



RaboDirect Terms of Business

On 21st February 2018, RaboDirect announced that following a review of its business a decision had been taken to withdraw from the Irish marketplace on 16th May 2018.

These Terms of Business will apply up to 16th May 2018 and should be read along with the RaboDirect Terms and Conditions for your account(s). You can find them on www.rabodirect.ie. The RaboDirect Terms and Conditions will cease to have effect once your accounts are closed.

1. General information about RaboDirect

Legal details

RaboDirect is a trading name of Coöperatieve Rabobank U.A. Coöperatieve Rabobank U.A. is a co-operative bank, which is incorporated in The Netherlands and registered with the Netherlands Trade Registry of the Chamber of Commerce and Industries under number 30.046.259. Coöperatieve Rabobank U.A. is known internationally as the Rabobank Group. The Rabobank Group head office is located at Croeselaan 18, 3521 CB Utrecht, The Netherlands.

Contact details

Our website address is www.rabodirect.ie

Our Dublin office is located at George's Dock House, 2 George's Dock, IFSC, Dublin 1, D01 H2T6. Our Freepost address can be used within the Republic of Ireland:

RaboDirect
FREEPOST F4006
PO Box 10152
Dublin 2

You can call us with questions on 1850 88 22 44 (or +353 1 65 99731). Our Customer Care Team are happy to help you out, Monday to Friday from 8am to 7pm.

You can also send an e-mail to: info@rabodirect.ie or business@rabodirect.ie

Authorisation

Coöperatieve Rabobank U.A., trading as RaboDirect, is licensed by the Dutch Central Bank ('De Nederlandsche Bank') in the Netherlands and is regulated by the Central Bank of Ireland for conduct of business rules.

Codes of conduct

RaboDirect is subject to the Consumer Protection Code 2012 and the Minimum Competency Code 2011, from the Central Bank of Ireland, which offer protection to consumers. These Codes can be found on the Central Bank of Ireland's website <http://www.centralbank.ie>

2. What regulated activities does RaboDirect provide?

For personal and business customers RaboDirect offers online deposit accounts, including on-demand savings, notice saver and term deposit accounts. As set out above, a decision was taken to fully withdraw from the Irish marketplace on 16th May 2018. Accordingly, for all accounts that remain open at 16th May 2018, RaboDirect will initiate the closure of those accounts on 17th May 2018 and the proceeds of these accounts will be held by Rabobank Dublin pending collection. No interest will accrue or be payable on the funds following closure of the accounts and pending repayment of the funds.

RaboDirect also offers Personal Retirement Savings Accounts ('PRSA') provided by Zurich Life Assurance plc. Please note, a decision has been taken to withdraw the PRSA service on 26th March 2018.

We're execution only at RaboDirect; that means we don't offer advice to customers, you ultimately make the decision about how you want to save or invest your money.

3. What charges are imposed by RaboDirect?

RaboDirect does not apply any charges in relation to the opening or maintenance of a RaboDirect on demand savings or notice saver account for personal or business customers.

From 21st February 2018, no break cost will apply on the early closure of a RaboDirect Term Deposit Account for personal or business customers. RaboDirect has written to all Term Deposit customers with regard to the closure of their accounts.

With the PRSA product from Zurich Life there are no charges for initial transfers from other pensions received into your PRSA, if you suspend or lower the amount of your contributions to the PRSA, or if you terminate and transfer funds out of your PRSA. You will pay fees on any regular or once-off contributions to your PRSA. The fees vary between 2.0% and 3.5% depending on the value of the contribution. An annual management fee of 1% of the value of your PRSA is also payable to the provider. Full details of all our charges are included in our Fees and Charges Schedule on the RaboDirect website.

4. What is RaboDirect's policy in relation to personal data?

Confidentiality is a big priority for us. Personal data provided by you to RaboDirect is treated in accordance with the highest standards of security and confidentiality and Data Protection legislation. We collect personal data to allow us to administer products and services to you and for regulatory purposes such as the prevention and detection of fraud.

As a customer, you have the right to access the personal data that RaboDirect has collected about you and to have any errors corrected. To exercise these rights please send us a written request (signed and dated) to RaboDirect, FREEPOST F4006, PO Box 10152, Dublin 2.

We collect statistical data about visitor activity on the RaboDirect.ie website by using cookies. Cookies are used to identify visitors, where they come from, the date and time of the visit, the number of pages viewed and exit pages and navigation patterns. This information is used to compile statistics that add to development of our online functionality and marketing campaigns. Unless you have indicated otherwise, our system will issue cookies to your computer when you log on to the site for the first time. You can set up your computer to reject cookies, but this may

affect the use of certain features on our site. Details on how to manage cookies on your device are explained on the Cookies page on our website.

We may record telephone conversations for staff training, to offer you additional security, resolve complaints and improve our service.

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

RaboDirect has a policy to ensure that potential conflicts of interest between you and RaboDirect, between you and RaboDirect's employees or between RaboDirect and significant suppliers or business partners 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.

6. What action or remedies are available if a customer defaults?

RaboDirect will if necessary, exercise its legal rights to recover any monies due to it from customers for financial facilities/products. We and/or product providers for whom we act may withdraw benefits or cover on default of any monies due under any facilities/products arranged for your benefit.

In accordance with the applicable RaboDirect Terms and Conditions in addition and without limiting any other right of set off we may have, we may set off any credit balance on any account held by you (whether it is a joint account or not, and without limitation as to the type of account) against any obligation (whether or not matured) incurred by you to us, regardless of the place of payment or currency.

7. What is RaboDirect's complaints procedure?

Should you wish to make a complaint, you may do so by telephone, post or email using our contact details listed on the first page of this Terms of Business

We will acknowledge your complaint within five working days of receiving it, and let you know who is looking after your complaint and their contact details. We will keep you informed in writing regarding the progress of our investigation of your complaint at intervals of not greater than 20 business days from the date your complaint was made. If we cannot resolve your complaint within 40 Business Days, we will advise you of when we expect to resolve it. We will issue you with a formal response outlining the findings of our investigation and the appropriate action we will take to address your complaint. Some complaints can be resolved quickly, others may take more time to investigate.

If you are not satisfied with our handling of the complaint or with the outcome of our investigation, we would hope that you would let us know immediately. We will always do our very best to satisfy our customers but if you feel we have failed to do so, you are entitled to refer the matter to the:

Financial Services Ombudsman
3rd Floor Lincoln House
Lincoln Place
Dublin 2

Telephone (01) 6620899 Fax (01) 6620890

Website: www.financialombudsman.ie

8. Is RaboDirect a member of a statutory compensation scheme? Dutch Deposit Guarantee Scheme

Coöperatieve Rabobank U.A. is a member of the Dutch Deposit Guarantee Scheme, which is operated by the Dutch Central Bank ('De Nederlandsche Bank'). The Dutch Deposit Guarantee Scheme protects deposits in our Current Accounts, Savings Accounts, Notice Saver 30, Notice Saver 90 and Term Deposit Accounts made by personal customers and business customers in general with Coöperatieve Rabobank U.A. Under the Dutch Deposit Guarantee Scheme, if Coöperatieve Rabobank U.A. is unable to meet its obligations to repay a customer's balance, personal customers and business customers in general are guaranteed to be repaid 100% of the first €100,000 of that customer's total balance deposits held. In the case of a joint account, the maximum amount of €100,000 set out above applies to each joint account holder.

Further information on the Dutch Deposit Guarantee Scheme, including any exclusions and the conditions for reimbursement, can be found on the Dutch Central Bank Website <https://www.dnb.nl/en/supervision/public-register/WFTDG/index.jsp> and also on <https://wwwstg-rabobank-com.rabonet.com/en/float/dgs/index.html>

These Terms of Business are effective as at 21st February 2018.