



AIB launches new initiatives focused on explaining clearly the mortgage process

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AIB has developed a number of new initiatives focused on explaining clearly the mortgage process for customers.

“Your A to Z Mortgage Guide” is aimed at supporting customers as they progress through the mortgage application process. The guide covers the key stages involved in arranging an AIB mortgage and includes a step by step guide, a jargonbuster and a checklist.

In addition, a new interactive web site has been developed where customers can get immediate answers from an AIB mortgage consultant to the top ten questions which arise when applying for a mortgage. The site also features a handy mortgage calculator and a budget planner to help plan spending and spread the burden of bills evenly over 12 months.

The interactive website is accessible online at www.aib.ie while the new ‘A -Z’ guide is now available online and in branches.

Michael Quirke – Head of Mortgage Products, AIB Bank, said:

“We know from our customers that many of them find the application process complex. That’s why we developed this guide, to explain the process and show customers what we will need to see before they approach us for a mortgage.

“We are committed to supporting our customers and the mortgage market. These initiatives are evidence of that ongoing commitment. Our experienced mortgage consultants across our network of 270 outlets are ready to support our customers through the whole process.

“We want to let our customers know that we’ll be with them throughout the process. If they follow these steps then we will be ready to help them on their way to getting a new home.”

For further information, please contact:

Helen Leonard
Group Corporate Relations & Communications
AIB Group
Bankcentre
Ballsbridge
Dublin 4
Tel: +353-1-6600311 Ext: 14141