



Your AIB newsletter **Northern Ireland**

Welcome to the Summer edition of your AIB Newsletter



We continue our Work with Trees on the Land to plant 10 trees on our customers behalf for every green mortgage drawdown. The project works to establish young native trees at sites across the Republic of Ireland and Northern Ireland, and to date over a million trees have been planted which includes woodland trees, hedgerow, coppice and apple trees (our fruit trees are for the local communities to enjoy!)

Our latest planting is at Lime Park. This brilliant community project is host to a range of community and sporting events including The Causeway Giants, American football club and regular park runs. In consultation with the local community, there are plans to further develop the land for the benefit of local people, visitors and the local dogs who seem to enjoy it so much!

Supporting sustainable communities



At AIB, we're committed to empowering a sustainable future, reducing our carbon footprint and supporting our customers to do the same.

It has been a privilege to once again support MRP Investment & Development and McAleer & Rushe on the construction of the most significant new office building in Leeds City Centre, which places sustainability at the heart of its operations. With an 'Excellent' BRE AAM accreditation, City Square House building is fully electric powered, has a smart management system, as well as electric vehicle and e-bike charging facilities.

Paddy McGuigan, UK Manager, Commercial Real Estate at AIB said: "It's a privilege to have been the banking partner to our long-standing client MRP as they continue to showcase the benefits of sustainable, high spec

commercial spaces for cities. AIB has supported MRP on a local and national level, and it's great to see the organisation drive best-practice in sustainable built environment through show stopping developments like City Square House."

Sustainability is at the heart of the AIB Group strategy as it seeks to protect our people, our prosperity and our planet from the devastating impact of climate change by reducing its own carbon footprint and supporting our customers to do the same. AIB's purpose is empowering people to build a sustainable future, with an ambition that 70% of new lending will be green or transition by 2030. It is progressing that goal through the deployment of the €30 billion Climate Action Fund and through its new Climate Capital segment, which will focus on established renewable technology in North America, the UK and Europe.

Stopping paper statements and updating your details

Going paperless and receiving communications by email is convenient and protects the planet for future generations.

We'll text you to let you know when your next e-Statement is ready to view wherever and whenever you need through Online Banking and our Mobile App using your laptop, desktop, tablet, or your mobile. You can save your statements on your PC, laptop or phone. Your e-Statement will open in a new window as a PDF depending on the device you are using select the 'save' option and then choose where on your device you want to save it.

1. Paperfree in 4 Easy Steps

- Step 1. Log into Online Banking
- Step 2. Choose 'Statements & Fees' from the 'Accounts' menu
- Step 3. Select the 'X' beside the account you wish to stop paper statements for or select 'Stop all paper statements' and follow the on-screen instructions
- Step 4. Confirm your mobile number

You can switch your paper statement back on by calling us on 0345 793 0000, log in and choose option zero (0). Please note some providers may

charge for this call. We are available between 09:00 – 17:00 Monday to Sunday (including Bank Holidays).

2. Update your details to receive email: Update your email address easily and quickly:

- In AIB (NI) Mobile App - under 'Services' > 'Profile'
- In Online Banking - under 'Services & Settings' > 'My Details'

3. Not registered for Mobile and Online Banking: Getting started is just a phonecall away!

You can register now and start to use the service within a few minutes. Simply call Phoneline Banking on 0345 793 0000, press hash (#) and one of our Customer Service Advisers will be happy to help you. Our advisers are available between 09:00 – 17:00 Monday to Sunday (including Bank Holidays) and will register you and activate the service for you while you are on the phone.

They will also talk you through how to use the service and order you a card reader if you plan to complete transactions or services that require these.

Save the date

Save the date for our 8th annual AIB Sustainability Conference on 25th November 2024. We will be joined by global and local experts for panel discussions, expos, and more!

Plus an exciting line-up of headline speakers.

Find out more and register at aibsustainabilityconference.ie.



AIB welcomed Belfast Pride

Our AIB inclusion and diversity networks offer year-round support and education for our colleagues while fostering allyship. Last month, our AIB Northern Ireland LGBTQIA+ colleagues, allies, friends and families were excited to join the Belfast Pride March on 27th July.



2024 AIB Community Fund

It's fantastic to see how everyone comes together to support Charities in their local communities. Thank you for your nominations for the AIB €1 million Community Fund. We had a fantastic response from you, the public and our colleagues with a huge number of nominations this year. The shortlisting process is now underway and we will announce awardees in September.



How we support communities

Be it volunteering, fundraising or getting involved with our Community Partners, everyone in AIB Group is committed to making a positive contribution to the communities in which we operate. We know that when we come together, we can make a meaningful difference, so we're pledging to support, educate, and learn from and empower our communities.

To support our people in supporting their communities, each employee can apply for an annual donation to their fundraising event and take two days' annual volunteering leave to provide support on the ground.



A team from AIB (NI) recently took the opportunity to use their volunteering day to help out with the Ulster Wildlife at the Bog Meadows, Nature Reserve in Belfast.

Be Fraud Aware

We want to help you understand more about how to protect yourself and your bank account from fraud.

Fraudulent texts:

Criminals can make fake text messages look like they come from us. They can even insert these fake messages into genuine text conversations we are having with you.

One way of spotting a scam is that our web address will have .co.uk at the end. If it has any other ending like .com, it is definitely a scam.

Be careful and never click a link in a text message - even if it appears to be part of a conversation with us. We don't put links into our text messages.

Fraudulent phone calls:

Criminals can call you pretending to be us. They can even mimic our phone number. But remember:

We will never text you a One Time Passcode to cancel a transaction.

We will never ask you to get a code from your Card Reader to cancel a transaction.

We will never ask you not to log back into your account.

You should not share a One Time Passcode code or Card Reader code with anyone if you get an unexpected call or text message, whoever they say they are, **even if they say they are from our fraud team.**

We will never call you to ask for a code we have sent to you, or to ask why you didn't complete the process in the text message.

These codes are the way to make money leave your account. Never share them with anyone including bank staff

Remember: AIB staff including those working in our Fraud teams will **NEVER** ask you for security information, or for you to transfer money out of your account in any of our email, phone or text communications.

If you do receive an email or a phone call that claims to be from AIB and asks you for personal information or to take urgent action, **please do not respond, do not follow the instructions and report it to** alert@aib.ie or call 028 9034 6034 (8.30am to 5pm Monday to Friday, including bank holidays). We may record your call and there may be a charge from your service provider to call us.

For more security advice and pointers on how to protect yourself from Fraud, do refer to the Government '[scamwiseNI](#)' and '[TakeFive](#)' initiatives, and to the list of AIB contact telephone numbers on our secure website www.aibni.co.uk.



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