepted the above and the changes to your Current Account Agreement if you have not closed your Current Account by the Termination Date(s) and the Account is overdrawn.

## 3. CURRENT ACCOUNT(S)

### **Notice under Section 54 of the Consumer Credit Act 1995**

Your Current Account Agreement with us will terminate on the Termination Date(s) or will be amended to allow for the repayment option with all Current Account benefits removed. In light of this, we are obliged to provide you with a specific notice under the Consumer Credit Act 1995. This is provided in Schedule 2 Part 1.

## 4. SAVINGS ACCOUNT(S)

### **How does this affect your Account(s)?**

In accordance with the terms and conditions of your Account(s), we are formally notifying you of our intention to close your Account(s) on the Savings Account Termination Date(s) advised to you in Your Account Schedule, which accompanied the cover letter provided.

If you have a balance on your Account(s), you will need to withdraw your balance before the Savings Account Termination Date(s). As part of our Account(s) closure process, we will calculate interest due to you and the final amount will be paid to you (net of any applicable taxes).

From the Termination Date(s) your Debit Card (if applicable) and any related benefits will be permanently removed.

This notice period does not prejudice any rights Danske Bank has to close your Account(s) or withdraw services at an earlier date in circumstances where the Account(s) terms are breached.

You must continue to operate your Account(s) in accordance with its terms and conditions until closure.

You can choose to close your Account(s) in advance of the Savings Account Termination Date(s) and details of how you can do this are outlined below.

### **What do you need to do?**

To close your Account(s) with us in advance of the Savings Account Termination Date(s) there are a number of options available to you:

You can close your Account(s) and withdraw your balance by electronic transfer via our eBanking service. To do this, log into your eBanking and click on the name of the Account(s) you wish to close from the Account(s) overview screen. Then select the "Terms" tab and the "Want to Close this Account(s)" button from the bottom of the screen and complete each of the steps.

## 4. SAVINGS ACCOUNT(S)

- You may phone our Customer Advisors LoCall 1890 866 866 (or +353 1 484 3752 if outside the Republic of Ireland) to discuss your options for the closure of your Account(s). Our lines are open Monday to Friday 8.00am to 8.00pm; and Saturday to Sunday 9.00am to 4.30pm.
- You may complete and return by post the enclosed "Account Closure Form".

**Please be advised:**

- If your Account(s) includes a debit card(s) you should destroy all Danske Bank debit card(s) once your Account(s) is closed by you or is terminated on the Savings Account Termination Date(s) by cutting through the magnetic strip.



## 5. CREDIT CARD ACCOUNT(S)

### **How does this affect your Account(s)?**

In accordance with the terms and conditions of your Account(s), we are formally notifying you of our intention to close your Account(s) on the Credit Card Account Termination Date(s) advised to you in Your Account Schedule, which accompanied the cover letter provided.

The credit facility on your Account(s) will be removed from the Credit Card Account Termination Date(s). You must repay any outstanding balance before the Credit Card Account Termination Date(s).

If there is an outstanding balance at the Termination Date(s) that sum remains owing to us and must be repaid. Outstanding amounts remain owing to us and we retain the right to pursue outstanding amounts through our debt collections process.

You should note that, after the Credit Card Account Termination Date(s), any payment agreement(s) on your Account(s) will not be honoured.

All additional benefits on your Account(s) will also be terminated on the Credit Card Account Termination Date(s).

For example the travel insurance benefits associated with your Credit Card Account(s) will be terminated on the Credit Card Account Termination Date(s).

Please note if you have booked travel with your Credit Card(s) prior to this date and your travel occurs after the Termination Date(s) you are not covered by the credit card travel insurance and should make alternative arrangements for cover.

This notice period does not prejudice any rights the Bank has to close your Account(s) or withdraw services at an earlier date in circumstances where the Account(s) terms are breached.

You must continue to operate your Account(s) in accordance with its terms and conditions until closure.

## 5. CREDIT CARD ACCOUNT(S)

You can choose to close your Account(s) in advance of the Credit Card Account Termination Date(s) and details of how you can do this are outlined overleaf.

With regard to stamp duty please be advised, in accordance with Revenue guidelines, Government stamp duty of €30 per account will be charged on 1 April or the date on which your account closes if earlier. This stamp duty relates to the period 2 April 2013 to 1 April 2014. Under Revenue regulations, if you do not close your Credit Card Account(s) before 1 April 2014, a further stamp duty charge will be applicable on account closure. This stamp duty will relate to the period to 1 April 2015 and is charged on the availability of the credit card facility and not card usage.

- Where you have paid stamp duty and closed your Credit Card Account(s) in advance of 1 April 2014, you will receive a 'Letter of Closure' in respect of the year ended 1 April 2014. This should be presented to your new provider as proof that you have already paid the stamp duty charge for this period.

- Where you have paid stamp duty and closed your Credit Card Account(s) after 1 April 2014, you will receive a 'Letter of Closure' in respect of the year ending 1 April 2015. This should be presented to your new credit card provider to prevent a second stamp duty charge for this period being applied on 1 April 2015.

### **What do you need to do?**

If you continue to require credit card facilities:

- We recommend that you open a new credit card account(s) with another credit card provider. You should make alternative arrangements as soon as possible to ensure you have credit card facilities by the Credit Card Account Termination Date(s). This may include transferring any outstanding balance enabling you to close your Account(s) with us.

## 5. CREDIT CARD ACCOUNT(S)

To close your Account(s) with us in advance of the Credit Card Account Termination Date(s) please make arrangements to clear any outstanding balances on your Account(s) before the Credit Card Account Termination Date(s) and contact us to arrange closure of your Account(s) by:

- Phoning our Customer Advisors LoCall 1890 866 866 (or +353 1 484 3752 if outside the Republic of Ireland) to discuss your options for the closure of your Account(s). Our lines are open Monday to Friday 8.00am to 8.00pm; and Saturday to Sunday 9.00am to 4.30pm.

**Please be advised:**

- When you have closed your Account(s) or the Account(s) is terminated on the Credit Card Account Termination Date(s) you should destroy all Danske Bank credit card(s) immediately by cutting through the magnetic strip.

### IMPORTANT NOTICE AND INFORMATION FOR CREDIT CARD CUSTOMERS - REPAYMENT OPTION FOR CUSTOMERS IN FINANCIAL DIFFICULTY

This section includes important changes if you anticipate difficulty in repaying amounts due under your Credit Card Agreement by the Termination Date(s).

#### What if I cannot afford to clear my balance by the Termination Date(s)?

We continue to encourage you to clear your Credit Card Account(s) balance(s) in full by the Termination Date(s), however, we fully appreciate that this may not be possible for some customers for a variety of reasons. If you have not repaid your outstanding balance by the Termination Date(s), we will assume that you are unable to repay the balance in full.

## 5. CREDIT CARD ACCOUNT(S)

### In these circumstances:

- Your Credit Card Agreement will not be terminated on the Termination Date(s), but will be amended so that you switch to an automatic **repayment option** under your existing Credit Card Agreement (terms set out in Schedule 1);
- But, as above, your Credit Card Account(s) functionality, your Credit Card and any related benefits will be permanently removed and you will continue to owe us the outstanding balance.

The move to a repayment option will be automatic and you will not be required to contact us to accept the terms set out below.

### How does the repayment option work?

The repayment option is not a personal loan or new credit facility but is a repayment option under your existing Credit Card Agreement. A summary of the repayment option is set out below:

- From the Termination Date(s) your monthly repayment will be recalculated and fixed so that your balance at the Termination Date(s) will be repaid over a 24 month period.

- During this period the interest rate on your outstanding balance will be 11.5%.
- You will continue to receive a monthly Credit Card Account statement. This will show the fixed monthly payment amount you will be required to pay in order to avail of this repayment option.

*For example, a customer with a balance of €1000 at the Termination Date(s) will be required to pay approximately €48 per month for 24 months. The total interest over that period will be approximately €152 (assuming the payments are made in accordance with the arrangement). In accordance with current Revenue guidelines Government stamp duty of €30 per Credit Card Account(s) per annum will be charged before the date on which your Account(s) closes.*

## 5. CREDIT CARD ACCOUNT(S)

- If you hold an account with another provider, these payments can be made in the same manner in which you pay your Credit Card bill today – i.e. direct debit, standing order or Electronic Funds Transfer (EFT). We encourage our customers to establish a standing order with an alternative bank to ensure that your fixed monthly payments are not missed (the consequences of missing a payment are outlined here).
- If you do not adhere to the repayment terms i.e. in the event you pay less than the fixed monthly payment or miss a payment, Danske Bank may enforce our rights to pursue the entire outstanding balance through our debt collections process.
- If you have Payment Protection Insurance, your monthly premiums will continue to be billed to you through your Credit Card Statement and your policy will remain in force until cancelled by you in writing.
- At the end of the 24 month period your outstanding balance will be paid off and your Credit Card Agreement will be terminated.

- You may pay off more than the fixed monthly amount at any time without penalty.
- At any time, you may repay the full amount owing and your Credit Card Agreement will be terminated immediately.

Details of the legal amendments to your existing Credit Card Agreement to allow for this are set out in Schedule 1 Part 2. You will be deemed to have accepted the above and the changes to your Credit Card Agreement if you have not repaid the balance in full on your Credit Card Account by the Termination Date(s).

### **Notice under Section 54 of the Consumer Credit Act 1995**

Your Credit Card Agreement with us will terminate on the Termination Date(s) or will be amended to allow for the above repayment option with all Credit Card Account benefits removed. In light of this, we are obliged to provide you with a specific notice under the Consumer Credit Act 1995. This is provided in Schedule 2 Part 2.

## 6. FIXED TERM DEPOSIT ACCOUNT(S) NEXT STEPS

### **How does this affect your Account(s)?**

Please note that there is no change to the terms and conditions of your Fixed Term Deposit Account(s).

There is no action required by you prior to the maturity date of your Fixed Term Deposit(s). On maturity, your account(s) balance will be held for you. You will receive a letter shortly in advance of maturity with details on how to arrange the transfer of these funds to an account to be nominated by you.

If you have previously selected to have your Fixed Term Deposit Account(s) automatically roll forward to a new Fixed Term Deposit facility, upon maturity of the existing term, this option will no longer be offered by Danske Bank.

If you wish to close your Fixed Term Deposit Account(s) prior to the maturity date(s), the breakage administration fee will be waived, and you will receive the amount paid in with interest earned to that date (net of any applicable taxes).

## 7. PERSONAL LOAN ACCOUNT(S) NEXT STEPS

### How does this affect your Account(s)?

Please note that there is no change to the terms and conditions of your Personal Loan Account(s) and obligations remain due and owing to Danske Bank. However, if your Personal Loan Account(s) is serviced by your Current Account(s) with Danske Bank, which will be closed on the Current Account Termination Date(s), you will need to make alternative arrangements to facilitate the regular repayments of your Loan(s).

As previously advised, Danske Bank have appointed Pepper Finance Corporation (Ireland) Limited trading as Pepper Asset Servicing ("Pepper") to service your Loan Account(s). This appointment will take place on 16 June 2014. From this date all day-to-day administrative services for your Loan Account(s) will be managed by Pepper. What do you need to do?

If you currently service your Danske Bank Loan(s) from a Current Account(s) with Danske Bank, you will need to complete a Direct Debit Mandate(s) providing alternative account details to continue to repay your Loan(s) in line with existing terms and conditions.

Your Current Account(s) will formally close on the Current Account Termination Date(s). From this date repayments to your Personal Loan Account(s) will cease unless you have a new Direct Debit Mandate in place.

If you do not make alternative repayment(s) arrangements your Personal Loan Account(s) may go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.

In order to provide the required alternative account details we request you complete and post the Direct Debit Mandate Form enclosed to Pepper, whose contact details are available on our website. You may download additional copies of the Direct Debit Mandate Form from our website at [www.danskebank.ie/pdf/2013/sepaddcoremandateloansnib.pdf](http://www.danskebank.ie/pdf/2013/sepaddcoremandateloansnib.pdf)

### Please be advised:

- You will need to return the completed Direct Debit Mandate Form to Pepper. Please allow 10 working days for processing of this form to your new bank and consider this with regards to your repayment schedule.

## 7. PERSONAL LOAN ACCOUNT(S) NEXT STEPS

- Our eBanking services will be terminated effective 1 December 2014. Following the termination of our eBanking services you will receive paper statements for your Personal Loan Account(s) by post.
- For information regarding historical statements for terminated Account(s) please refer to Section 9 of this Information Booklet.

## 8. MORTGAGE ACCOUNT(S) NEXT STEPS

### How does this affect your Account(s)?

Please note that there is no change to the terms and conditions of your Mortgage Account(s) and obligations remain due and owing to Danske Bank. You must ensure you continue to meet your repayment obligations on your Mortgage Account(s). If you currently make your Mortgage Account(s) repayments through a Danske Bank account (current or savings account) this will be closed on the applicable Termination Date(s) as set out in Your Account Schedule. You will need to ensure that you make alternative arrangements to facilitate repayment of your Mortgage Account(s) obligations.

As previously advised, Danske Bank have appointed Pepper Finance Corporation (Ireland) Limited trading as Pepper Asset Servicing ("Pepper") to service your Mortgage Account(s). This appointment will take place on 16 June 2014. From this date all day-to-day administrative services for your Mortgage Account(s) will be managed by Pepper.

### What do you need to do?

Your Current Account(s) and/or Savings Account(s) will close on the Applicable Termination Date(s) advised to you in Your Account Schedule. You should ensure you have a new direct debit mandate in place to facilitate repayment.

If you do not do this your Mortgage Account(s) may go into arrears. This may affect your credit rating which may limit your ability to access credit in the future.

In order to provide the required alternative account details we request you complete and post the Direct Debit Mandate Form enclosed to Pepper, whose contact details are available on our website. You may download additional copies of the Direct Debit Mandate Form from our website at [www.danskebank.ie/pdf/2013/sepaddcoremandateloansnib.pdf](http://www.danskebank.ie/pdf/2013/sepaddcoremandateloansnib.pdf)

## 8. MORTGAGE ACCOUNT(S) NEXT STEPS

### **Please be advised:**

- You will need to return the completed Direct Debit Mandate Form to Pepper. Please allow 10 working days for processing of this form to your new bank and consider this with regards to your repayment schedule.
- As previously advised, Danske Bank will no longer act as an intermediary or provide ongoing services for life assurance business in Ireland from 25 July 2014. Your life assurance policy will remain in place and there is no change to either the benefits or the premium on your policy as a result of this notice. With effect from 25 July 2014, Danske Bank will no longer have any role in the administration of your policy and will not provide any advice in relation to your policy. If you require advice in respect of your policy, for example in relation to continued suitability, you should contact an independent financial advisor. Where Danske Bank is the beneficiary under your policy or holds security over the benefit of your policy this will continue to be the case.

- If you have Mortgage Repayment Protector Insurance and you make your Payment Protection Insurance ("PPI") payments via standing order from a Danske Bank Account your existing standing order will be cancelled when your Danske Bank Current Account or Savings Account closes.

To continue your PPI cover, please complete a new standing order from your account with your new bank payable to Danske Bank.

If you do not create a new standing order, your PPI will lapse and your PPI cover will end when your premium payments are not made.

If you already make your PPI payments via standing order from an account with another bank you do not need to take any action.

## 9. eBANKING FOR TERMINATED ACCOUNT(S)

Please note there will be no immediate changes to how you view your statements in respect of periods prior to the Termination Date(s).

From the Termination Date(s) it will no longer be possible to view your Account(s) on eBanking. As your Account(s) will be closed, online transactions will no longer be permissible.

You will however be able to access bank statements for the period prior to your Account(s) Termination Date(s) via our eBanking service. To do this, visit our website at [www.danskebank.ie](http://www.danskebank.ie), log into your eBanking and click on your electronic mailbox.

You may view historic statements from the date your eBanking was activated up to a maximum of seven years. This service will remain viewable until 1 December 2014. Customers may download and save these statements to a hard-drive for future reference. eBanking services including view-only access will be discontinued from 1 December 2014.

## 10. IMPORTANT NOTICES

If you have a Personal Loan Account(s), Mortgage Account(s), Credit Card Account(s) or an overdraft on your Current Account(s):

**WARNING:** IF YOU DO NOT MEET THE REPAYMENTS ON YOUR CREDIT AGREEMENT, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT IN THE FUTURE.

If you have a Mortgage Account(s):

**WARNING:** YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

If you have a variable rate Mortgage Account(s):

THE PAYMENT RATES ON THIS HOUSING LOAN MAY BE ADJUSTED BY THE LENDER FROM TIME TO TIME.

If you have an endowment Mortgage Account(s):

**WARNING:** THERE IS NO GUARANTEE THAT THE PROCEEDS OF THE INSURANCE POLICY WILL BE SUFFICIENT TO REPAY THE LOAN IN FULL WHEN IT BECOMES DUE FOR REPAYMENT.

Early surrender of the insurance policy in respect of an endowment loan may result in a return to you which would be less than you have paid in premia and other charges.

# APPENDIX A. GLOSSARY OF PRODUCT CATEGORIES AND PRODUCT DESCRIPTIONS

PRODUCT CATEGORY	PRODUCT DESCRIPTION	CAN BE CLOSED ONLINE
Current Account(s)	Danske Easy Plus Account(s)	✓
	Danske Prestige Account(s)	✓
	Danske 24/7 Account(s)	✓
	Currency Current Account(s)	
Savings Account(s)	EasyPLUS Savings Account(s)	✓
	ECB Tracker Deposit Account(s)	
	ECB Tracker Deposit Series 2 Account(s)	
	eSaver Account(s)	✓
	Flexible Savings Account(s)	✓
	Instant Access Savings Account(s)	✓
	Interest Plus Account(s)	✓
	Junior Savings Account(s)	✓
	Midas Gold Savings Account(s)	✓
	Offset Savings Account(s)	
	Prestige Savings Account(s)	✓
	SSA Variable Rate Account(s)	

# APPENDIX A. GLOSSARY OF PRODUCT CATEGORIES AND PRODUCT DESCRIPTIONS

PRODUCT CATEGORY	PRODUCT DESCRIPTION	CAN BE CLOSED ONLINE
<b>Credit Card Account(s)</b>	MasterCard Gold	
	MasterCard Platinum	
	MasterCard Standard	
	Visa Gold	
	Visa Standard	
<b>Fixed Term Deposit Account(s)</b>	Fixed Term Deposit	
	SSA Fixed Term Deposit Account(s)	
	High Rate Fixed Account(s)	

# SCHEDULE 1

## PART 1 CURRENT ACCOUNT(S)

The amendments outlined below are the amendments which will be made to your Current Account Agreement with effect from the Termination Date(s). For clarity these amendments are included in the clause of the relevant Terms and Conditions:

### 1. General Terms and Conditions for All Products and Services (4 November 2013):

Clause	Text (showing amendments)
16.4	<p>We reserve the right to block (subject to our obligations under all applicable laws, regulations and regulatory requirements) use of a Payment Instrument by you (or a Nominated User) for: <u>(a)</u> objectively justified reasons related to the security of the Payment Instrument, the suspicion of unauthorised or fraudulent use of the Payment Instrument or, in the case of a Payment Instrument with a credit facility, a significantly increased risk that you may be unable to fulfil your liability to pay; <u>or (b) for any other valid reason.</u> If we do decide to block your Payment Instrument, unless prohibited by law, regulation or regulatory requirement, we shall notify you of this, where possible, before the Payment Instrument is blocked and at the latest immediately after, by any reasonable means we may select. We will unblock your Payment Instrument if the reasons for blocking cease to exist <u>[except if the Payment Instrument is blocked to facilitate the closure of your Account].</u> If you wish to apply for unblocking of your Payment Instrument please contact us.</p>

# SCHEDULE 1

## PART 1 CURRENT ACCOUNT(S)

### 2. Special Terms and Conditions for Fresh, Danske 24/7 Account, Danske Easy Plus Account, Danske Prestige Account (4 November 2013):

Clause	Text (showing amendments)
3.1	<p>Payments will be made from your Account provided they are authorised by you in a way agreed between us and there are sufficient funds in your Account or the payments are covered by an agreed overdraft facility or at our discretion an unauthorised overdraft as dealt with in clause 6 below. We reserve the right not to issue cheque books to the holders of Danske 24/7 or Fresh Accounts. <u>No payment or Payment Order (including a standing order or a direct debit) will be made from your Account. For the avoidance of doubt nothing in: (a) the remaining Clauses of these Special Terms and Conditions; (b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions; or (d) any other agreement you have with us in respect of the Account, shall infer that any Payment Orders (as defined in the General Terms and Conditions) or other payments can be made from your Account.</u></p>
3.2	<p>3.2 You can make payments from your Account by direct debit or standing order. In the case of a direct debit, receipt by us of a signed Direct Debit Mandate or such other documentation/information which we may in our discretion request will be your authorisation of a payment by direct debit. In the case of a standing order your signed instruction (in such form as we may specify) to set up the standing order shall be your authorisation of a payment by standing order. To avail of these Payment Services we will ask you to give us a Unique Identifier to enable us to identify each payee:</p>

# SCHEDULE 1

## PART 1 CURRENT ACCOUNT(S)

6.2	<p>Borrowing can be arranged by overdraft on your Account. The limit and interest rate, and any security required by us, will be a matter for discussion and arrangement with us. Arrangement or renewal fees may be charged for establishing/renewing an overdraft facility. Details of these charges will be provided at the time the facility is discussed. Interest rates can be varied in accordance with Clause 6 of the General Terms and Conditions.</p>
7.2 (new)	<p><u>7.2 We will write to you if you are moving to a repayment option to repay your overdraft providing details to help you identify any payments made and received on the Account. That communication will also set out the fixed monthly repayment due which will be fixed at approximately 4.7% of the outstanding balance on your Account overdraft (the “Fixed Repayment Amount”). You must pay by the date set out in that communication the Fixed Repayment Amount or any greater sum chosen. The Fixed Repayment Amount is payable every month until the balance on your Account is zero. Where such a communication is not received as intended, you shall ascertain the outstanding balance and Fixed Repayment Amount from us and pay the Fixed Repayment Amount and any arrears of payment. Notwithstanding this Clause, as per Clause 6.6 of these Special Terms and Conditions, we reserve the right to require immediate repayment at any time of all sums owing to us on your Account for any reason.</u></p>

# SCHEDULE 1

## PART 1 CURRENT ACCOUNT(S)

**7.3**  
**(new)**

7.3 For the avoidance of doubt, no Payment Orders (as defined in the General Terms and Conditions) or other payments can be made from your Account and any Payment Instrument (as defined in the General Terms and Conditions) issued in respect of your Account will be blocked. You remain liable for any sum outstanding on your Account and are required to pay the Fixed Repayment Amount and interest on the outstanding balance in accordance with Clause 7.2 of these Special Terms and Conditions. We also reserve the right to require immediate repayment at any time of all sums owing to us on your Account in accordance with Clause 6.6 of these Special Terms and Conditions. This Clause takes precedence over any contradictory terms in: (a) these Special Terms and Conditions; (b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions; or (d) any other agreement you have with us in respect of the Account.

# SCHEDULE 1

## PART 1 CURRENT ACCOUNT(S)

### 3. Special Terms and Conditions for MasterCard Debit Cards (4 November 2013):

Clause	Text (showing amendments)
2	<p>The Card <del>is</del> <u>was provided</u> for use in connection with an account maintained by us in your name (the "Card Account"). Any <del>The Card may have the following</del> <u>you hold will be blocked and no functionality</u> functions <del>not all of which may</del> <u>will</u> apply to your Card – <u>no Payment Orders (as defined in the General Terms and Conditions) or Transactions or other payments can be made with your Card.</u> <del>to make withdrawals from the Card Account in ATMs, to access PIN activated services, and to make payments from the Card Account for goods and services in selected electronic terminals (POS Terminals) and through certain internet sites operated by retailers.</del> <u>For the avoidance of doubt nothing in: (a) the remaining Clauses of these Special Terms and Conditions; (b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions; or (d) any other agreement you have with us in respect of the Account, shall infer that any Payment Orders (as defined in the General Terms and Conditions) or Transactions or other payments can be made from your Account.</u> The term Transaction(s) where used in these Special Terms and Conditions includes where the Card is used: in an ATM, through the internet, in POS Terminals, or in any other way <u>permitted by us</u>.</p>
4	<p>4. A PIN may be issued for use in conjunction with the Card to authorise payment in ATMs, to pay for goods and services at POS terminals and to access other PIN activated services. Outside of Ireland the Card can be used in any ATM displaying the appropriate MasterCard or Cirrus symbol.</p>

# SCHEDULE 1

## PART 2 CREDIT CARD ACCOUNT(S)

The amendments outlined below are the amendments which will be made to your Credit Card Agreement with effect from the Termination Date(s). For clarity these amendments are included in the clause of the relevant Terms and Conditions:

### 1. General Terms and Conditions for All Products and Services (4 November 2013):

Clause	Text (showing amendments)
16.4	<p>We reserve the right to block (subject to our obligations under all applicable laws, regulations and regulatory requirements) use of a Payment Instrument by you (or a Nominated User) for: <u>[a]</u> objectively justified reasons related to the security of the Payment Instrument, the suspicion of unauthorised or fraudulent use of the Payment Instrument or, in the case of a Payment Instrument with a credit facility, a significantly increased risk that you may be unable to fulfil your liability to pay; <u>or [b] for any other valid reason</u>. If we do decide to block your Payment Instrument, unless prohibited by law, regulation or regulatory requirement, we shall notify you of this, where possible, before the Payment Instrument is blocked and at the latest immediately after, by any reasonable means we may select. We will unblock your Payment Instrument if the reasons for blocking cease to exist <u>[except if the Payment Instrument is blocked to facilitate the closure of your Account]</u>. If you wish to apply for unblocking of your Payment Instrument please contact us.</p>

## SCHEDULE 1

### PART 2 CREDIT CARD ACCOUNT(S)

#### 26.3

Where there are transactions on an Account in respect of which one of the Bank's Credit Cards has been issued we will in normal course send a regular statement of account to the Principal Cardholder (as defined in the Special Terms and Conditions for Danske Bank Credit Card) and where applicable, regular advices on any charges. That statement will provide details to help you identify any payments made and received on the Account. That statement will also set out the fixed monthly repayment due which will be fixed at approximately 4.8% of the outstanding balance on your Account (the "Fixed Repayment Amount"). The Principal Cardholder must pay within twenty-eight days of the date of that statement the ~~minimum sum~~ Fixed Repayment Amount due as specified in that statement or any greater sum chosen. ~~The minimum sum will be the outstanding balance shown on the statement if less than €6 or the greater of €6 or 3% - 5% (depending on your card agreement) of the outstanding balance shown. Any arrears and any amounts by which the balance shown exceeds the credit limit must also be paid. Non-receipt of any statement must be advised promptly and the Principal Cardholder shall retain and reconcile records of purchases and advances.~~ Where such a statement is not received as intended, the Principal Cardholder shall ascertain the outstanding balance from such records or from our Credit Card Services Department and pay ~~any~~ the Fixed Repayment Amount by which the balance exceeds the credit limit together with 3% - 5% (depending on your card agreement) of the outstanding balance and any arrears of payment.

# SCHEDULE 1

## PART 2 CREDIT CARD ACCOUNT(S)

### 2. Special Terms and Conditions for Credit Cards (4 November 2013):

Clause	Text (showing amendments)
2.1	<p>A card ("Card") supplied by us to the Principal Cardholder or to any Additional Cardholder and, as applicable, the related PIN issued or selected for use with the Card and electronic chip or the password ("Password") (if any) chosen by a Cardholder for use with a Card <del>may</del> <u>will</u> be used by the Cardholder by such means as we accept in each case, whether by presenting the <del>blocked and no functionality will apply to your Card or Password, by signed voucher, by entering-</del> <u>no Payment Orders (as defined in the PIN, by telephone, by transferring electronic data on the internet</u> <del>General Terms and Conditions)</del> or otherwise to <del>authorise transactions ;or other payments ;direct debits</del> <u>can be made with your Card or Password. For the avoidance of doubt nothing in: (a) the remaining Clauses of these Special Terms and recurring</u> <del>Conditions;</del> <u>(b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions;</u> or (d) any other agreement you have with us in respect of the Account, shall infer that any Payment Orders (as defined in the General Terms and Conditions) or transactions or other payments can be made from your Account (as defined below).</p>
6	<p><u>6.1</u> The credit limit on the Account will be set by us at our sole discretion. We may at our discretion vary the credit limit at the request of the Principal Cardholder or otherwise and subject to the provisions of applicable laws, regulations and regulatory requirements. Any variation so made will be confirmed in writing.</p>

# SCHEDULE 1

## PART 2 CREDIT CARD ACCOUNT(S)

<p><b>[New]</b> <b>6.2</b></p>	<p><u>6.2 No payment or Payment Order (including a standing order or a direct debit) will be made from your Account. For the avoidance of doubt nothing in: (a) the remaining Clauses of these Special Terms and Conditions; (b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions; or (d) any other agreement you have with us in respect of the Account, shall infer that any Payment Orders (as defined in the General Terms and Conditions) or other payments can be made from your Account.</u></p>
<p><b>7.1</b></p>	<p>Interest is charged to the Account monthly and is calculated on a daily basis. Interest is debited to the Account monthly in arrears. The rate may be varied by us in <del>response to market conditions</del> in accordance with Clause 6 of the General Terms and Conditions. Interest rate variations may result in Annual Percentage Rate (APR) variations.</p>
<p><b>[New]</b> <b>7.3</b></p>	<p><u>7.3 For the avoidance of doubt, no Payment Orders (as defined in the General Terms and Conditions) or other payments can be made from your Account and any Card or Payment Instrument (as defined in the General Terms and Conditions) issued in respect of your Account will be blocked. You remain liable for any sum outstanding on your Account and are required to pay the Fixed Repayment Amount and interest on the outstanding balance in accordance with Clause 10.1 of these Special Terms and Conditions. This Clause takes precedence over any contradictory terms in: (a) these Special Terms and Conditions; (b) any other Special Terms and Conditions applicable to your Account or the benefits on your Account; (c) the General Terms and Conditions; or (d) any other agreement you have with us in respect of the Account.</u></p>

## SCHEDULE 1

### PART 2 CREDIT CARD ACCOUNT(S)

#### 10.1

Where there are transactions on an Account in respect of which a Card has been issued wWe will in normal course send a regular statement of Account to the Principal Cardholder and where applicable, regular advices on any charges. That statement will provide details to help you identify any payments made and received on the Account. That statement will also set out the fixed monthly repayment due which will be fixed at approximately 4.8% of the outstanding balance on your Account [the "Fixed Repayment Amount"]. The Principal Cardholder must pay within twenty-eight days of the date of that statement the minimum sum Fixed Repayment Amount due as specified in that statement or any greater sum chosen. The minimum sum will be Fixed Repayment Amount is payable every month until the outstanding balance shown on the statement if less than €6 or the greater of €6 or 3%-5% (depending on your card agreement) of the sum of the current balance less the outstanding balance shown. Any arrears and any amAccounts by which the balance shown exceeds the credit limit must also be paid. Non-receipt of any statement must be advised promptly and the Principal Cardholder shall retain and reconcile records of purchases and Advances is zero. Where such a statement is not received as intended, the Principal Cardholder shall ascertain the outstanding balance from such records or from our Credit Card Services Department and pay any the Fixed Repayment aAmount by which the balance exceeds the credit limit together with 3%-5% (depending on your card agreement) of the sum of the current balance less the outstanding balance and any arrears of payment.

# SCHEDULE 1

## PART 2 CREDIT CARD ACCOUNT(S)

**23**

If a Cardholder is outside the Republic of Ireland and his/her Card is lost, stolen or ceases to function properly, we will on the request of that Cardholder, use our best endeavours to issue an emergency Card or emergency cash to him or her, if it is reasonably feasible to do so. An emergency Card or emergency cash can be requested by telephoning the applicable number listed at (i) to (iv) in Clause 14. We will use our best endeavours to provide an emergency Card or emergency cash within 48 hours of contact from the Cardholder but we do not guarantee this, and we accept no liability for any injury, loss or damage caused by any delay or failure in doing so. An emergency Card will not be issued with a PIN and your existing PIN will not function with it. Any emergency Card will be valid for a maximum period of three months from the date of issue and the Cardholder will be issued with a replacement Card as soon as possible. We will make a charge for issuing an emergency Card or emergency cash which will be debited to your account.

## SCHEDULE 2

### PART 1 CURRENT ACCOUNT(S)

#### **Notice under section 54 of the Consumer Credit Act 1995**

Pursuant to:

1. Condition 3, 4, 6, 11.1, 11.6 and 16.4 of the General Terms and Conditions for All Products and Services;
  2. Condition 3.1, 6.2, 6.6, 7.1, 7.2 and 7.3 of the Special Terms and Conditions for Current Accounts; and
  3. Condition 2 of the Special Terms and Conditions for MasterCard Debit Cards:
    - As of the Termination Date(s), your Current Account and related cards will be permanently blocked. Any direct debits or payment authorities you may have on your Current Account(s) will be cancelled. You should not attempt to use your related card(s) as it will not be accepted.
    - By the Termination Date(s), you must repay all amounts owing under your Current Account(s).
- Once all such amounts are repaid, your Current Account(s) will be closed and your Current Account Agreement with us will be terminated.
  - If all amounts owing are repaid by the Termination Date(s), we will terminate your Agreement with us.
  - If you do not repay all amounts owing by the relevant Termination Date(s), we may take legal steps after the Termination Date(s) to enforce our rights to repayment under the above clauses of the Current Account Agreement.
  - If an alternative arrangement is put in place and is not adhered to we may take legal steps after the Termination Date(s) to enforce our rights to repayment under the above clauses of the Current Account Agreement.

## SCHEDULE 2

### PART 2 CREDIT CARD ACCOUNT(S)

#### **Notice under section 54 of the Consumer Credit Act 1995**

Pursuant to Condition 3, 4, 6, 11.1, 11.6, 16.4 and 26.3 of the General Terms and Conditions for All Products and Services and Condition 2.1, 6.1, 6.2, 7.1, 7.3, 10.1, 18.1 and 18.2 of the Special Terms and Conditions for Credit Cards:

- As of the Termination Date(s), your Credit Card Account and related cards will be permanently blocked and your credit limit reduced in line with the balance on your Credit Card Account(s). Any direct debits or payment authorities you may have on your Credit Card Account(s) will be cancelled. You should not attempt to use your related card(s) as it will not be accepted.
- By the Termination Date(s), you must repay all amounts owing under your Credit Card Account(s).
- Once all such amounts are repaid, your Credit Card Account(s) will be closed and your Credit Card Agreement with us will be terminated.
- If all amounts owing are repaid by the Termination Date(s), we will terminate your Agreement with us.
- If you do not repay all amounts owing by the relevant Termination Date(s), we may take legal steps after the Termination Date(s) to enforce our rights to repayment under the above clauses of the Credit Card Agreement.
- If an alternative arrangement is put in place and is not adhered to we may take legal steps after the Termination Date(s) to enforce our rights to repayment under the above clauses of the Credit Card Agreement.

Danske Bank A/S (trading as Danske Bank) is authorised by The Danish FSA in Denmark and is regulated by the Central Bank of Ireland for conduct of business rules.

[www.danskebank.ie](http://www.danskebank.ie)