



22nd November, 2021

Your Ref: HD/A OS.

Waterford City and County Council,
City Hall,
The Mall,
Waterford.

Dear Honor,

Thank you for your letter concerning the driver testing service in Waterford City and County. During recent months progress has been made in reducing waiting times. In the driving test centres in Waterford City and County those customers awaiting a car test are experiencing wait times on average of about ten weeks. As with all test centres where application volumes increase we assign resources temporarily from other centres to manage such peaks in demand.

Yours sincerely,

Breda Harney *Breda Harney*
Driver Testing Section



Dungh/Lismore

Angela O'Shea

Subject: FW: Attention Honor Dunphy - Bank of Ireland Branches Waterford

From: Contact User <contact@waterfordcouncil.ie>
Sent: Thursday 25 November 2021 11:37
To: Honor Dunphy <hdunphy@waterfordcouncil.ie>
Subject: FW: Attention Honor Dunphy - Bank of Ireland Branches Waterford

From: Kelly, Gavin <Gavin.Kelly@boi.com>
Sent: Thursday 25 November 2021 11:33
To: Contact User <contact@waterfordcouncil.ie>
Subject: Attention Honor Dunphy - Bank of Ireland Branches Waterford
Classified as Private (Amber)

Dear Ms. Dunphy,

Thank you for your letter to our Group CEO Francesca McDonagh on behalf of Waterford City and County Council and the Dungarvan Lismore District concerning the future use of the former branch buildings in Waterford. Francesca asked me to respond to you on her behalf.

In regards to your query on the retention of ATM's at the three branch locations I can confirm that when the Bank of Ireland branches in Ardkeen, Kilmacthomas and Lismore closed this included the decommissioning of the ATMs. I understand the concerns about our recent changes and while we have kept our branch network largely unchanged over the past decade, we've now reached a tipping point in customer preference between online and offline banking. Right across our network we have seen a sharp decline in branch counter transactions, footfall, ATM lodgements and withdrawals, and cash and cheque usage. A comparison of customer behaviour between 2017 and 2021 shows branch counter transactions declined by 47% and ATM cash withdrawals are down 48%. In contrast, digital banking and contactless payments continue to grow strongly.

However, our new partnership with An Post currently offers a range of local banking services at over 923 post office locations around Ireland, including locations right across Waterford City and County. Services at An Post locations include cash and cheque lodgements and withdrawals with An Post locations operating during normal opening hours including a half day on Saturdays. Many retailers also allow customers to request cashback when using their Debit Card to make a purchase. I also understand that there are also alternative ATMs located in the three named town at various locations.

In relation to your queries concerning our three branch buildings in Ardkeen, Kilmacthomas and Lismore – Ardkeen is a leased property and our intention is to begin the process of subletting the lease early next year. Following the closure of our Kilmacthomas and Lismore branches it is our intention to offer the buildings for sale. We have recently appointed Sherry Fitzgerald to manage this sales process which will commence shortly for Kilmacthomas and early next year for Lismore. In many areas around the country we have received expressions of interest from local groups and other Councils interested in purchasing our former branch buildings. We would be more than happy to engage with Waterford City and County Council on any potential purchase of our buildings. We will, of course, continue to maintain and secure all of our buildings up to the time of change of ownership.

If you have any further queries please do not hesitate to get in touch.

Best regards,
Gavin

Gavin Kelly (pronouns: he/him)
CEO - Retail Ireland
Retail Ireland
