



# IMPORTANT NOTICE

## Measures to reduce Coronavirus (COVID-19) transmission at the Annual General Meeting to be held at 11.00 a.m. on Tuesday 25 May 2021

Bank of Ireland Group plc (the “**Company**”) considers the well-being of Shareholders, employees and service providers as a top priority.

Due to the restrictions on gatherings and travel, save for very limited purposes, under the regulations and guidance issued by the Government of Ireland and the Department of Health relating to the Coronavirus (COVID-19) the Annual General Meeting (“**AGM**”) will proceed under very constrained circumstances.

Shareholders are requested not to attend the AGM in person and instead to submit a proxy form to ensure they can vote and be represented at the AGM without attending in person. Proxy voting can be done by availing of one of the ways you can submit proxy voting instructions as set out in the Notice of AGM.

Please note that, following the migration of the Company’s securities from CREST to the Euroclear Bank settlement system, the procedures for submitting and deadlines for receipt of proxy voting instructions vary depending on the manner in which you hold your shares. In particular, persons who hold their interests in ordinary shares of the Company as Belgian law rights through the Euroclear Bank settlement system or as CREST Depository Interests (“**CDIs**”) through CREST should consult with their stockbroker or other intermediary at the earliest opportunity for further information on the processes and timelines for submitting proxy votes for the AGM through the respective systems.

If you appoint someone other than the Chair of the AGM to be your proxy, that person may not be able to attend the meeting if the prevailing COVID-19 measures require the Company to conduct the AGM as a closed meeting. As a result, we strongly encourage all shareholders to appoint the Chair of the AGM as their proxy rather than a named person to ensure they can exercise their vote and be represented at the AGM.

For further instructions on remote voting, please see your enclosed proxy form and the notes to the Notice of AGM, which is published on [www.bankofireland.com/investor](http://www.bankofireland.com/investor). Proxy instructions must be received by the Registrar no later than 11.00 a.m. on 23 May 2021.

A live audiocast of the AGM will be available to Shareholders, via an online platform, facilitated by a third party, Lumi Global (the “**Lumi platform**”). Details on how to access the Lumi platform are outlined in the Notice of AGM.

In order to attend the AGM and ask questions via the Lumi platform, holders of certificated shares or any person acting as a proxy will need to connect to <https://web.lumiagm.com> and enter the Lumi meeting ID 142-743-990 and enter the Shareholder Reference Number and PIN, which can be found on the top of the Form of Proxy.

Shareholders can also listen live to the AGM by telephone on the following numbers:

Ireland:	01 5060650 or 1800 948487
UK Direct:	0800 2796 619
International direct:	+44 2071 928 338
Passcode:	4743829

Shareholders can submit questions in advance of the AGM by email to [agmquestions@boi.com](mailto:agmquestions@boi.com) or in writing to the Group Secretary. We will respond in writing directly to shareholders and post a summary of the questions and responses on our website. We will also provide a verbal summary during the AGM.

We will be seeking to conduct the AGM as safely and efficiently as possible and in compliance with the applicable law, regulations and guidance in effect in connection with the Coronavirus (COVID-19) at the time of the AGM.

The Company will continue to monitor the impact of the Coronavirus (COVID-19) and any relevant updates regarding the AGM will be available on [www.bankofireland.com/investor](http://www.bankofireland.com/investor). The Company also offers an email service to Shareholders and strongly encourages all Shareholders to sign up for this service by logging on [www.investorcentre.com/ie](http://www.investorcentre.com/ie) and select eComms signup.

Shareholders are also encouraged to keep up-to-date with, and follow, the Government’s regulations and HSE/WHO guidance as circumstances may change at short notice.

If you have any queries, please email us to [agmquestions@boi.com](mailto:agmquestions@boi.com) or contact our Registrar, Computershare Investor Services (Ireland) Limited, on 01 2475414.

**Sarah McLaughlin**  
Group Secretary

21 April 2021