



AIB to bring 260 new jobs to North County Dublin

6th November 2007

AIB Bank is expanding its Direct Banking operations with the opening of a new Customer Contact Centre at Lakeview House, Airside Retail Park, North County Dublin.

Opening in April 2008, the new facility will create 260 new jobs in the Swords area with recruitment of employees having already commenced. It will enable AIB Direct Banking to expand its delivery of industry leading customer service.

The building has been designed to deliver significant reductions in energy requirements and carbon emissions which will primarily be achieved with the introduction of tri-generational Combined Heat and Power (CHP) and chilled beam technologies.

Direct Banking is AIB's 24-hour Customer Contact Centre located in Naas and Citywest. For the past 11 years, it has provided customer service support for AIB's Phone and Internet Banking service, credit card customers and an emergency service for lost and stolen cards. Direct Banking has also supported AIB's network of branches by providing an additional channel for customers to obtain information about its products and services.

Donal Forde, Managing Director, AIB Bank ROI said:

"The success of our direct banking business meant that we needed to add to our Citywest and Naas offices and this new location is ideal, combining good transport links with excellent office space and facilities."

Minister for Enterprise, Trade and Employment Michéal Martin said:

"I'm very encouraged by this news. It's a strong endorsement for further development in the Swords area. AIB's new centre will be enabled by state-of-the art technology and will attract high calibre employees across a variety of customer service roles. I wish the bank and its new staff very well for the future."

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For further information, contact:

Ronan Sheridan
Group Press Officer
AIB Group
Bankcentre
Dublin 4
Tel: (01) 641 4651