



Private Banking

Private Banking User Guide

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Welcome to Private Banking

Ulster Bank believes in helping you get the most from life, so with that in mind we have designed Private Banking to help you manage your personal banking when and where you want, leaving you free to focus on the things that really matter.

Private Banking is a return to 'traditional banking'. To enable us to do this, you will have your own Relationship Manager who you can contact for professional financial support and assistance, whenever you need them. Although they will be your primary point of contact you will also have a Relationship Assistant, who can take care of specific day-to-day banking tasks for you.

Private Current Account

Besides access to the skills of your Relationship Manager and Relationship Assistant, the Private Current Account offers a branded cheque book and contactless serviceCARD.

ufirst Private Current Account

A ufirst Private Current Account goes far beyond what a normal current account offers. ufirst Private offers a number of benefits designed to make life easier.

Please visit **www.ufirstaccount.ie** to see the full range of benefits available.

The benefits of our exclusive Private Current Accounts

PRIVATE CURRENT ACCOUNT

The Private Current Account offers you a branded chequebook and contactless serviceCARD as well as the expertise of your very own dedicated Relationship Manager and a dedicated support team. They will reduce, as far as possible, the time you need to spend dealing with money matters.

As a Private Current Account customer, you will also have access to the benefit of a Private Reserve Savings Account which offers instant access to your funds and a tailored rate of interest.

Customers will pay a €36 per month fee for the Private Relationship service provided to customers of Ulster Bank Private Banking charged via their Private Current Account. There is no additional fee for the Private Current Account.

Terms and conditions apply, please refer to our Personal Banking Terms and Conditions which is available from your Relationship Manager, in our branches or on our website at www.ulsterbank.ie

The benefits of our exclusive Private Current Accounts

UFIRST PRIVATE ACCOUNT

With our premium current account, ufirst Private, not only are you entitled to your very own dedicated Relationship Manager and a support team as well as a host of banking benefits, you can also benefit from other lifestyle and protection benefits.

Once you've become a ufirst Private member, you'll receive your ufirst Private membership card within 10-14 days. In most cases, simply opening your ufirst Private account is all you need to do to enjoy the benefits of your membership. For others, you may need to contact your Relationship Manager, log on to our members' website at www.ufirstaccount.ie or call our ufirst Private membership services on 1890 825 125 or from outside the Republic of Ireland call 00 44 2392 676 982. They will introduce you to the relevant company who will register you for these benefits. The fee for ufirst Private Current Account is €14 per month.

Customers will also pay a €36 per month fee for the Private Relationship service provided to customers of Ulster Bank Private Banking charged via their ufirst Private Current Account.

You'll find our Membership Services team more than happy to assist you. What's more, when you call ufirst Private Membership Services, you get to speak to a person at the other end of the phone who's committed to helping you in every way possible.

Terms and conditions apply, please refer to our Personal Banking Terms and Conditions which is available from your Relationship Manager, in our branches or on our website at www.ulsterbank.ie

The most important information we'll need when you call us is your ufirst Private membership number. This is made up of your branch sort code and your ufirst Private account number.

Write them down in the space below so you will always have them to hand.

Sort code

--	--	--	--	--	--

Account number

--	--	--	--	--	--	--	--

By logging on to the members' website at www.ufirstaccount.ie, you will be able to view the benefits that are available to you, you can see how you can access these benefits and you can monitor your benefit usage to ensure you get the best value from your account.

When you log-on to the members' website for the first time, you will be asked to provide your first name, last name, date of birth, sort code and account number. You can then insert your email address and create a password that you can use to log into the members' website in future.

You can register for the members' website at www.ufirstaccount.ie 24 hours after account opening.

Don't forget!

The terms and conditions for the ufirst Private banking and lifestyle benefits are at the back of this User Guide.

To ensure you receive any items you order through ufirst Private Membership Services remember to let your Relationship Manager know if you change your address. Please note that if you close your account, you may no longer be entitled to the benefits outlined in this User Guide. If you are living abroad or plan on living abroad, it is important to note that some of the benefits attached to your account are only available when you are visiting the Republic of Ireland or when you are resident in the Republic of Ireland. For further information please log on to the members' website at www.ufirstaccount.ie or call ufirst membership services on 1890 825 125 or from outside the Republic of Ireland call 00 44 2392 676 982.

ufirst Private membership services

1890 825 125 (National call rate applies)

or from outside the Republic of Ireland call **00 44 2392 676 982**

Lines are open 8am–8pm Monday to Friday, excluding Bank Holidays and 9am–5pm Saturday, to speak to an agent. Outside of these hours, you may still be able to access your benefits through an automated service and in accordance with the opening hours outlined under each individual benefit. Calls may be recorded.

Also, please visit

www.ufirstaccount.ie

to see the full range of benefits available.

1. Banking Benefits



1.1 PRIVATE RESERVE SAVINGS ACCOUNT

This benefit is available to both Private Current Account and ufirst Private Current Account holders.

How it works

Private Reserve is an instant access savings account offering you a tailored rate of interest. Interest is paid monthly and you'll need at least €15,000 to open a Private Reserve account. Please note: If your balance falls below €15,000, a nominal rate of interest will apply. If for any reason your Private Banking or ufirst Private Current Account is closed, your Private Reserve Savings Account will be converted to an Easy Access Savings Account (or equivalent).

All returns are subject to Deposit Interest Retention Tax (DIRT). Under current legislation, the effective DIRT rate is 39%.

How to apply

Your Relationship Manager will help you open your Private Reserve Savings Account. Information on our charges and interest rates are set out in our brochure 'A Guide to Personal Accounts Fees and Interest'. Terms and conditions apply, please refer to our Personal Banking Terms and Conditions. Both brochures are available on our website www.ulsterbank.ie or from your Relationship Manager.

The following benefits apply to ufirst Private customers only.

1.2 INTEREST-FREE (0% VARIABLE) OVERDRAFT OF UP TO €1,000

As a ufirst Private member you can apply for an interest-free (0% variable) overdraft limit of up to €1,000 and as long as your account is within the interest-free overdraft limit, debit interest will not be charged. As a ufirst Private customer, you can take advantage of competitive rates if you opt for an overdraft above the interest-free overdraft limit of €1,000.

How it works

This is an interest-free (0% variable) authorised overdraft. The fee for ufirst Private Current Account is €14 per month. Customers will also pay a €36 per month fee for the Private Relationship service provided to customers of Ulster Bank Private Banking charged via their ufirst Private Current Account.

How to apply

When opening your ufirst Private Current Account you can apply for an interest-free (0% variable) overdraft limit of up to €1,000 (subject to status). Your Relationship Manager can assist you with your application when you are opening your account.

You can also apply for the overdraft at any time after you have opened your account.

Important Information

Credit is only available to persons aged 18 or over, who are residents of the Republic of Ireland and is subject to status. Lending criteria, terms and conditions apply.

Overdraft is repayable on demand. The overdraft facility may not be exceeded without the prior permission of Ulster Bank. If you exceed your overdraft limit, surcharge interest in addition to debit interest will be applied on any amount over the authorised limit, other charges may also apply.

Please note: if for any reason your ufirst Private Account is closed, standard overdraft rates will apply. Please read our booklet 'A Guide to Personal Accounts, Fees and Interest' for details.

1.3 PREFERENTIAL OVERDRAFT RATES

Beyond your interest-free (0% variable) overdraft, an overdraft is a very useful facility to cover any unexpected spending. By opening a ufirst Private account, you can take advantage of preferential overdraft rates.

How it works

You can apply for a higher overdraft limit above your agreed interest-free overdraft at a rate preferential for our ufirst Private customers. However, if you do, every time your balance goes over the agreed interest-free overdraft, we will charge debit interest on the full amount of the overdrawn balance including your interest-free overdraft limit.

How to apply

If you would like to apply for a higher overdraft limit, please contact your Relationship Manager or Relationship Assistant. If you go over your overdraft limit, we will charge you debit interest at our arranged interest rate up to the total limit and we will charge you interest at our unarranged overdraft rate on the balance above the total limit, as stated in our 'A guide to personal account fees and interest' brochure. Lending criteria, terms and conditions apply. Credit facilities are available to over 18s only.

Overdraft is repayable on demand. The overdraft facility may not be exceeded without the prior permission of Ulster Bank. If you exceed your overdraft limit, surcharge interest in addition to debit interest will be applied on any amount over the authorised limit, other charges may also apply.

Please note: if for any reason your ufirst Account is closed, standard overdraft rates will apply. Please read our booklet 'A Guide to Personal Accounts Fees and Interest' for details.

1.4 INTEREST WHEN YOUR ACCOUNT IS IN CREDIT

Credit interest is payable on the ufirst Private Account. We work this out on the amount actually in your account at the close of business every day (this does not include any cheques or other items not yet cleared). We add this interest to your account every month. Interest will be paid after the deduction of Deposit Interest Retention Tax (DIRT). Details of current interest rates are available from any branch of Ulster Bank or from our website www.ulsterbank.ie

1.5 TAILORED RATES ON PERSONAL LOANS

As a ufirst Private member, you are entitled to a discount off the Bank's standard fixed interest rate for personal, car and home improvement loans.

Representative example: €15,000 over 5 years at 6.68% fixed, 6.9% representative APR* (fixed), with 60 monthly repayments of €294.83. Total amount repayable €17,689.80.

Rates correct as at 12 November 2015 and are subject to change. For the latest rates please check our website www.ulsterbank.ie

How it works

The discount will be taken off your personal loan interest rate when we provide a quotation for you. Once you have agreed how much you wish to borrow, and for how long, your Relationship Manager will liaise with your branch who will draw down your loan for you and you'll benefit from the reduced rate for the life of the loan.

How to apply

If you are looking for a personal, car or home improvement loan, simply contact your Relationship Manager.

Lending criteria, terms and conditions apply. Personal Loans are not available for business or mortgage purposes – other lending restrictions may apply. Loans are repaid monthly and terms must be set in increments of one month. The loan must be drawn down in one sum within one month from date of offer and will not be valid after this period. Credit is only available to persons aged 18 or over, who are residents of the Republic of Ireland. Security may be required. The amount you can borrow will be based upon your ability to repay and the purpose of the loan. We will only accept loan applications from €1,500 to €2,499 if the application is to refinance existing Ulster Bank debt.

*APR: Annual Percentage Rate.

1.6 TAILORED RATES ON MORTGAGES

All ufirst Private members are entitled to apply for a discount on our Discounted Variable Mortgage. A free valuation is available on our Discounted Variable Mortgage for ufirst Private customers. In each case a valuer will be nominated for you from Ulster Bank's valuation panel to carry out your valuation. Only one free valuation per customer applies. The details of this offer, may change to reflect the mortgage market conditions and changes in lending rates. Up-to-date details are available from any Ulster Bank branch or from our website at www.ulsterbank.ie

How it works

If you wish to take the Discounted Variable Mortgage with ufirst Private discount, full details of this will be given to you before and upon application. Once your application is agreed, an Offer of Advance will be forwarded to you. From the moment you drawdown the mortgage funds, you'll start receiving the benefit of your Discounted Variable Mortgage with ufirst Private discount.

WARNING: YOUR HOME IS AT RISK IF YOU DO NOT KEEP UP PAYMENTS ON A MORTGAGE OR ANY OTHER LOAN SECURED ON IT.

If you choose a variable rate loan:

WARNING: THE PAYMENT RATES ON THIS HOUSING LOAN MAY BE ADJUSTED BY THE LENDER FROM TIME TO TIME.

WARNING: IF YOU DO NOT MEET THE REPAYMENTS ON YOUR LOAN, YOUR ACCOUNT WILL GO INTO ARREARS. THIS MAY AFFECT YOUR CREDIT RATING, WHICH MAY LIMIT YOUR ABILITY TO ACCESS CREDIT IN THE FUTURE.

Example

Assuming a total amount of credit of €100,000 repayable over 20 years at a borrowing rate of 3.55% (variable), the cost per month is €582.53 excluding insurance. The total amount to be repaid is €139,845.20 which includes a release of security fee of €38. The Annual Percentage Rate of Charge is 3.6% (variable). The additional cost per month of a 1% rise in the rate of interest of such a mortgage is €52.82 and would be payable monthly.

Rates are correct as at 04/11/2016 and are subject to change. This quotation is for illustrative purposes only and the actual repayment may vary. For the latest rates please check our website www.ulsterbank.ie

How to apply

Simply contact your Relationship Manager for more information.

Important Information

Lending criteria, terms and conditions apply. Mortgaged property must be in the Republic of Ireland. Applicant must be resident in the Republic of Ireland. Credit facilities are subject to repayment capacity and financial status and are not available to persons under 18 years of age.

Security and insurance are required.

The loan amount approved is not based on one fixed formula.

Factors reflecting the individual repayment capacity of each application are individually assessed based on a number of factors, including qualifying income, net disposable income and existing commitments. Minimum mortgage amount is €40,000.

The Discounted Variable Mortgage with ufirst Private discount is only available for residential mortgages.

1.7 COMMISSION-FREE TRAVEL MONEY

Your Relationship Manager can arrange for foreign currency to be bought or changed for personal use and have the usual commission fee waived.

How it works

Just use your ufirst Private membership card when you go to any Ulster Bank branch counter to change foreign currency or speak to your Relationship Manager who can arrange this for you.

Important Information

Commission-free travel money (foreign exchange) applies to Ulster Bank over-the-counter branch transactions only for the customer's own use – not ATM machines. Offer does not apply to transactions on foreign currency accounts, credit cards or foreign exchange transactions conducted via any other Ulster Bank products or services.

2. Lifestyle Benefits



2.1 TICKET BOOKING SERVICE

Enjoy 25% cash-back on tickets for the theatre, dance, opera, concert performances, sports events and more throughout the Republic of Ireland and the UK. ufirst Private gives you access to live entertainment at reduced prices.

- Receive cash-back on up to four tickets – for each event booked
- No limit – take advantage of this cash-back as often as you like
- 25% cash-back – based on the normal face value price of the ticket.

Main exclusions

You can't resell your tickets, and you must be attending the event. You may be able to order more than four tickets, but you will pay full price for any additional tickets. You must order tickets as outlined below. If you order tickets in any other way we will be unable to provide you with the 25% cash-back. Terms and Conditions apply – please refer to pages 28–29 in the Terms and Conditions section of this brochure.

How it works

Get 25% cash-back for as many events as you like within the Republic of Ireland and the UK. The cash-back will appear in your online cash-back summary within five days of booking (subject to a successful payment transaction), and will be paid into your ufirst Private account within 30 days of your booking.

To ensure receipt of your cash-back, following the completion of your online booking you need to confirm your booking reference number provided to you by Ticketmaster when prompted when returning to the ufirst Private Tickets Services page on www.ufirstaccount.ie. If you do not complete an online booking in this way we will be unable to provide you with the 25% cash-back. Tickets may also be booked over the phone through the Ticket Concierge Service.

Book online: through our members' website at www.ufirstaccount.ie.

Book by phone: Call the Ticket Concierge Service through ufirst Private membership services on 1890 825 125.

Lines are open Monday to Friday, 8am–8pm, excluding Bank Holidays and 9am–5pm Saturday.

2.2 TRAVEL SERVICE

Make savings for you and your family on package holidays, hotels, tours and cruises, weekends away, car hire, flights and much more.

Planning a weekend getaway, family holiday or a romantic trip away? Your money goes further when you're a ufirst Private member. With a 10% discount off weekend breaks, hotels, holidays, car hire and overseas travel, you could travel further, more often.

ufirst Private travel booking service offers you:

- Holiday packages, tours and cruises
- Tickets for scheduled airline flights
- Tickets for any chartered airline flights offered to the public
- Tickets for UK based low cost airline flights (excluding Ryanair)*
- Holiday cottages and villas
- Ferry tickets
- Hotel accommodation
- Car hire.

How to book

You can book your holiday or travel by phone, call ufirst Private membership services on 1890 825 125.

Lines are open Monday to Friday, 8am–8.30pm and 8am–6pm on weekends and Bank Holidays, closed Christmas Day.

More information on Travel Services

Terms and Conditions apply – please refer to pages 23–26 in the Terms and Conditions section of this brochure or call ufirst Private membership services for more details and common questions.

*You can book low cost airline flights through the Travel Service but the 10% discount will not apply.

2.3 EXECUTIVE AIRPORT LOUNGE MEMBERSHIP

Avoid the hustle and bustle of airports – start your holiday in style. As a ufirst Private member you can apply for a Priority Pass giving you access to over 600 airport lounges around the world for a small fee.

- Access to over 600 VIP lounges in more than 100 countries and 300 cities worldwide
- You can use regardless of the class of travel or airline you're flying
- Privileged access to over 70 US Airport VIP Lounges
- Relaxing ambience – for you and your guests
- Complimentary refreshments and snacks.

How it works

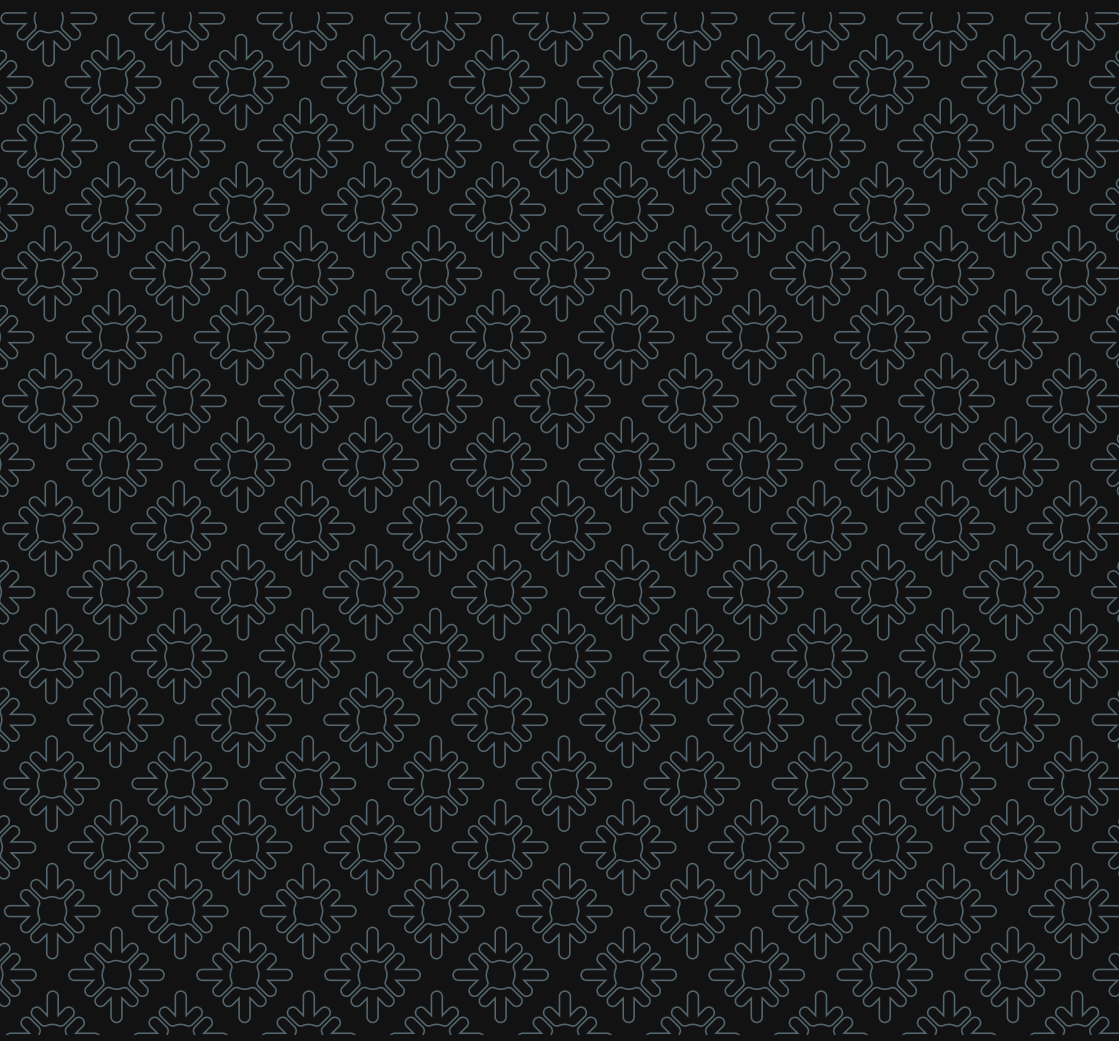
Priority Pass gives you access to more than 600 executive lounges all over the world. As a ufirst Private account holder the annual fee – normally €99 – will be waived. For a fee of €24 per person per visit, you, your family, or friends travelling with you can enjoy the comfort of an executive lounge – even when you're flying economy.

Register online: through our members' website at www.ufirstaccount.ie

Register by phone: call ufirst Private Membership Services on 1890 825 125 to request an application form for your Priority Pass.

Please note: The Priority Pass per visit fee must be paid for using a nominated credit card (debit cards are not accepted).

3. Protection Benefits



3.1 WORLDWIDE TRAVEL INSURANCE

This benefit gives you and your family multi-trip worldwide travel insurance up to 31 days, that covers you all year round. This also includes up to 17 days' winter sports cover.

Worldwide Travel Insurance is introduced by Ulster Bank to Collinson Insurance Services Ltd, trading as Intana who administer the policy. U K Insurance Limited (UKI) underwrites the policy.

U K Insurance Limited (UKI) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom.

Registered office of U K Insurance Limited: The Wharf, Neville Street, Leeds LS1 4AZ.

Registered in England and Wales, Reg. No. 1179980.

Worldwide travel cover for you and your family

- Worldwide cover for you – also covers your partner and dependent children if applicable
- Provides cover for trips up to 31 days
- Winter sports cover – up to 17 days' cover.

What you need to do:

You will need to register for this benefit to activate the cover on this policy. The insurance is only in force for as long as you have your ufirst Private Current Account. Call ufirst Private Membership Services on 1890 825 125 who will introduce you to Collinson Insurance Services Ltd, trading as Intana. They will provide you with terms and conditions, additional information and register you for cover.

For more information in relation to this benefit or how to make a claim, log on to www.ufirstaccount.ie or call 1890 825 125.

Lines are open Monday to Friday 9am–6pm and Saturday 10am–4pm.

Do you have an existing medical condition?

You will not be covered for claims relating to any pre-existing medical conditions. Call ufirst Private Membership Services on 1890 825 125 who will introduce you to Collinson Insurance Services Ltd, trading as Intana for more information.

3.2 MOBILE PHONE INSURANCE

You must register your phone to benefit from this cover.

When you have registered, ufirst Private covers you and your family's phones against loss, theft, damage, breakdown and unauthorised calls, wherever you are in the world. Cover is provided for up to four phones per account.

Mobile Phone Insurance is provided by Aviva Insurance Limited. Registered in Scotland, No 2116. Registered Office, Pitheavlis, Perth PH2 0NH. Aviva Insurance Limited, trading as Aviva, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for conduct of business rules. Aviva will use members of the Carphone Warehouse Group to administer the policy and deal with claims on their behalf.

Wide-ranging cover for your mobile phone*

- Covers most mobile phones including smartphones and PDAs with call making ability
- Loss, theft and damage – including water, liquid and malicious damage
- 48 hour replacement handset delivered to your home, place of work or your nearest Carphone Warehouse Store
- Unauthorised calls cover – up to €3,000 for monthly contracts and up to €100 for pay-as-you-go customers
- Worldwide protection – wherever you are in the world, you're covered
- Accessories are covered up to €300 per claim
- The excess amount on this policy is €95

* For full policy information, please contact ufirst Private Membership Services, who will refer you to an Aviva staff member.

How it works

You will need to register to activate the cover on this policy.

Register online: through our Members Website at **www.ufirstaccount.ie**

Register by phone: call ufirst Private Membership Services on **1890 825 125** who will connect you with Aviva. They will provide you with terms and conditions, additional information and register you for cover.

Lines are open Monday to Friday 8am–8pm, Saturdays and Sundays 9am–6pm.

3.3 ULSTER BANK CAR INSURANCE DISCOUNT

Car Insurance is something every driver needs – and getting the best value cover is something every driver wants. As a ufirst Private member, you are eligible for a discount off your Ulster Bank Car Insurance premium.

What benefit will I receive?

As a ufirst Private member, you are eligible for a **10% discount** off your premium – this is in addition to other discounts which you may be eligible for.

How it works

For an instant quote or to arrange immediate cover, call Ulster Bank on **1890 700 800**, ensuring you inform the Customer Support Team that you are a ufirst Private member. Lines are open Monday to Friday 9am–6pm. Calls may be recorded.

Important Information

Discounts are applied consecutively to your individual premium. Subject to a minimum premium of €280. Underwriting and acceptance criteria apply.

Ulster Bank Car Insurance is introduced by Ulster Bank Ireland DAC and underwritten and administered by Aviva Insurance Limited. Ulster Bank Ireland DAC is regulated by the Central Bank of Ireland. Aviva Insurance Limited, trading as Aviva, is authorised by the Prudential Regulation Authority in the UK and is regulated by the Central Bank of Ireland for conduct of business rules. Registered Branch Office in Ireland No 900175. Registered Branch Address: One Park Place, Hatch Street, Dublin 2. Registered in Scotland No 2116. Registered Office Pitheavlis, Perth PH2 0NH.

4. ADDITIONAL PACKAGED ACCOUNTS

If you already hold a packaged account from Ulster Bank and are satisfied to open an additional packaged account, please note that there may not be any additional advantage for you of opening another account for the following: Travel Service, Airport Lounge Access, Tailored Personal Loan Rates, Tailored Mortgage Rates, Commission Free Travel Money, Worldwide Travel Insurance and Car Insurance discount (if you have more than two packaged accounts). You will also be charged an additional monthly account fee on the new packaged account.

Terms and Conditions

Please read the following Terms and Conditions. They tell you important information about the benefits that your account offers. We will tell You about any changes we make to these Terms and Conditions by putting a notice in at least one national daily paper and in our branches or by writing or emailing you. We will also update the information on our information services including telephone helplines and websites as soon as the changes come into effect. If you are not happy with the changes, you can close your Account without charge in accordance with these Conditions. If you do not contact us about closing your Account by the end of any notice period set out above, we will assume You agree to such changes.

1 Definitions

"ufirst Private Membership Services" means services provided by Affinion International Limited acting as agents for Ulster Bank.

2 ufirst Private Benefits

- 2.1 The customer is entitled to apply for any additional benefits specified in any promotional literature for the Account.

The Bank may alter any of these benefits on giving at least one month's prior notice.

- 2.2 The Bank reserves the right to reclaim all or part of the value given on any benefits so denoted in the ufirst Private user guides issued to customers when opening the Account, should the ufirst Private Current Account be closed within 6 months of the Account being opened.

- 2.3 If You cease to reside in the Republic of Ireland, You may not be able to access some of the ufirst Private Benefits attached to the Account. For further information contact your Relationship Manager or call ufirst Private Membership Services on 1890 825 125. From outside the Republic of Ireland call 0044 2392 676 982.

Banking Benefits

3 Interest-free overdraft

- 3.1 Each ufirst Private Current Account holder can apply for an authorised interest-free overdraft limit marked.

Whilst the balance of your ufirst Private Current Account remains either in credit or within the interest-free overdraft limit, debit interest will not be charged. Details of the level of the interest-free overdraft are given in our booklet **A Guide to Personal Accounts Fees and Interest** available from any Ulster Bank branch.

- 3.2 If the balance of your account exceeds the interest-free overdraft limit without prior arrangement, debit interest at the Bank's authorised overdraft interest rate will apply to the whole overdrawn balance and surcharge interest will apply to the balance over the interest-free overdraft limit.

4 Transaction Fees Covered

- 4.1 ufirst Private Current Account is free from all transaction fees and account maintenance fees, whether the account is credit or debit. These charges include Cheques, ATM withdrawals, Visa Debit transactions, Direct debits, Standing Orders, automated lodgements or withdrawals and non-automated lodgements and withdrawals. Charges for additional services will continue to apply.

5 Discounts on Personal Loans

- 5.1 Personal Loan applications are subject to our normal credit scoring criteria, Terms and Conditions.
- 5.2 A discount will be applied to the interest rate for fixed rate personal loans for ufirst Private members.
- 5.3 Written quotations are available on request from any Ulster Bank branch.
- 5.4 Liabilities on overdrafts or loans may be set-off against any other Account in your name.

6 ufirst Private Mortgage Offer

- 6.1 Periodic Mortgage Offers will be available to ufirst Private Current Account holders. Details of the terms and conditions which will apply to the ufirst Private Mortgage Offer are available from any Ulster Bank branch or by telephoning Ulster Bank Anytime Banking on 1850 4 24 365 or on our website at www.ulsterbank.ie

7 Commission-Free Travel Money

- 7.1 Applies to Branch transactions only – not ATM machines.
- 7.2 Transactions on foreign currency accounts are not eligible for the discount.
- 7.3 Commission-free travel money (foreign exchange) applies to Ulster Bank over-the-counter branch transactions only for the customer's own use. Offer does not apply to transactions on foreign currency accounts, bank drafts or credit cards or foreign exchange transactions conducted via any other Ulster Bank products or services. Foreign exchange is subject to terms and conditions.

8 Account Fee

- 8.1 The fee for the ufirst Private Current Account is €14 per month. Customers will also pay a €36 per month fee for the Private Relationship service provided to customers of Ulster Bank Private charged via their ufirst Private Current Account.

Lifestyle Benefits

9 Travel Discount Terms and Conditions

9.1 General

- 9.1.1 All travel services are provided by Affinion International Travel Limited, Registered in Ireland No. 369768. Registered Office: 25/28 North Wall Quay, Dublin 1. Affinion International Travel Limited is licensed and bonded as a travel agent (T.A. 0681) and tour operator (T.O. 243) by the Commission for Aviation Regulation and is accredited by IATA.
- 9.1.2 Affinion International Travel Limited is a wholly owned subsidiary of Affinion International Limited, with an American holding company, with American shareholders and is therefore subject to US regulations. Currently, the US Regulations prevent Affinion International Travel Limited from arranging travel into Cuba and this will continue to apply unless the regulations are lifted.
- 9.1.3 The ufirst Private Travel Service is operated for Ulster Bank by Affinion International Travel Limited which simply acts as an agent in arranging travel. These terms and conditions govern Affinion's relationship with you.
- 9.1.4 As a ufirst Private account holder you will receive a 10% discount on all travel products booked through the ufirst Private Travel Service, subject to the eligibility criteria listed in clause 9.2, and the exclusions listed in clauses 9.5 and 9.6.
- 9.1.5 When you make a booking through the ufirst Private Travel Service, you will enter into a contract directly with the tour operator, airline or travel company which supplies the service and will be subject to their terms and conditions.

9.2 Eligibility

- 9.2.1 Subject to the exclusions in section 9.5 and 9.6 below, you may book package holidays, tours, cruises, tickets for scheduled, charter and low cost airline flights, city breaks, selected ferry tickets, hotel accommodation, holiday cottages and villas, holiday apartments, car hire, airport lounges, airport parking, attraction tickets, camping holidays, coach tours, holiday parks, resort transfers and boats and motor homes through the service. Your contract will be made directly with the tour operator, cruise company/airline, which supplies the service and will be subject to its terms and conditions of carriage.
- 9.2.2 There is no limit to the number of times you may use the service, provided you have an active ufirst Private account.

9.3 Travel Reservations

- 9.3.1 Reservations can only be made via telephone through the ufirst Private Membership Services 1890 825 125.
- 9.3.2 If you phone the ufirst Private Travel Service to make a reservation, your Membership details will be verified and you will be put through to a Travel Service Agent.

- 9.3.3 Your details will not be used for any purpose other than to fulfil the obligations under the ufirst Private Travel Service.
- 9.3.4 The availability of scheduled airline tickets and international ferry tickets can usually be confirmed during your booking with the ufirst Private Travel Service.
- 9.3.5 For holiday packages, tours, cruises, city breaks and charter airline tickets, availability will be confirmed within one business day.
- 9.3.6 You may request specific excerpts from brochures, where available, to be posted to you by calling the ufirst Private Travel Service. The ufirst Private Travel Service can also provide information on short-notice bargain holidays and forward tickets for such travel to your point of departure for collection, if necessary.
- 9.3.7 Car-hire and hotel accommodation-only reservations can be arranged through the service, for your convenience. For car hire bookings, you should provide your preference of car size, model etc. to the Travel Service Agent. When requesting car or room availability, you will be advised of the lowest rate available at the time of booking.
- 9.3.8 If you do make a booking through the ufirst Private Travel Service it will be subject to further terms and conditions (some of which may limit or exclude liability), including the cancellation charges of the individual tour/airline operator with whom your booking is made. These terms and conditions can be accessed online by visiting the website of the relevant supplier and, where applicable, they will be forwarded to you with your booking confirmation and invoice. Alternatively, you may call us to request a copy at any time by telephoning ufirst Private Membership Services on 1890 825 125. Monday to Friday, 8am–8.30pm and 8am–6pm on weekends and Bank Holidays, closed Christmas Day.

9.4 Payment

- 9.4.1 You will be advised at the time of booking if a deposit or the full balance is required. Reservations cannot be confirmed until payment for a deposit or full balance is taken by the ufirst Private Travel Service.
- 9.4.2 Payments may be made by debit card, credit card or cheque.
- 9.4.3 Best results are achieved if you elect to pay the ufirst Private Travel Service by credit or debit card at the time of booking, otherwise the rates quoted cannot be guaranteed.

If there are any special conditions attached to the booking you will be advised of this at the time of payment.

9.5 Travel Booking Exclusions

9.5.1 Any reservations which must be booked privately, i.e. which can not be booked through a Travel Agency (and therefore not through the ufirst Private Travel Service). This includes:

- a) 'Direct Sell' Tour Operators (e.g. Trailfinders, E-Bookers, Center Parcs etc – holidays which cannot be booked through a travel agency)
 - b) Non-UK based Low Cost Airlines and Ryanair
 - c) Hotel stays and car-hire bookings of 31 days or longer
 - d) Tickets for domestic ferry journeys or journeys not originating in ROI or the UK
- e) Such accommodation as:
- Bed and breakfasts
 - Caravans and selected campsites
 - Chalets
 - Rental properties (such as privately owned apartments, flats, etc) unless booked with a tour operator
 - Time-shares
 - Non-sleeping rooms (such as conference or meeting rooms)
 - Health spas and health farms which do not accept bookings through Travel Agencies
 - Hotels which do not accept bookings through Travel Agencies
 - Rooms which are part of a block held by another company for conventions, special groups and/or incentive programmes
 - Rooms held by companies on a semi-permanent basis for use by their employees

9.6 Travel Discount Exclusions

- 9.6.1 Bookings for ufirst Private Members' relatives, friends, associates or others, unless the ufirst Private Member is one of the travelling party.
- 9.6.2 'Accommodation-only' bookings (i.e. bookings which are not made in combination with a holiday package or airline/ferry ticket) unless paid for in full at the time of booking.
- 9.6.3 Flight bookings with Low Cost Airlines. Prices offered through the ufirst Private Travel Service may differ from prices offered by the Airline directly.
- 9.6.4 Tour Operator funded loyalty discounts (e.g. P&O's Portunus Club).
- 9.6.5 Tour Operator direct promotions (e.g. Sandals 2 for 1), which cannot be booked through a Travel Agency.
- 9.6.6 Prices which are only available if the booking is made via a tour operator's direct selling channels e.g. call centre, high street travel agent and websites such as www.thomascook.com

9.6.7 Any amount in excess of the published base price of the eligible travel, including:

- a) Surcharges – e.g. penalty payments/fares, taxes, supplements, excess baggage charges, pre-paid ticket charges, mileage charges, insurance, flight/room/board upgrades, in flight meals, transfers, excursions, extra leg room, children's club.
- b) Optional Products or Services – e.g. upgrades, food or beverage services, services charged to a hotel room, petrol for hire-cars, optional tours or excursions, baby equipment and facilities, 'optional extras' for hire-cars such as mobile phones.

9.7 Insurance

Adequate travel insurance is recommended.

You must ensure that the insurance cover you purchase is adequate for your needs. Please read your policy details carefully and take it with you on your holiday.

9.8 Special requests and medical problems

If you have any special request, you must advise us at the time of booking. Although we will endeavour to pass any reasonable requests on to the relevant supplier, we cannot guarantee any request will be met. We cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. If you or any member of your party has any medical problem or disability which may affect your arrangements, please tell us before you confirm your booking. If a supplier reasonably feels unable to properly accommodate the particular needs of the person concerned, it may reserve the right to decline their reservation.

9.9 Passports, visas and health requirements

You are responsible for ensuring that you hold a valid passport, visa and any other requirements for your proposed destination and for ensuring that you are fit to travel and have taken the appropriate steps to ensure you have had all the necessary vaccinations and inoculations prior to departure. Requirements may change and you must check the up to date position in good time before departure. We cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry correct documentation. You must check passport and visa requirements with the Embassy or Consulate of the country(ies) to or through which you are intending to travel.

9.10 Data Protection

For the purposes of the Data Protection Act 1988-2003, we, Affinion, are a data controller. Subject to your consent and in accordance with all relevant data protection laws, we shall process any personal data you provide to us for the purpose of providing you with the products and services you have requested. We shall be entitled to disclose to any associated companies and third parties (including, but not necessarily limited to, airlines, insurance companies, car hire companies, ferry and cruise operators, and other suppliers) such information as may be necessary to provide you with products and services you have requested or for the verification of details relating to your booking or of other services offered by us. Such companies and organisations may be situated outside the European Union, if your holiday is to take place or involves suppliers outside these countries. You are entitled to receive a copy of any personal data held by us relating to you subject to payment of an administration fee of no more than the maximum stipulated in the Irish Data Protection Act 1988-2003.

9.11 Privacy

If you believe that any of your personal details which we are processing are inaccurate or incorrect please contact us immediately. As our privacy statement may change, we encourage you to read our privacy statement from time to time so that you are aware of any changes in how we gather and use personal information. We may also record or monitor telephone calls to and from us, without notification to customers, for staff training and quality control purposes. You can request a copy of our privacy statement by telephoning ufirst Private Membership Services.

9.12 Consumer Disclosure

9.12.1 Affinion International Travel Limited is independently owned and operated and acts as an agent and intermediary for suppliers in selling services or in accepting reservations or bookings for services which are not directly supplied by it. Affinion International Travel Limited shall not therefore be responsible for any breach of contract or any intentional or careless actions or omissions on the part of said suppliers which result in any loss, damage, delay or injury to you.

9.12.2 Affinion International Travel Limited shall not be held responsible for any injuries, damages or losses caused to you or any traveller in conjunction with terrorist activities, social or labour unrest, mechanical or construction difficulties, diseases, local laws, climatic conditions, abnormal conditions or developments or any other actions, omissions or conditions outside the control of Affinion International Travel Limited.

9.12.3 By accepting tickets and/or embarking upon your travel, you voluntarily assume all risks involved with such travel, whether expected or unexpected. You are hereby warned of such risks and advised to obtain appropriate insurance coverage against them. Your retention of tickets, reservations or bookings after receipt of this disclosure shall constitute your agreement to the above and an agreement on your part to convey the contents of this clause 9.12 to your travel companions or guests.

9.12.4 Itineraries and rates as quoted and advertised by Affinion International Travel Limited are correct when provided to us, however, Affinion International Travel Limited cannot be held responsible for changes made by any supplier, with or without notice.

9.13 Complaints

9.13.1 Should you have any disputes or complaints with a tour operator associated with a booking you have made through the Service, Affinion International Travel Limited will liaise with the tour operator on your behalf to resolve the situation.

9.13.2 Please note that the ABTA guidelines give the tour operator 28 working days to respond, once the complaint has passed to them. Complaints regarding your travel discount should be put in writing to: Customer Services Manager
ufirst Private Membership Services
PO Box 1157
Crumlin
Dublin 12.

10 Executive Lounge Membership (Priority Pass)

Global Airport Lounge Access is provided by Priority Pass. Registered address 520 Fulham Road, London SW6 5NJ, England. Company Registration Number 2728518. Membership to Priority Pass offers access to the largest independent airport lounge access programme. The service can be used once your Priority Pass application has been processed, and a Priority Pass Membership Pack and Membership Card have been issued to you. On application, you will need to assign a credit card to your membership so that lounge visit billing can take place. There is no need to pre-book airport lounges before use. Your Priority Pass card must be shown to gain entry to the lounges. On entry to the lounge, you may be required to sign a 'Record of Visit' voucher. Your assigned credit card will be debited at the prevailing rate after your visit. Please refer to your Priority Pass Membership Pack for full Conditions of Use. Priority Pass conditions of use:

10.1 The Priority Pass card is not transferable and is only valid up to its date of expiry and when it has been signed by the member. The card may not be used by any person other than the member. Please note that improper use of the Priority Pass card could constitute fraud.

- 10.2 The Priority Pass card is not a payment card nor is it proof of credit worthiness and attempts to use it as such could constitute fraud.
- 10.3 Admittance to the lounges is conditional upon presentation of a valid Priority Pass card only. Payment cards will not be accepted as substitutes for the Priority Pass card.
- The administrators of Priority Pass shall debit all charges for lounge usage by the member, where applicable (dependent on membership plan) and any guests to the payment card designated on the member's Application/Enrolment form as per the terms agreed to on that form. If the designated payment card is lost, stolen, cancelled or otherwise invalidated, it is the member's responsibility to notify the administrators of Priority Pass immediately and designate another payment card for charging purposes. Failure to do so could constitute fraud. The member remains liable for all lounge visit charges until such time as they are paid in full.
- 10.4 The Priority Pass group of companies reserves the right to change the lounge usage charge (where applicable) at any time. Members will be notified accordingly if such changes occur.
- 10.5 When presenting the Priority Pass card on entering the lounge, lounge staff will make an imprint of the card and issue a 'Record of Visit' voucher to the member or make a log entry. Some lounges may have electronic card readers, which will read the member's details off the magnetic strip on the reverse side of the Priority Pass card. Where applicable, the member must sign the 'Record of Visit' voucher, which will also reflect the exact number of accompanying guests, if any, but does not show any per person per visit charge. The charge per visit for the member (dependent on membership plan), and that for any guests will be based on the 'Record of Visit' voucher/log submitted by the lounge operator.
- 10.6 While it is the responsibility of the lounge staff to ensure a voucher imprint/log is made of the Priority Pass card, the member is responsible for ensuring the 'Record of Visit' voucher/log correctly reflects their own usage and that of any guests at the time of using the lounge. Where applicable, the member is responsible for retaining the 'Cardholder's' copy of the 'Record of Visit' voucher presented to them at the lounge.
- 10.7 All participating lounges are owned and operated by third party organisations. The member and accompanying guests must abide by the rules and policies of each participating lounge/club. Access may be restricted due to space constraints but this will be wholly at the discretion of each individual lounge operator. The Priority Pass group of companies has no control over the facilities offered, the opening/closing times or the personnel employed by the lounges.
- The administrators of Priority Pass will use every endeavour to ensure the benefits and facilities are available as advertised, but the Priority Pass group of companies does not warrant nor guarantee in any way that said benefits and facilities will be available at the time of the member's visit. Neither is the Priority Pass group of companies liable for any loss to the member, or any accompanying guests, arising from the provision or nonprovision (whether in whole or in part) of any of the advertised benefits and facilities.
- All accompanying children (where permitted) will be subject to the full guest fee unless otherwise stated in the lounge listing.
- 10.8 Participating lounges have no contractual obligation to announce flights and the Priority Pass group of companies shall not be held liable for any direct or indirect loss resulting out of any member and/or accompanying guests failing to board their flight(s).
- 10.9 The provision of free alcoholic drinks (where local law permits) is at the discretion of each lounge operator and in some cases may be limited. In such cases the member is responsible for paying any charges for additional consumption direct to the lounge staff. (See individual lounge descriptions for details.)
- 10.10 Telephone facilities (where available) vary from lounge to lounge and are provided at the lounge operator's discretion. Free usage is normally limited to local calls only.
- 10.11 Fax charges (where applicable) and Internet charges (where applicable) are at the discretion of each lounge operator and the member is responsible for paying these direct to the lounge staff.
- 10.12 Admittance to lounges is strictly subject to members and any guests being in possession of a valid flight ticket for the same day of travel. Outside the US, flight tickets must be accompanied by a valid boarding pass for a departing flight, i.e. outbound passengers only.
- 10.13 Admittance to lounges is subject to members and any guests behaving and dressing (no shorts allowed outside of the USA) in an orderly and correct manner. The Priority Pass group of companies is not liable for any loss suffered by the member and any guests where a lounge operator has refused admission because the member and/or guests have not complied with this condition.
- 10.14 Lost, stolen or damaged Priority Pass cards are to be notified immediately to the Priority Pass office from which the card was issued. A replacement cost of €18 shall be charged for each replacement card.

- 10.15 The Priority Pass group of companies shall not be held responsible for any disputes that may occur between the member and/or any guests and a lounge operator.
- 10.16 The Priority Pass group of companies reserves the right at any time at its absolute discretion and without notice to revoke membership in Priority Pass, in which event a proportional refund of the annual fee/enrolment fee (whichever is applicable) will be made provided revocation has not been made because of fraud by the member.
- 10.17 Renewal terms and conditions are at the discretion of Priority Pass Ltd. Priority Pass Ltd has the right to refuse membership to people who are employed by or contracted to an airline, airport or a Government in respect of airline or airport security. The member agrees that s/he will defend and indemnify the Priority Pass group of companies, its directors, officers, employees and agents (collectively 'the indemnified parties') against and hold each indemnified party harmless from all liabilities, damages, losses, claims, suits, judgements, costs and expenses (including reasonable attorney's fees) for injury to or death of any person or damage to or destruction of any property arising out of the use of any lounge by the member or any guests or any person in said lounge at the behest of the member, except that such indemnification shall not extend to acts of gross negligence or wilful misconduct by the indemnified parties.

11 Ticket Booking Service

These terms and conditions govern the ufirst Private Tickets Service ("the Service") which is available to you as a ufirst Private account holder. If you cancel your ufirst Private account you will no longer be eligible to use the Service. The Service is provided by Affinion International Limited, which simply acts as an agent in sourcing tickets for the event of your choice in respect of which you will receive a 25% cash-back refund on up to four tickets per event booked when the booking is made. These terms and conditions govern Affinion International Limited's relationship with you.

General

- 11.1.1 The ufirst Private Tickets Service is provided by Affinion International Limited ("Affinion"), registered office: Charter Court, 50 Windsor Road, Slough SL1 2EJ, No. 1008797.
- 11.1.2 As a ufirst Private account holder you will receive a 25% Cash-back Refund ("Cash-back") on all tickets purchased via the Service up to a maximum of four tickets per event.
- 11.1.3 You must be included in the party attending the event to qualify for the Cash-back benefit. Tickets must not be re-sold. If it comes to Affinion's attention that either of these conditions has not been complied with, Affinion reserve the right to withdraw the use of the Ticket Booking Service from you.

Online Bookings

- 11.2.1 All online bookings should be made via the dedicated ufirst Private Tickets Service pages of the website via www.ufirstaccount.ie. These pages are provided by Ticketmaster, a company registered in Ireland under company number 135876, with registered office at Ticketmaster, 2nd floor, College Park House, 20 Nassau Street, Dublin 2, D02 VY46 and any bookings you make online are subject to Ticketmaster's terms and conditions, details of these can be found at www.ticketmaster.ie/legal/purchase.html.
- 11.2.2 For tickets booked online, Cash-back will not be applicable to events taking place outside of the Republic of Ireland and the United Kingdom.
- 11.2.3 All bookings are subject to the purchase policy and terms and conditions of the individual ticket agent or venue you book through which you will be asked to accept at the time of purchase. The terms and conditions that govern the booking you make with the ticket agent or venue you book through will be provided to you with your tickets.
- 11.2.4 All bookings are subject to availability and the rules and regulations of the venue, event organiser, promoter and ticket agent, including their cancellation and refund policies.
- 11.2.5 To be eligible for Cash-back for an online booking you must access the Ticketmaster site via the ufirst Private Tickets Service pages of the website via ufirstaccount.ie.
- 11.2.6 Following the completion of an online booking made through the ufirst Private Tickets Service pages you should confirm the booking reference number provided to you by Ticketmaster with the box provided to you when returning to the ufirst Private Tickets Service pages on the website ufirstaccount.ie.
- 11.2.7 For bookings made online it may be possible to purchase tickets sold through Ticketmaster partner sites, including Seatwave, these bookings will not be eligible for cash-back. You will be notified when tickets are being sold by partner sites.

Ticket Concierge Service

- 11.3.1 Bookings can be made by calling Membership Services on 1890 825 125 between the hours of 8am–8pm Monday to Friday, excluding Bank Holidays and 9am–5pm Saturday and speaking to a Ticket Concierge Service adviser about an event or events for which you would like to buy tickets. We will try to accommodate any specific request you may have, by sourcing a supplier of tickets for the desired event. If it is not possible to provide the requested information, or book your tickets immediately, the Ticket Concierge Service adviser will make enquiries and phone you back within 6 business hours with the outcome or status of the enquiry (even if they have not succeeded in sourcing tickets for you). Business hours are between 9am and 5pm Monday to Friday (excluding Bank Holidays).

- 11.3.2 Bookings can only be made for events taking place in the Republic of Ireland and the United Kingdom.
- 11.3.3 Tickets for Sporting Events cannot be booked through the Ticket Concierge Service.
- 11.3.4 The Ticket Concierge Service can only source tickets where they are available at face value.
- 11.3.5 You must provide credit or debit card details to secure your tickets and payment in full is required at the time of booking.
- 11.3.6 If you book tickets for an event taking place within the United Kingdom you will be charged in euros using the average daily prevailing currency exchange rate as published by www.oanda.com on the previous business day to the day of the time of booking which will be advised by the Ticket Concierge Service adviser.
- 11.3.7 For telephone bookings, the Ticket Concierge Service purchases tickets from agents and venues on your behalf, and has no control over the events. If you book by telephone you will be asked to provide an email address so that the Ticket Concierge Service can issue you with a confirmation of your booking and your booking reference which you should have with you on arrival at the event venue. If you cannot provide an email address, your booking confirmation will be sent to you by post to the address you provide at the time of booking.
- 11.5.3 The Cash-back is not applicable to any other promotional offer and only applies to tickets purchased through the Service.
- 11.5.4 The Cash-back will appear in your online Cash-back Summary on the dedicated [ufirst Private Tickets Service](http://ufirstaccount.ie) pages of the website via ufirstaccount.ie within 5 days of booking (subject to a successful payment transaction), and will be paid into your ufirst Private account within 30 days of your booking. Should you not receive your cash-back within 30 days of your booking please contact ufirst Private membership service on 1890 825 125.
- 11.5.5 The Cash-back amount will appear as "Tickets Cash-back" on your bank statement.
- 11.5.6 Cash-back will only be applied to bookings for events taking place in the Republic of Ireland and the United Kingdom.
- 11.5.7 If you book tickets for an event taking place within the United Kingdom the Cash-back earned will be in euros using the average daily prevailing currency exchange rate as published by www.oanda.com on the previous business day to the day the Cash-back is processed which may vary from the exchange rate used by your payment card issuer.
- 11.5.8 Cash-back is only applicable for sporting events where the tickets are booked online via www.ufirstaccount.ie.
- 11.5.9 For bookings made through the Ticket Concierge Service, if for any reason the event that the ticket(s) were purchased for is cancelled a refund (less any Cash-back already paid to you) will be paid to the credit or debit card used to purchase the ticket(s) originally.
- 11.5.10 If your ticket(s) were purchased via the dedicated ufirst Private Tickets Service pages of the www.ufirstaccount.ie website, you will receive a full refund of the price paid at the time of purchase to the credit or debit card used to purchase the ticket(s) on the internet originally.
- 11.5.11 Affinion reserve the right to retrieve the Cash-back paid to you at the time of the purchase of the ticket(s) if the event that the ticket(s) were purchased for is cancelled. If we are going to debit the Cash-back value from your ufirst Private account, ufirst Private Membership Services will write to you giving no less than 28 days' notice of the date this debit will be made, along with the account details from which it will be taken, and the amount.

Tickets

- 11.4.1 Tickets cannot be refunded or exchanged.
- 11.4.2 You may purchase as many tickets as are available for the event or as stipulated by the venue, event organiser, promoter and ticket agent. Only 4 tickets booked through the Service for any one event will be eligible for the Cash-back.
- 11.4.3 Upon making your booking you will be issued with a booking reference. If collecting tickets at the box office, you should present your booking reference upon arrival at the event venue. You will separately receive confirmation of your booking by email.
- 11.4.4 You must provide credit or debit card details to secure your tickets and payment in full is required at the time of booking.
- 11.4.5 Depending on the venue, event or the period of time between your booking and the date of the event, tickets will be dispatched to you by post, email, or you may collect your tickets at the venue box office on the day of the event.

Cash-Back

- 11.5.1 To be eligible for the Cash-back, you must be a ufirst Private account holder at the time you purchased your tickets.
- 11.5.2 The Cash-back is calculated on the full price paid for the tickets, including any booking fee and any processing or delivery fees incurred.

Customer Service

- 11.6.1 ufirst Private Membership Services must be contacted for all booking related queries, complaints and claims. Please write to Customer Services Manager, ufirst Private Membership Services, Sentinel House, Airspeed Road, Portsmouth PO3 5RF or call ufirst Private Membership Services on 1890 825 125. If telephoning, your call may be recorded for quality and training purposes.

- 11.6.2 Any complaint regarding an event that you attend must be brought to the attention of the venue management as early as possible during the event and, if not resolved to your satisfaction, should be notified to ulfist Private Membership Services on 1890 825 125.

Your information

Who we are

1. Your account is with Ulster Bank Ireland DAC who is the data controller.
2. We are a member of The Royal Bank of Scotland Group (The Group). For information about our Group of Companies please visit www.rbs.com and click on 'About us' or for similar enquiries please telephone +44 (0)131 556 8555 or Textphone 0044 845 900 5960.

Your electronic information

3. If you contact us electronically, we may collect your electronic identifier, (e.g. Internet Protocol (IP) address or telephone number) supplied by your service provider.

How we use your information and who we share it with

4. Your information comprises all the details we hold about you and your transactions, and includes information obtained from third parties.
5. We may use and share your information with other members of the Group to help us and them:
 - assess financial and insurance risks
 - recover debt
 - prevent and detect crime
 - understand our customers' requirements
 - develop and test products and services.
6. We do not disclose your information to anyone outside the Group except:
 - where we have your permission; or
 - where we are required or permitted to do so by law; or
 - to credit reference and fraud prevention agencies and other companies that provide a service to us or you; or
 - where we may transfer rights and obligations under this agreement.
7. We may transfer your information to other countries on the basis that anyone to whom we pass it provides an adequate level of protection. However, such information may be accessed by law enforcement agencies and other authorities to prevent and detect crime and comply with legal obligations.
8. From time to time we may change the way we use your information. Where we believe you may not reasonably expect such a change we shall write to you. If you do not object to the change within 60 days, you consent to that change.

9. If you would like a copy of the information we hold about you, please write to your branch. A fee may be payable.

Credit Reference Agencies

10. We may make periodic searches at credit reference agencies and will provide information to the Group to manage and take decisions about your accounts. This may include information about how you manage your account including your account balance, credit limit and any arrears. We will also provide this information to credit reference agencies who may make this information available to other organisations so that they can take decisions about you. The information may also be used for tracing purposes.

Fraud Prevention Agencies

11. If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:
 - checking applications for, and managing credit or other facilities and recovering debt;
 - checking insurance proposals and claims;
 - checking details of job applicants and employees. We, and other organisations that may access and use information recorded by fraud prevention agencies, may do so from other countries.
12. We can provide the names and addresses of the credit and fraud prevention agencies we use if you would like a copy of your information held by them. Please contact your branch. The agencies may charge a fee.

Complaints procedure

If you're not satisfied with any of our products or services, we have a complaint handling procedure that you can use to resolve such matters. A leaflet giving full details of our procedure is available in conjunction with this brochure.

If your complaint relates to a product or service purchased online, you can contact the European Commission using their Online Dispute Resolution (ODR) platform. The ODR platform, primarily aimed at European Union (EU) cross-border disputes, is designed to help consumers resident in the EU get access to dispute resolution if they remain unhappy with the response they have received from a trader established in the EU. To use the ODR platform <http://ec.europa.eu/odr> you will need the following information: ComplaintsRI@ulsterbank.com. Please note that under current rules the European Commission will ultimately redirect your complaint to the Financial Services Ombudsman (FSO), therefore you may prefer to contact us or the FSO directly in the first instance regarding your complaint.



Private Banking

To find out more:



Call into your local branch



ulsterbank.ie/privatebanking



01-7700736



PrivateRI@ulsterbank.com

Ulster Bank Ireland DAC. A private company limited by shares, trading as Ulster Bank, Ulster Bank Group, Banc Uladh and Lombard. Registered in Republic of Ireland. Registered No. 25766. Registered Office: Ulster Bank Group Centre, George's Quay, Dublin 2, DO2 VR98. Ulster Bank Ireland DAC is regulated by the Central Bank of Ireland. Calls may be recorded.

Please note that the Ticket Booking Service, Travel Service, Airport Lounge Membership are not activities regulated by the Central Bank of Ireland.

ULST773RI 24 February 2017