



IMPORTANT NOTICE

Measures to reduce Coronavirus (COVID-19) transmission at the Annual General Meeting to be held at 11:00 a.m. on Tuesday 19 May 2020

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 in advance of the AGM by availing of one of the following options:

- **www.eproxyappointment.com; or**
- **postal voting; or**
- **via the CREST System if they hold their shares in CREST.**

For further instructions on remote voting, please see your enclosed proxy form and pages 9 to 11 of the AGM notice, which is published on **www.bankofireland.com/investor**. Proxies must be received by no later than 11:00 a.m. on 17 May 2020.

If you wish to listen live to the AGM proceedings, you can do so by availing of the telephone facility and dialling-in to the following number at the time of the meeting:

Ireland:	01 2421075 or 1800 946812
UK Direct:	01296 480 180
International direct:	+44 1296 480 180
Passcode:	420 270 22#

You will still need to submit your proxy form by the relevant deadline before the AGM, as it will not be possible to vote using the telephone facility.

Shareholders with questions can submit those questions in writing in advance of the AGM, either by post or by email to the addresses set out in the AGM notice.

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**. 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** 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** or contact our Registrar, Computershare Investor Services (Ireland) Limited, on 01 2475414.

Sarah McLaughlin
Group Secretary

15 April 2020