

Your guide to Brexit

Supporting you through
the transition period

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Our number one priority is to serve and support our customers.

The UK left the EU on 31 January 2020 at 23.00 GMT and has now entered a transition period with the EU, which is due to end on 31 December 2020.

There should be no change to your everyday banking services during the transition period. We'll continue to support you and keep you informed and updated.

You can find out more about what the UK leaving the EU means for you by taking a look at the information in this customer guide or visiting our Brexit hub on our customer website.

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What this means for customers?

We're closely monitoring the situation and we're committed to providing you with as much notice as possible should any changes be required. Our aim is to continue to provide you with the same level of service and range of products as we do today.

What this means for you

We're committed to helping you through the transition period and beyond. Our branch staff and dedicated relationship manager teams are here to support you with the opportunities and challenges that the UK leaving the EU could potentially bring.

The Ulster Bank Ireland DAC legal entity structure will not be affected by the UK leaving the EU and we will continue to be regulated by the Central Bank of Ireland.

There should be no change to your everyday banking services during the transition period.

Frequently asked questions

What does it mean for me as a customer?

There should be no change to your everyday banking services during the transition period. We'll continue to support you and keep you informed and updated. We are closely monitoring the situation and we're committed to providing you with as much notice as possible should any changes be required. Our aim is to continue to provide you with the same level of service and range of products as we do today.

What is the transition period?

The Withdrawal Agreement includes a transition period up until 31 December 2020. It allows the UK to continue to participate in the European Single Market and means that UK banks continue to have access to the European Single Market using Financial Services Passporting rights. There should be no change to the everyday banking services we offer our customers during the transition period.

Which countries are in the EU?

The EU consists of:

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Which countries are included in the European Economic Area (EEA)?

The EEA includes EU countries and Iceland, Liechtenstein and Norway. It allows them access to the EU's single market.

Switzerland is neither an EU nor EEA member but is part of the single market – this means Swiss nationals have the same rights to live and work in the UK as other EEA nationals.

Can I still make and receive payments from UK/ EU countries?

Yes. There should be no change to how you make and receive payments to the UK and EU countries. And, of course, you can continue to access your bank account in your normal way to conduct your everyday banking needs.

Will payment processing time to/from the UK be impacted?

It is not anticipated that there will be any impact on the current processing time of payments to/from the UK.

Will I still be able to use ATMs in the UK and in other EU countries?

Yes. It will still be easy to use your bank card in ATMs in the UK and across Europe, in much the same way as you can use it today when you go on holiday to non-EU countries, such as America or Australia. And of course you can continue to access your bank account as you do today to conduct your everyday banking needs.

Is my money safe?

Yes. If you are currently covered by the Deposit Guarantee Scheme, you will continue to be covered by this scheme. Ulster Bank Ireland DAC will continue to be regulated by the Central Bank of Ireland.

Further information on the Republic of Ireland Deposit Guarantee Scheme can be found at <https://digital.ulsterbank.ie/personal/help-and-support/deposit-guarantee-scheme.html>

Planning for the transition period and beyond

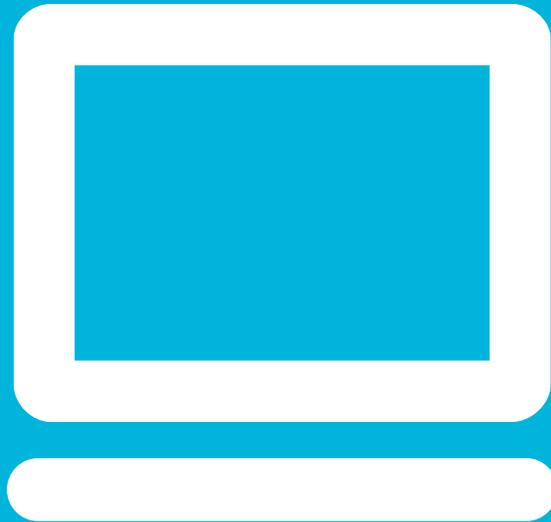
We'll continue to monitor the political situation and review our plans with the aim to support our customers with the same level of service and range of products as we do today.

Our overriding objective is to support you and to ensure that your banking facilities continue to be appropriate in respect of the changing environment.

For our business customers, we have included some useful information to enable you to consider the potential impact now that the UK has left the EU across key areas of your business:

Planning	FX & Financial impacts	Route to market
<ul style="list-style-type: none"> • Have you discussed the implications of the UK leaving the EU with your key customers and suppliers? • Have you visited the Government websites for the latest information recently? www.gov.uk/brexit/ • Are you attending trade or sector association briefings? • Have you refreshed your Brexit plan now that the UK has left the EU and entered a transition period? 	<ul style="list-style-type: none"> • What percentage of your revenue is earned in Sterling? • What percentages of your expenses are incurred in Sterling? • Is there a natural hedge? • Do you have a FX exposure hedging strategy? • Has this strategy been reviewed now that the UK has left the EU? • Do you have or need a contact in our NatWest Markets team? • Do you, or would you like to, receive Daily FX Commentary from our NatWest team? 	<ul style="list-style-type: none"> • What countries do you sell to? • How diversified is the customer base? • What level of dependency do you have on UK customers? • What is the strength and commitment of those customer relationships? • Could the same product be sourced easily from within UK? <ul style="list-style-type: none"> – For example do you supply goods to be sold on as your own brand products, or is there a unique selling point to the product you sell? • Are you pursuing any opportunities for expansion into other EU or non-EU markets? Or are you planning on setting up operations in the UK?
Customs & Trade	Supply chain	People
<ul style="list-style-type: none"> • Do you anticipate any potential tariffs on sales to or on imports from the UK? • Do you have any personnel trained/experienced in administrating Export/Import documentation? For example personnel that can assess impacts of the UK leaving the EU on trade – such as calculating tariffs and managing other supply chain impacts or compliance with changing regulatory requirements? • Do you have any ability to pass on increased costs to your end customer, incurred in areas such as FX, customs, tariffs, increased transport costs? • Do you have a view on whether EU regulatory standards will be reciprocated fully into UK law for your products/services? 	<ul style="list-style-type: none"> • Do you ship product to the UK or do you use the UK as a land-bridge to other countries? • Would longer transit times and / or potential delays at borders impact your operating model? For example are the goods perishable? • Are any of your suppliers based in the UK? • How difficult would it be for you to replace your strategic supply chain partners if required? 	<ul style="list-style-type: none"> • How many UK nationals do you employ in Ireland and the EU? • Do you have employees in the UK, and how many based there are EU nationals? • Have you experienced any impact (positive or negative) on employee retention? • Do your employees need to travel to and from the UK and NI on regular basis?

Supporting you and your business



Further information

For useful information and guidance, take a look at:

Ulster Bank Brexit Business
<https://digital.ulsterbank.ie/business/help-and-support/brexit-hub.html>

Ulster Bank Brexit Personal
<https://digital.ulsterbank.ie/personal/help-and-support/brexit-hub.html>

Irish government support tools

General
<https://www.dfa.ie/brexit/>

Advice for Business
<https://www.dfa.ie/brexit/getting-ireland-brexit-ready/brexit-and-business/practical-advice-and-support-for-business/>

Financial Supports Available
<https://www.dfa.ie/brexit/getting-ireland-brexit-ready/brexit-and-business/financial-supports-for-business/>

Agriculture & Food
<https://www.dfa.ie/brexit/getting-ireland-brexit-ready/brexit-and-business/agrifood-fisheries/>

What Brexit means to you
<https://www.dfa.ie/brexit/getting-ireland-brexit-ready/brexit-and-you/>
<https://www.gov.ie/en/publication/a7ba02-brexit-info/?referrer=/brexit/>

The **Strategic Banking Corporation of Ireland (SBCI) Brexit Loan Scheme** (<https://digital.ulsterbank.ie/business/accounts-and-services/business-lending/SBCI-Brexit-Loan.html>) is offered in partnership with the Department of Business Enterprise and Innovation, the Department of Agriculture Food and the Marine and is supported by the InnovFin SME Guarantee Facility, with the financial backing of the European Union under Horizon 2020 Financial Instruments. To find out if you are eligible to apply for the SBCI Brexit Loan Scheme (<https://sbci.gov.ie/brexit-loan-scheme>) please contact the SBCI to be assessed.

IBEC Brexit site
<http://www.ibec.ie/Ibec/Brexit.nsf/vPages/Home~Brexit?OpenDocument>

European Movement Ireland Brexit A-Z
<https://www.europeanmovement.ie/programmes/brexit/>

Protect yourself from fraud

At a time when changes are happening in the banking industry, you should be especially wary of banking and online account scams.

Steps you can take to protect yourself include:

- Beware of calls out of the blue claiming to be from your bank or other well known organisations, such as the Revenue Commissioners
- Remember, we will not call or email you asking for your personal information, account details or PIN for your bank or credit card
- If you receive a call asking for this information, end the call immediately
- It is best to call your bank back using the trusted number on your card or bank statement
- For those customers who deal with invoices or business to business payments, if someone calls asking you to change an account number and sort code or change an existing payment template on payments you make, make sure you confirm their identity before you make any changes.

Find out more ways to protect yourself from banking and online account scams at:

<https://digital.ulsterbank.ie/personal/security-centre.html>

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