



AIB welcomes Credit Review Office Report

11th February 2011

AIB welcomes the third quarterly report from the Credit Review Office and acknowledges the important role the office is playing in supporting SMEs. AIB also welcomes the Credit Review Office comments on the availability of credit for SMEs.

SMEs are a critical sector for AIB and will remain so into the future.

We are pleased that the report acknowledges the progress we have made on our commitments to support our SME customers both in terms of meeting the €6bn target set by the government by end of March 2012 and with the range of initiatives we have undertaken to promote demand for credit. In this regard AIB's capital restructuring has no adverse effect on our commitment to meet the needs of our SME customers.

We are conscious that the economic environment remains challenging but we are determined to continue to support viable SMEs and we encourage early and regular engagement between SMEs and ourselves.

An open and transparent credit process is key during these difficult economic times and AIB will continue to encourage our customers to avail of both the AIB internal appeals process and the external and independent Credit Review Office Appeals. In encouraging our customers towards an appeals process we are keen to ensure that no customer will feel that they could be disadvantaged as a result of making an appeal.

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