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This option is available for you to choose during the next 12 months (if your mortgage account is still open). There is important information about this in the Q&A, under Section 3: Switching to the prevailing tracker rate.

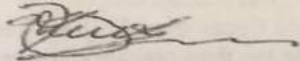
In line with the principles set out by the Central Bank, we have appointed KPMG as an independent third party and they will review key aspects of our work.

We have established an independent appeals process. If you are not happy with the actions we have taken to correct our failure and how we have compensated you, you have the right to submit an appeal within 12 months of the date of this letter. Details of how to appeal are set out in the Q&A.

Lodging the attached cheque will not affect the right to make an appeal, to make a complaint to the Financial Services and Pensions Ombudsman and/or pursue this matter through the Courts.

We want to again apologise for our failure. If you would like to contact us to discuss this letter, you can call us on 1800 235 460 (or +353-1-7715888 if you are out of the country), Monday to Friday between 8am and 7pm or write to us at the address at the top of the letter.

Yours sincerely



Ken Burke
Head of Group Mortgage Business

These are statutory warnings about your payments and your rates that we must give you:

Variable rates

Warning: we may adjust the payment rates on this loan from time to time.

Warning: your home is at risk if you do not keep up payments on a mortgage or, any other loan secured on it.

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