



*For immediate release*

*15<sup>th</sup> December 2015*

## **AIB Group announces Emergency Flood Response Measures**

- **Signals flexible solutions available for impacted customers**

Allied Irish Banks, p.l.c. (AIB) today announced details of a range of measures to assist businesses, farmers and personal customers who have suffered damage in the recent flooding. The bank has also put in place an Emergency Flood Response Line with effect from today.

AIB Director of Retail, Corporate and Business Banking, Robert Mulhall said: “Many households and SME’s have suffered devastating damage to their homes and businesses as a result of recent adverse weather conditions. We are acutely aware of the circumstances facing our customers and encourage them to contact us if they need financial support or advice”.

Personal customers who have experienced flooding in their homes can avail of a number of potential solutions including:

- A range of mortgage supports tailored to individual customer circumstances which may include a moratorium on principal repayments of up to three months in particular situations
- A choice of flexible repayment options on existing personal loans
- Personal loan and overdraft approval online in three hours

Since the Christmas trading period can be so critical to many business customers, who may have been impacted by the recent flooding, AIB has announced a number of potential solutions including:

- Moratorium on principal loan repayments of up to three months
- Temporary increase in overdraft facility
- Short term loans pending insurance settlement
- New loans including those for stocking finance

A team of experienced advisors will be on hand to assist customers and connect them to the relevant contact person in their local AIB/EBS Branch or Business Centre where necessary.

For AIB customers, the number is 0818 303 034	For EBS customers, the number is 1850 654 321	For Haven customers the number is 1850 565 500
Line open Monday – Friday from 8am to 9pm and Saturdays 9am to 6pm	Line open Monday – Friday 9am to 5.30pm	Line open Monday – Friday 9am to 5.30pm

Normal lending criteria, policy and processes apply.

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