

Terms of Business

These Terms of Business should be read in conjunction with RaboDirect's Terms and Conditions on our website www.rabodirect.ie

1. General information in relation to RaboDirect

1.1 Our legal name, trading name and our group

RaboDirect is part of Co-Operatieve Centrale Raiffeisen-Boerenleenbank B.A. ("Rabobank") which is licensed by the Dutch Central Bank. RaboDirect is a registered business name in Ireland of Rabobank, and the conduct by RaboDirect of its business in Ireland is also subject to the supervision of the Financial Regulator.

1.2 Our address and contact details

RaboDirect's Customer Contact Centre is based in Rabobank International Dublin Branch, Charlemont Place, Dublin 2. RaboDirect is an internet bank. RaboDirect's website is www.rabodirect.ie. You can telephone RaboDirect with questions on 1850 88 22 22, and RaboDirect's staff are available from 8a.m. to 7p.m., Monday to Friday, to answer your calls. You can also e-mail RaboDirect at info@rabodirect.ie.

2. What services does RaboDirect provide?

RaboDirect offers low cost, high performing savings and investment options online as an execution-only intermediary. These include savings accounts with attractive rates of interest, term deposits, a selection of top investment funds, and personal retirement savings products (in conjunction with Zurich Life).

3. What charges are imposed directly by RaboDirect?

Opening an on line deposit account directly with RaboDirect via our website is free. You pay no maintenance costs, and if you want to close your savings account at a later date you won't have to pay any fee for this. Interest rates can be found on our website www.rabodirect.ie.

4. What is RaboDirect's policy in relation to conflicts of interest?

RaboDirect's policy is to ensure that potential conflicts of interest between you and RaboDirect, or between you and RaboDirect's employees, are avoided. If a conflict of interest cannot be avoided, RaboDirect shall ensure that you are treated fairly and made aware of any such conflicts.

5. What complaints procedure does RaboDirect operate?

RaboDirect's complaints procedure is available on the RaboDirect website at <http://www.rabodirect.ie/help/complaints/default.aspx>.

6. Deposit and investor protection

In accordance with Irish and EU law, Rabobank is a member of the Dutch Deposit Guarantee System, implemented by the Financial Supervision Act, 2007, which guarantees the interests of account holders, and applies to deposits in current and savings accounts. Under the Deposit Guarantee Scheme, if Rabobank is unable to meet its obligations to repay a customer's balance, the customer is guaranteed to be repaid 100% of the first €100,000 of his balance. In the case of a joint account, the maximum amount of €100,000 set out above applies to each joint account holder.

Rabobank is also a member of the Dutch Investor Compensation System which provides for compensation of up to €20,000 per person. Further details in relation to each of these schemes are available on request.