

Ms Honor Dunphy  
Meetings Administrator  
Waterford City and County Council  
City Hall  
The Mall  
Waterford

30 April 2021

Dear Ms Dunphy,

Thank you for your letter of 15 April 2021 on behalf of the Comeragh District of Waterford City and County Council in relation to our service changes in Kilmacthomas.

While I understand the disappointment at these changes, it is important to say that we didn't take this decision lightly. We carried out a very thorough analysis and review of our services which included branch usage, the growth in online banking, and the range of services we can offer through the post office network.

The trend towards digital banking has been evident for more than a decade, and this trend has been accelerating since 2017. Given the clear changes that we are seeing in customer behaviour we are not in a position to change our approach in relation to these branch closures. However, our partnership with An Post will mean customers will be able to access cash services through the An Post network. On average, there is a post office less than 500 metres from each closing Bank of Ireland branch. Post offices have the capacity to manage cash (for both lodgement and withdrawal) on behalf of personal and business customers, and offer longer operating hours and Saturday opening.

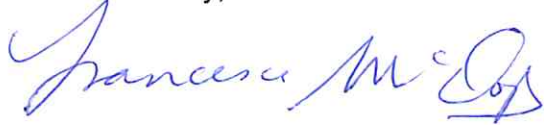
Bank of Ireland will continue to operate 169 branches nationwide, and combined with the post office network our customers will be able to bank at more than 1,000 locations across the country. Our experience is that our customers value the proximity of the local post office. We have a similar arrangement in Northern Ireland where 52% of counter services provided to Bank of Ireland customers are now done at a local post office.

We have ongoing contact with a range of stakeholders including customers, colleagues, and staff representative bodies in relation to these changes. We will be writing to all of our customers over the coming period – and well in advance of these closures – to give them all of the information they need including details on the services which will be available at their local post office. We are also planning to engage directly with vulnerable customers. They will receive a call from their new branch to welcome them and to talk through any challenges they may face. Bank of Ireland also has a dedicated Freephone number (1800 946 146) open to vulnerable customers and carers to assist them with their banking needs.

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Bank of Ireland is committed to Waterford. These changes will allow us to invest in our other four branches in the county as well as constantly improving our digital services. We will also continue to work with community groups through initiatives such as Begin Together, our three-year €4 million investment programme providing funding for community-focused initiatives across the island of Ireland.

Yours sincerely,



Francesca McDonagh