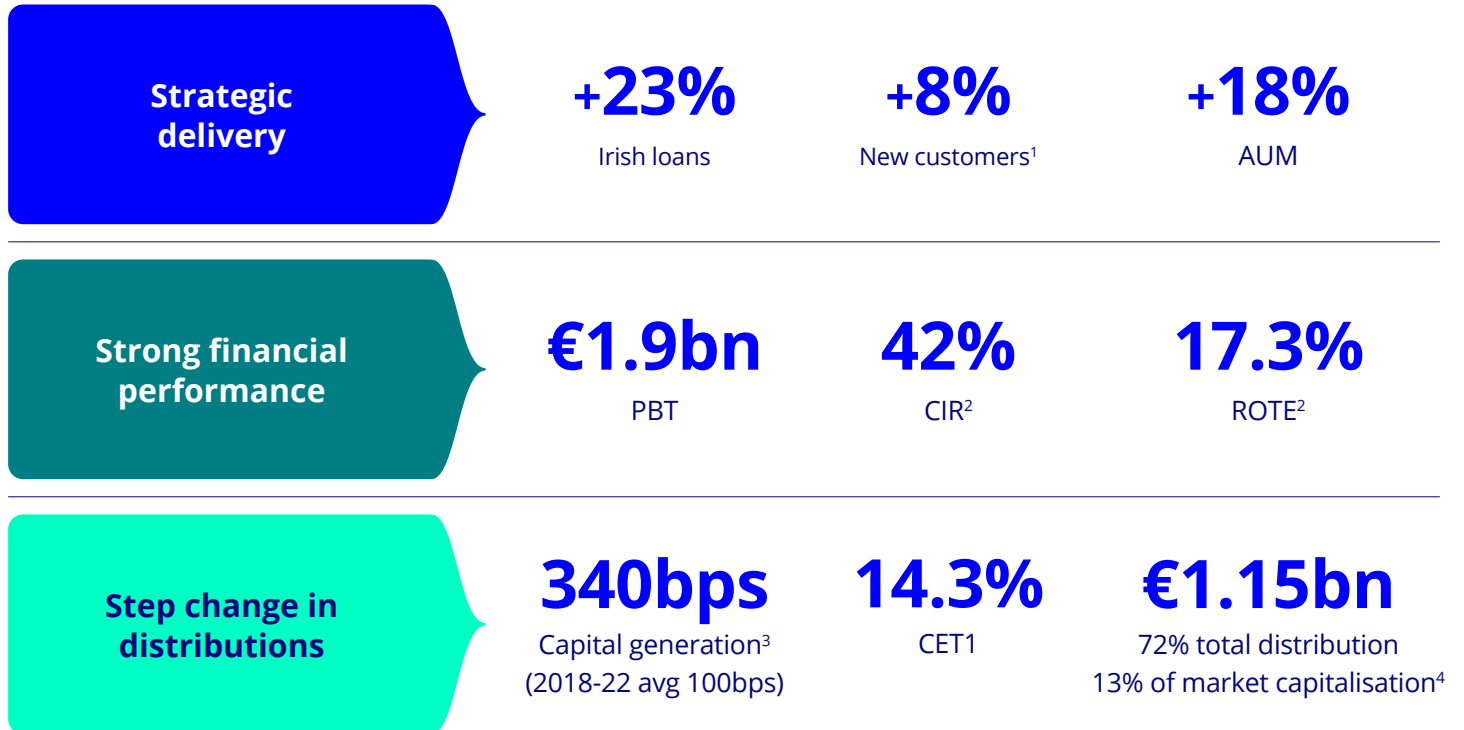
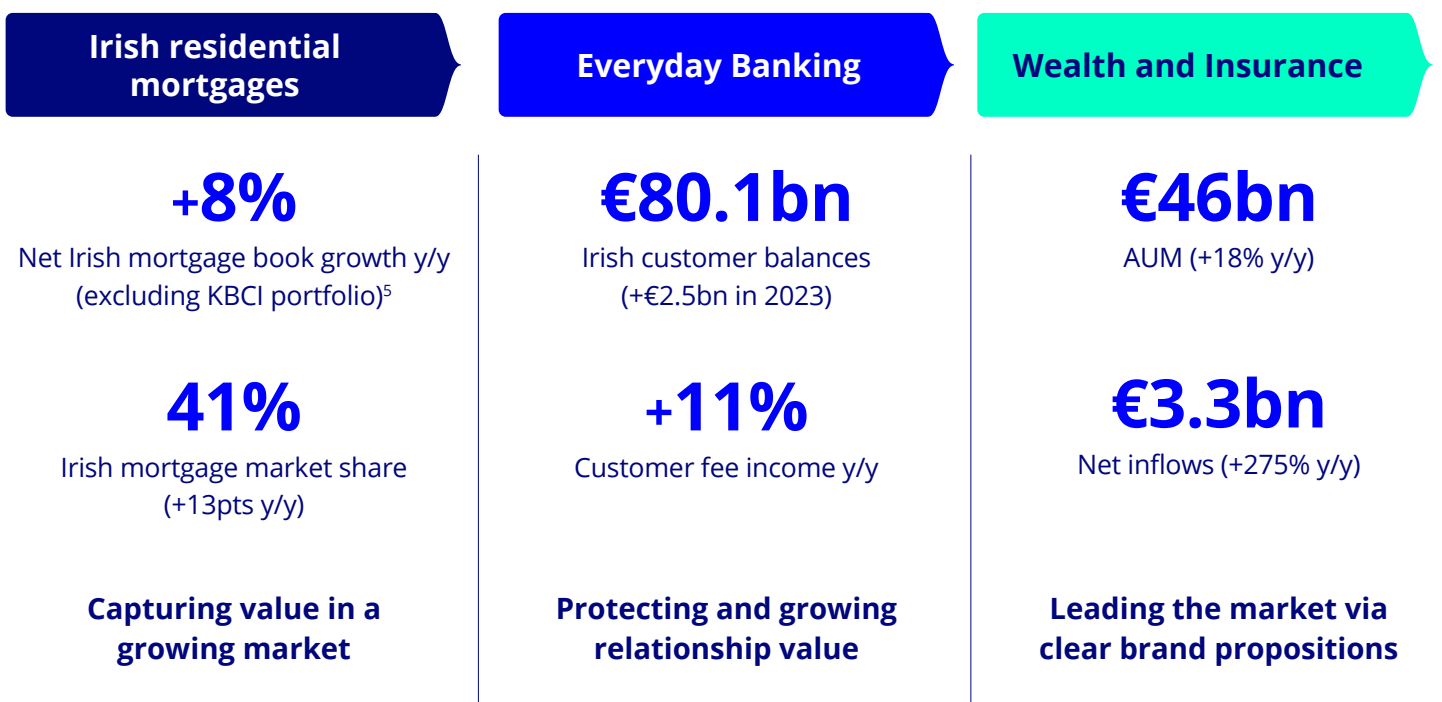


### Step change in business performance



### Strong Irish retail performance



<sup>1</sup> New Irish bank channel customer relationships as a proportion of total customers at the start of the year

<sup>2</sup> Basis of calculation set out in FY23 Investor Presentation

<sup>3</sup> Net organic capital generation

<sup>4</sup> Based on market capitalisation of Bank of Ireland Group plc as at 31 Dec 2023

<sup>5</sup> Excluding KBCL portfolio acquisition but including redemptions. 11% growth excluding KBCL redemptions

# Supporting Irish businesses and a complementary international footprint

## Corporate and Commercial

## Retail UK

### Ireland

**€3.4bn**

Irish SME new lending  
(+6% y/y)

**€0.9bn**

Irish corporate new lending  
(+1% y/y)

### Property and international corporate

**-10%**

Net reduction in property and international  
corporate book y/y

**3.4%**

Coverage ratio on CRE portfolio  
(+100bps y/y)

**+22%**

Growth in new lending y/y

**+57%**

Increase in underlying PBT  
since 2019

Serving simple and complex customer needs

Delivering strong returns  
through niche strategy

## Strategic pillars supporting growth and improved Customer experience...



### 1 Stronger relationships

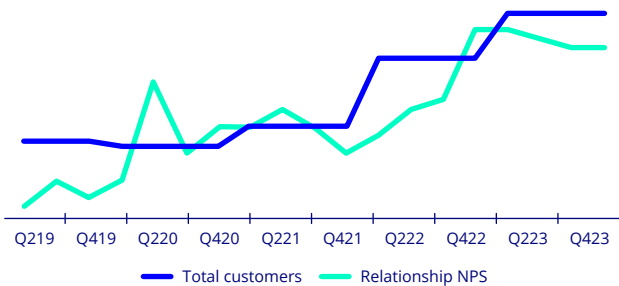
**+75k**

Increased product  
holdings<sup>6</sup> y/y

**+8%**

New-to-bank customer  
growth<sup>7</sup> in 2023

#### Growing Customer numbers



### 2 Simpler business

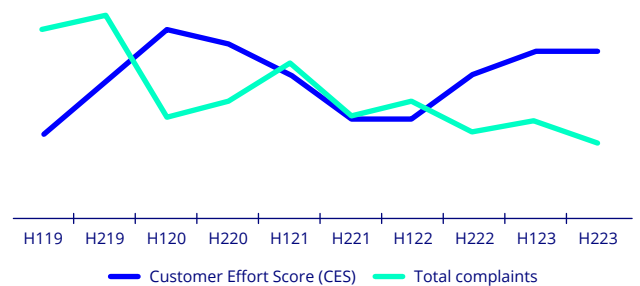
**-5%**

Customer complaints<sup>8</sup> y/y

**+18%**

Active digital users<sup>9</sup> y/y

#### Better Customer outcomes



## ...delivering benefits to Society and Colleagues



### 3 Sustainable company

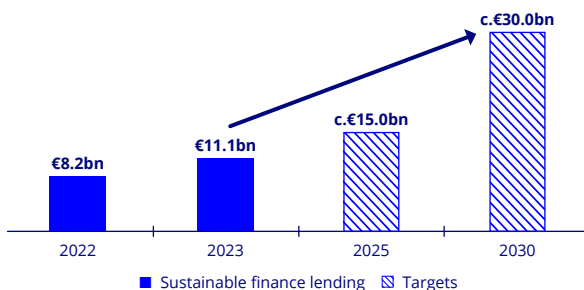
#### Practical, meaningful ESG interventions

**#1**

for Financial Wellbeing  
in Ireland

**€11.1bn**

Sustainable finance  
+35% y/y

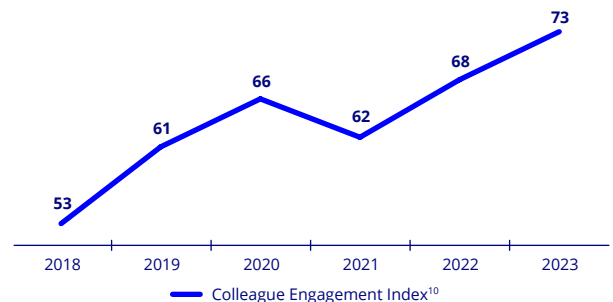


**46%**

Female senior appointments in  
2023 vs 50:50 target (40% 2022)

**80%**

Colleague Cultural Embedding  
Index<sup>10</sup> (+4ppts y/y)



<sup>6</sup> Total products sold to Irish personal and business customers

<sup>7</sup> New Irish bank channel customer relationships as a proportion of total customers at start of the year

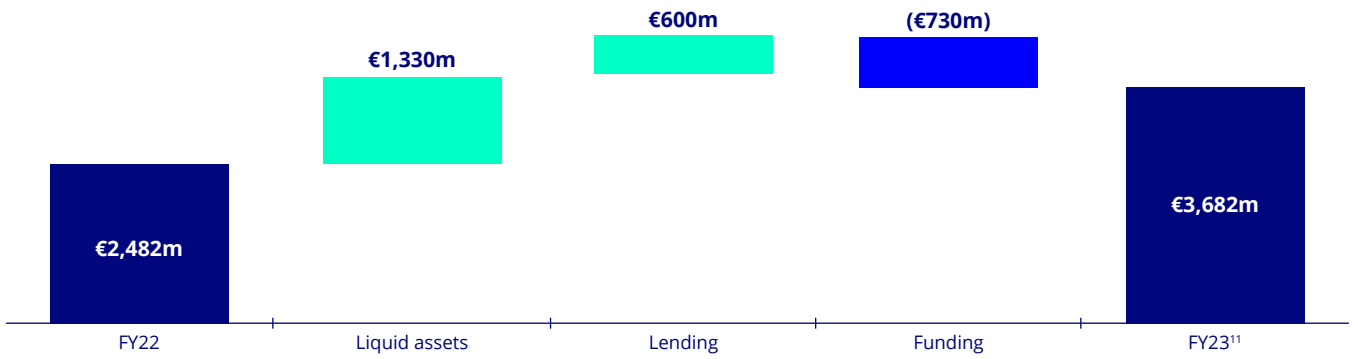
<sup>8</sup> Ireland retail banking and NIAC

<sup>9</sup> Users who have logged into Banking 365 in the last 90 days

<sup>10</sup> As measured in Bank of Ireland internal colleague surveys

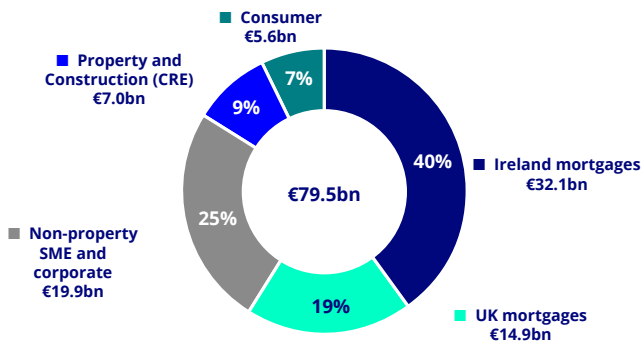
# Key Financial Highlights

## 48% growth in net interest income

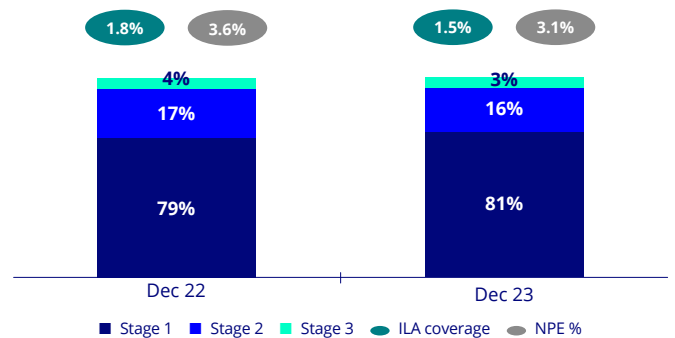


## Improved asset quality and strong coverage maintained

### Group loan book segment mix (net)

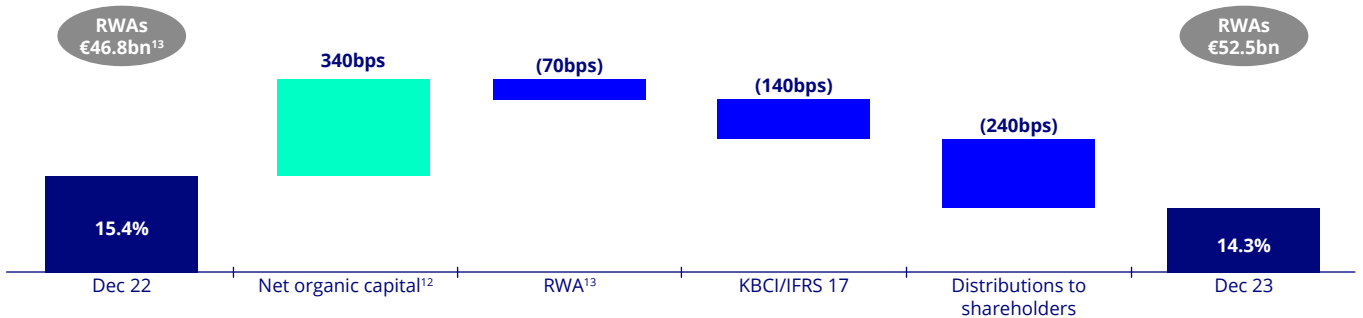


### Group loan asset quality



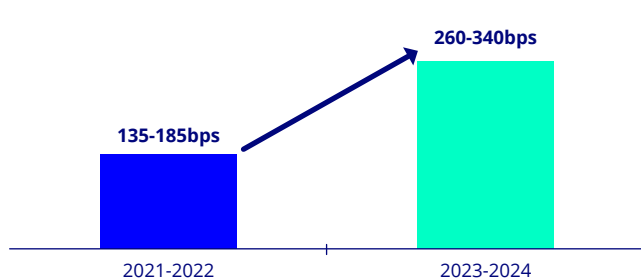
## Significantly higher capital generation...

### Fully Loaded CET1

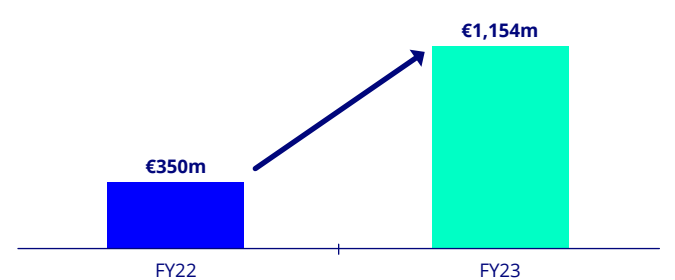


## ...results in sustainable step change in distributions

### Net organic capital generation c.2x



### Distributions c.3x



<sup>11</sup> Restated for impact of IFRS 17; reported FY22 RWA €47.5bn

<sup>12</sup> Net organic capital generation primarily consists of attributable profit after impairment and movements in regulatory deductions, and is calculated with reference to RWAs at the start of the period

<sup>13</sup> RWA movements from changes in loan book mix, asset quality and movements in other RWAs

## 2024 guidance

### Income

NII 5-6% lower than Q4 2023 annualised  
Total business income mid-single digit % higher

### Operating expenses

Mid-single digit % higher  
Cost-to-income ratio < 50%

**Strong capital generation**

**Interim distributions to commence in 2024**

### Cost of risk

Low 30s bps

### ROTE

> 15% in 2024

On track to deliver on our 2023-2025 financial targets

## Overview of Credit Ratings and Key Capital and Liquidity Ratios

### Bank of Ireland Group plc (holding company of the Group)

Rating Agencies	Standard & Poor's	Moody's	Fitch
Long Term	BBB	A3	BBB+
Outlook	Stable	Positive	Stable
Short Term	A-2	N/A	F2

ESG Rating Agency	Rating
Sustainalytics	17.9
S&P Global	50
MSCI	A
CDP	B

### Governor and Company of the Bank of Ireland

Rating Agencies	Standard & Poor's	Moody's	Fitch
Long Term	A	A1 (Deposit Rating A1)	A-
Outlook*	Stable	Positive (Deposit Outlook Positive)	Stable
Covered Bond Rating	N/A	Aaa	N/A
Short Term	A-1	Prime-1	F2

### Capital

Fully Loaded CET1	14.3%
Regulatory CET1	14.5%
Fully Loaded Leverage Ratio	6.3%
MREL Ratio	31.7%

### Liquidity Ratios

Liquidity Coverage Ratio	196%
Net Stable Funding Ratio	157%
Loan to Deposit Ratio	80%

**Disclaimer**

This document contains forward-looking statements with respect to certain of the Bank of Ireland Group plc (the 'Company' or 'BOIG plc') and its subsidiaries' (collectively the 'Group' or 'BOIG plc Group') plans and its current goals and expectations relating to its future financial condition and performance, the markets in which it operates and its future capital requirements. These forward-looking statements often can be identified by the fact that they do not relate only to historical or current facts. Generally, but not always, words such as 'may,' 'could,' 'should,' 'will,' 'expect,' 'intend,' 'estimate,' 'anticipate,' 'assume,' 'believe,' 'plan,' 'seek,' 'continue,' 'target,' 'goal,' 'would,' or their negative variations or similar expressions identify forward-looking statements, but their absence does not mean that a statement is not forward-looking.

Examples of forward-looking statements include, among others: statements regarding the Group's near term and longer term future capital requirements and ratios, loan to deposit ratios, expected impairment charges, the level of the Group's assets, the Group's financial position, future income, business strategy, projected costs, margins, future payment of dividends, future share buybacks, the implementation of changes in respect of certain of the Group's pension schemes, estimates of capital expenditures, discussions with Irish, United Kingdom, European and other regulators, plans and objectives for future operations, and the impact of Russia's invasion of Ukraine and the Israeli-Palestinian conflict particularly on certain of the above issues and generally on the global and domestic economies. Such forward-looking statements are inherently subject to risks and uncertainties, and hence actual results may differ materially from those expressed or implied by such forward-looking statements.

Such risks and uncertainties include, but are not limited to, those as set out in the Risk Management Report in the Group's Annual Report for the year ended 31 December 2023. Investors should also read 'Principal Risks and Uncertainties' in the Group's Annual Report for the year ended 31 December 2023 beginning on page 119.

Nothing in this document should be considered to be a forecast of future profitability, dividend forecast or financial position of the Group and none of the information in this document is or is intended to be a profit forecast, dividend forecast, or profit estimate. Any forward-looking statement speaks only as at the date it is made. The Group does not undertake to release publicly any revision to these forward-looking statements to reflect events, circumstances or unanticipated events occurring after the date hereof.