Bank of Ireland

2018 Results Announcement

31 December 2018

Group CEO

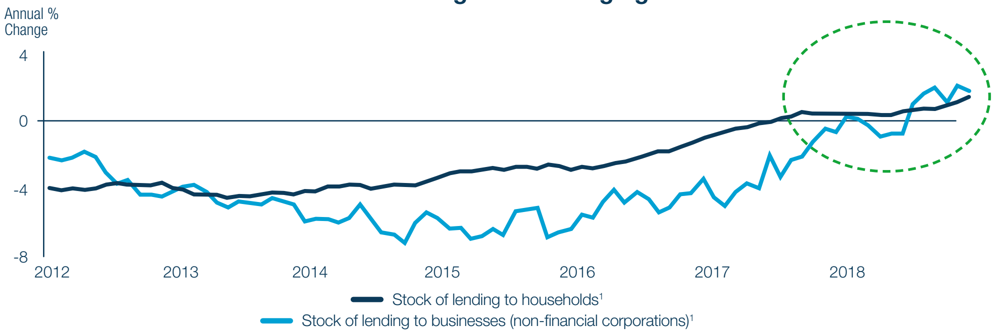
Francesca McDonagh

2018 Highlights

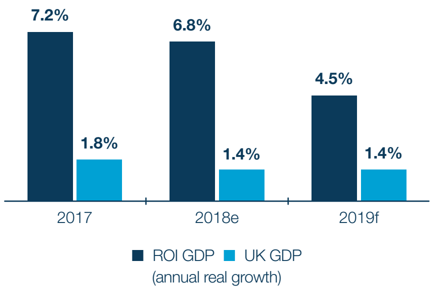
Profitability	**€935m** Underlying profit before tax	• NIM of 2.20% • Net impairment gains of €42m • NPEs reduced by 24% to €5.0bn; NPE ratio now at 6.3%
Growth	**€1.3bn** Net lending growth	• New lending €15.9bn, increase of 13% vs. 2017 • New Irish mortgages; Growth of 17%, stable market share of 27% • Wealth & Insurance; 21% income growth vs. 2017
Transformation	**3% / €48m** Reduction in costs	• Taking the lead in building a great culture in the Bank • Foundations of new Core Banking Platforms in place • Business model initiatives to drive efficiencies progressing at pace
Capital	**13.4%** CET1 ratio	• Organic capital generation of 180bps • Dividend increased to 16c per share (€173m) from 11.5c per share (€124m) in 2017

Economic backdrop

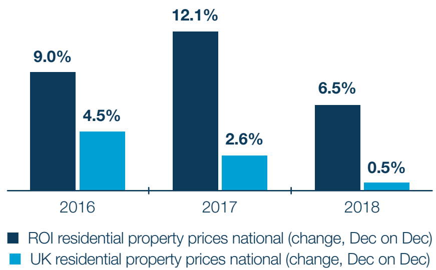
Irish credit growth emerging



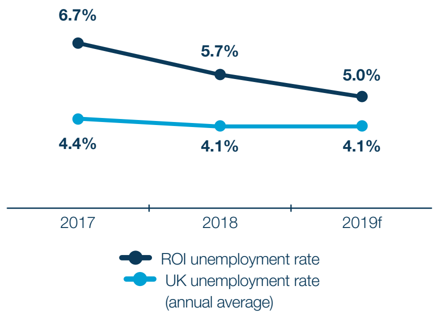
Solid growth in Ireland; UK growth also positive notwithstanding Brexit uncertainties



House price growth continuing in Ireland, softening in UK



Unemployment rate trending down in Ireland, remains historically low in UK



Sources: Bank of Ireland Economic Research Unit, CSO, Office for National Statistics, Nationwide, Central Bank of Ireland
Forecasts assume current UK-EU trading arrangements continue to apply
[1] Banks balance sheet basis, excludes loan sales and securitisations

Focused on execution of our strategy to 2021

Our ambition is clear

- Investor Day – June 2018
- National Champion Bank in Ireland with selective UK and international diversification

2018 has been transformational

- Cultural change
- Technology transformation
- Strengthened leadership capabilities

While there are challenges ahead…

- Brexit and the global economy
- Evolving regulatory requirements
- UK competitive environment

…we are committed to delivering our strategy

- Growing and transforming our business
- Improving returns in the UK
- Repositioned brand strategy

Three Strategic Priorities

Transform the Bank

Serve customers brilliantly

Grow sustainable profits

Transform the Bank

Culture

Systems

Business model

2018 Progress	Target Outcomes
• **Defined the culture we want** – ambition, purpose and values being embedded across organisation • Technology transformation continues to progress – **Foundations of new Core Banking Platforms in place,** single customer record for over 2m customers – **Testing of loan and deposit origination** on new Temenos platform – **Modernised payments infrastructure** in place with greater capacity, improved stability and higher speed processing – **New mobile banking app will launch in 2019,** first full scale customer deliverable using new Temenos technology • **Creating a leaner, agile organisation,** over half of end state Organisational Design now complete, 8% reduction in Senior Management roles	• Strengthened culture • Cost base to reduce to c.€1.7bn in 2021 • Absolute cost level declining year-on-year to 2021 • Income growth

Serve Customers Brilliantly

Embedding voice of customer in our businesses

Investing in digital and physical channels

New brand strategy

2018 Progress

- **Listening to our customers and taking action**
  - 200+ front line staff driving improved service levels
  - 100+ branches converted to full service
- **Robotics** delivering equivalent to >300 FTEs, resulting in significant enhancement of customer journeys
- **Customers increasingly choosing digital channels**
  - 10m+ monthly engagements on our mobile app, up >25% on 2017
  - Direct and digital wealth sales increased to 35% (from 0% 2 years ago)
- **Repositioning of brand** underway, supported by multi-year customer strategies

Target Outcomes

- Significant improvement in customer satisfaction and advocacy
- Straight through processing; digital journeys
- API foundation for Open Banking
- #1 for customer experience and brand in Ireland

Grow Sustainable Profits

	2018 Progress	2021 Target
Improved profitability	Headline RoTE of 8.5% Adjusted RoTE of 7.2%[1]	RoTE in excess of 10%
Efficient business	Cost reduction of 3% / €48m vs. 2017	Cost base of c.€1.7bn Costs reduce every year: 2018-2021 Cost income ratio of c.50%
Robust capital position	Fully loaded CET1 ratio of 13.4%	CET1 ratio in excess of 13%
Sustainable dividends	Dividend increased to 16c per share (€173m)	Increase prudently and progressively; over time will build towards a payout ratio of around 50% of sustainable earnings

[1] See Slide 56 for calculation

Retail Ireland – well positioned to grow

Investor Day Strategic Initiatives

- Unlocking growth
  - Supporting **home building and buying**
  - Building out **wealth and insurance** business
- Improving **customer experience** and **driving efficiency**

2018 Progress

- **Market share maintained or grown** across all key business lines
- New **mortgage lending** up 17% with broker re-entry in Q4; new personal lending up 20%
- **Wealth and Insurance:** 21% income growth vs. 2017 and increased penetration of our customer base to 26%
- **Improved customer experience:** new digital platforms and digitised customer journeys

Target outcomes in 2021

c.20%overall growth in loan book

Increase in wealth AUM

Retail UK – focused on increasing returns

Investor Day Strategic Initiatives

- **Committed to the UK**, focused on increasing returns
  - **Investing** in businesses that are generating above-hurdle returns
  - **Improving** returns in businesses with potential to meet return and efficiency hurdles
  - **Reposition** business where less certainty exists about meeting hurdle expectations

2018 Progress

- **Investing** in growth segments, where we can generate attractive returns:
  - Income growth of 6% with improved cost of funding, costs have reduced by 2% vs. 2017
  - Northridge car finance new lending of £1.1bn
- **Improving** the position of certain portfolios through a reduction in the cost of funds, cost of acquisition and cost to serve. Value delivery from partnership model
  - Mortgage new lending of £3.3bn; maintaining risk discipline amid competitive backdrop
  - Consumer new lending of £0.6bn
- **Repositioning:** progressing UK credit card portfolio options; continued run down of legacy portfolios

Target outcomes in 2021

↑ **c.10%overall growth in loan book**

↑ **Increase RoTE to high single digit**

Corporate and Markets – strengthening customer relationships

Investor Day Strategic Initiatives

- Retain **established market-leading positions** in core markets
  - Support **housing and economic development** in Ireland
  - Scale **UK** business
- Selectively expand **Acquisition Finance** in Europe and US

2018 Progress

- **Corporate Ireland:** New lending of €1.1bn; remain Ireland's #1 Corporate Bank
- **Property Finance:** New lending of €1.1bn; funding the construction of c.5,400 residential units across c.140 sites in Ireland
- **Corporate UK:** New lending of €0.9bn; disciplined approach with strong Brexit focus
- **Acquisition Finance:** New lending of €1.2bn; grew loan book selectively in 2018
- **Markets:** Supporting growth in balance sheet. Optimising capital position

Target outcomes in 2021

c.€2bn overall growth in loan book – Ireland

c.€2bn overall growth in loan book – International

Group CFO
Andrew Keating

Key areas of focus

Income growth

Transformation of cost base

Capital generation, investment and return

Target is to increase RoTE to in excess of 10% by 2021

Underlying profit before tax of €935m

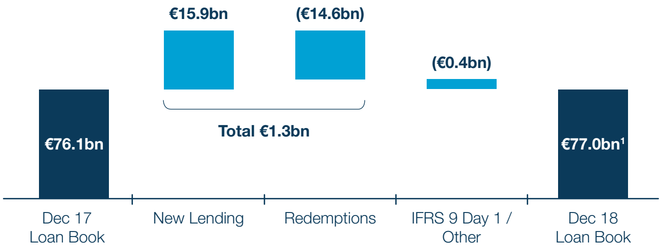
	FY 2017[1] (€m)	FY 2018 (€m)
Total income	3,049	2,805
– *Net interest income*	*2,248*	*2,146*
– *Other income (net)**	*801*	*659*
Operating expenses (before levies and regulatory charges)	(1,900)	(1,852)
– *Operating expenses*	*(1,796)*	*(1,739)*
– *Transformation Investment charge*[2]	*(104)*	*(113)*
– Levies and Regulatory charges	(99)	(101)
Net Impairment (losses) / gains	(15)	42
Share of associates / JVs	43	41
Underlying profit before tax	**1,078**	**935**
Non-core items	(226)	(100)
Profit before tax	**852**	**835**
*Of which additional gains	74	9
Net interest margin (NIM)	2.29%	2.20%
Cost income ratio[3]	65%	65%
Adjusted RoTE[4]	6.9%	7.2%

- Net interest income of €2,146m, reduction of €102m vs. 2017 reflecting lower NIM (2018: 2.20%) primarily due to lower liquid assets income, cost of securities issued in advance of TRIM and MREL during 2017 and UK competitive pressures
- Other income of €659m includes:
  - Sustainable and diversified business income of €672m, increasing from €662m in 2017
  - Additional gains, valuation and other adjustments on financial instruments – net charge of €13m (2017: net gain of €139m)
- Operating expenses (before levies and regulatory charges) of €1,852m; reduction of €48m (3%) vs. 2017
- Net impairment gains of €42m, reflecting positive economic environment in Ireland and effectiveness of our NPE resolution strategies
- Non-core charge of €100m primarily related to costs associated with the Group’s restructuring programme

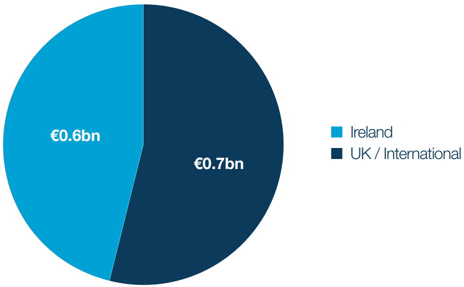
1 Comparative figures have been restated to reflect the impact of the reclassification of €7 million of costs from the Transformation Investment charge (formerly the Core Banking Platform Investment charge) to Operating expenses (before Transformation Investment and levies and regulatory charges) for 2017
2 Transformation Investment charge was previously disclosed as ‘Core Banking Platforms Investment’, it has been updated for the twelve months ended 31 December 2018 to include the broader scope of Transformation covering Culture, Systems and Business Model
3 See Slide 55 for calculation
4 See Slide 56 for calculation

Net lending growth of €1.3bn

Group loan book movement



Net lending growth €1.3bn



Net lending growth of €1.3bn

- New lending of €15.9bn; an increase of 13% vs. 2017
- Redemptions of €14.6bn; 3% reduction vs. 2017
- Expect further net lending growth in 2019, while maintaining strong commercial pricing and risk discipline

Ireland: €0.6bn net lending growth

- Mortgages: loan book flat in 2018, albeit new lending of €2.3bn, up 17% on 2017, with stable market share of 27%
- Consumer: loan book growth of €0.1bn
- SME: loan book decrease of €0.2bn, albeit new lending of €2.9bn
- Corporate Banking: loan book growth of €0.8bn

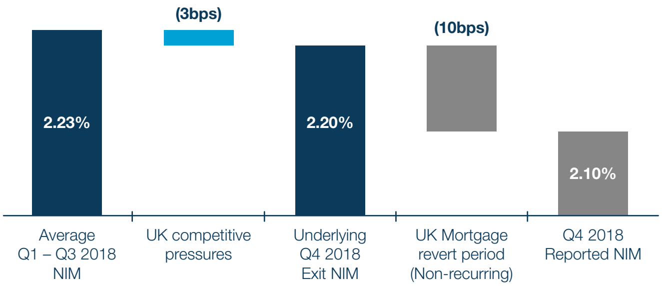
UK / International: €0.7bn net lending growth

- Mortgages: loan book decrease of €0.7bn; new lending of €3.7bn, up 3% on 2017
- Consumer: loan book growth of €0.7bn; new lending of €1.8bn (2017: €1.3bn), reflecting strong performance of Northridge car finance and consumer lending
- SME / Other: loan book decrease of €0.5bn; largely due to wind down of legacy lending portfolios
- Corporate Banking: loan book growth of €0.9bn; disciplined approach with strong Brexit focus
- Acquisition Finance: loan book growth of €0.3bn

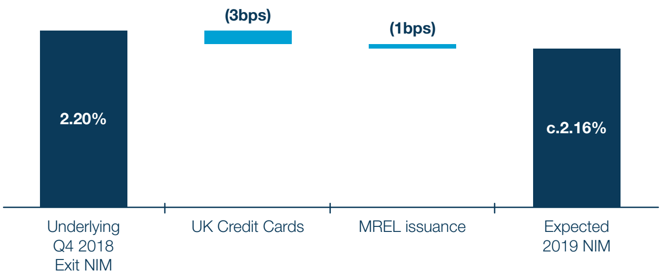
[1] Includes UK Credit Card portfolio €0.6bn classified as held for sale as at Dec 2018

NIM – Strong commercial discipline on pricing

2018 – Q4 NIM Movement



Outlook for 2019 NIM



NIM – 2.20% in 2018

- Maintaining strong commercial discipline on pricing e.g. recent price adjustments on Irish mortgages
- Competitive pressures in UK mortgage market driving lower front book pricing and shorter customer revert periods
- Adjustment to UK mortgage revert period (10bps) in Q4 2018 reflects faster refinancing activity

2019 Outlook

- Expect 2019 NIM to be c.2.16%:
  - Strategic repositioning of the UK cards portfolio adversely impacts NIM by c.3bps
  - MREL issuance (c.1bps)
  - UK competitive pressures expected to be offset by positive impact from new lending margins and strong commercial discipline on pricing

Sustainable business income

	FY 2017[1] (€m)	FY 2018 (€m)
Retail Ireland	287	267
Wealth and Insurance	207	250
Retail UK	1	8
Corporate and Treasury	175	145
Group Centre and other	(8)	2
Business Income	**662**	**672**
Additional gains	74	9
Valuation and other items	65	(22)
CVA, DVA, FVA, other	*37*	*(9)*
IFRS income classifications[2]	*(3)*	*34*
Wealth and Insurance		
– Interest rate movements	*22*	*(20)*
– Unit-linked investment variance	*9*	*(27)*
Other Income	**801**	**659**

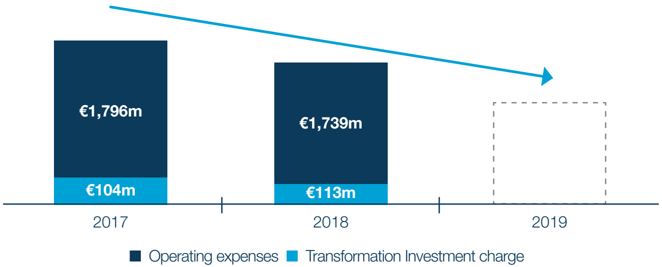
- Business income of €672m, increasing from €662m in 2017;
  - Retail Ireland: reduction vs. 2017 due to strategic customer initiatives and solutions
  - Wealth and insurance: investments in improved customer experience are driving growth in customer and business value;
    - 21% income growth vs. 2017
    - Market share +2%, APE +13%, increased penetration of our customer base (23% to 26%)
  - Corporate and Treasury: primarily driven by lower fee income in Acquisition Finance and lower equity income
- Additional gains of €9m driven by repurchase of the high yielding subordinated bonds by NAMA. Gains of €74m in 2017 included €45m related to bond sales to protect capital ahead of IFRS 9
- Valuation and other adjustments on financial instruments:
  - Net charge of €22m (2017: net gain of €65m)
  - Interest rate movements; impact primarily due to movements in financial markets (widening of credit spreads, higher euro interest rates)
  - Unit-linked investment variance; due to lower equity markets, particularly in Q4 2018, impacting the value of policyholder unit-linked funds and the associated value of the Group's future fee income

1 Comparative figures have been restated to reflect the impact of the Group's decision to re-organise the Wealth and Insurance operating segment (formerly Bank of Ireland Life) which resulted in a decrease of €30 million in business income in Retail Ireland and a corresponding increase in Wealth and Insurance for 2017

2 IFRS income classifications include €15 million of interest income in 2018 on 'Life loan mortgage products' which on transition to IFRS 9 were mandatorily classified as FVTPL, with all income on such loans reported in 'net other income'. IFRS income classifications are fully offset in net interest income

Costs have reduced by 3% / €48m

Operating expenses to reduce further



	FY 2017 (€m)	FY 2018 (€m)
Total staff costs	900	868
– Staff costs	*752*	*721*
– Pension costs	*148*	*147*
Other costs	727	659
Depreciation	169	212
Operating Expenses	**1,796**	**1,739**
Transformation Investment charge[1]	104	113
Operating Expenses (before levies and regulatory charges)	**1,900**	**1,852**
Levies and Regulatory charges	99	101
Total Operating Expenses	**1,999**	**1,953**
Average staff numbers	11,196	10,595
Cost-income ratio[2]	65%	65%

Transformation of cost base

- Operating expenses (before levies and regulatory charges) of €1,852m reduced by €48m (3%) vs. 2017
- Expect operating expenses, including transformation investment charge, to reduce every year to €1.7bn in 2021

Operating expenses: €1,739m

- Total staff costs decreased by €32m vs. 2017 primarily reflecting lower average staff numbers partly offset by impact of wage inflation of c.2.5% under the Group Career and Reward framework; wage inflation of c.2.6% agreed for 2019
- Other costs have decreased by €68m vs. 2017 reflecting strategic sourcing and other efficiencies from business model initiatives across the businesses
- Expected increase in depreciation charge of €43m reflects investment in technology

Transformation Investment charge: €113m

- Total transformation investment in 2018 of €306m:
  - €113m charged as Transformation Investment to the income statement (37%)
  - €100m capitalised as intangible asset (33%)
  - €93m charged as non-core restructuring costs (30%)

Levies and Regulatory charges: €101m

- Expect levies and regulatory charges to total €115 – €120m for 2019

[1] Transformation Investment charge was previously disclosed as 'Core Banking Platform Investment charge', it has been updated to include the broader scope of Transformation covering Culture, Systems and Business Model for 2017

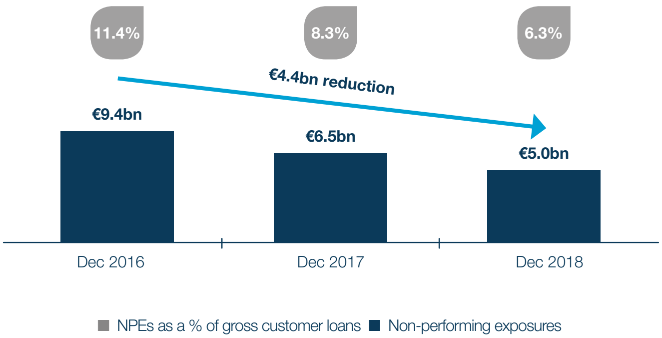
[2] See Slide 55 for calculation

Transformation programme is delivering expected efficiencies

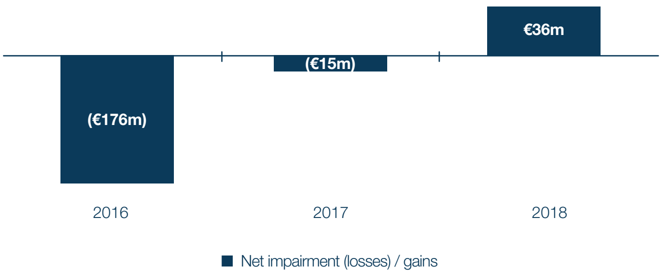
Actions	Outcomes
Simplifying our Organisation	• €32m (4%) reduction in staff costs; 55% of optimised spans and layers redesign completed • FTEs are 5% lower than Dec 2017, Senior Management roles reduced by 8% • Repositioning of UK Credit Cards will support 2019 cost reduction plans
Sourcing Strategically	• 34% reduction in non-IT Professional Fees • Daily Rate Contractor resources reduced by 65% since 2017 • Consolidation of Dublin property footprint for Head Office / Administration buildings
Delivering the Digital Bank	• Increase of in-house resources and change capability; c.70 hires made in 2018 to replace higher cost outsourced activities • Re-entered the broker mortgage channel in Ireland in late 2018, leveraging off our award winning technology platform from the UK
Ways of Working	• Ways of Working pilot with c.1,700 colleagues, 4 out of 5 colleagues identify a positive impact, saving an average of 4 hours commuting time every week • Full rollout across the Group in 2019
Enabling Brilliant Customer Experiences	• Focus on further process simplification and automation of customer journeys • Robotics delivering equivalent to >300 FTEs, resulting in significant enhancement of customer journeys

24% improvement in NPE levels

Non-performing exposures



Net impairment gains / (losses)



Asset quality continues to improve

- Non-performing exposures (NPEs) of €5.0bn, a reduction of €1.5bn (24%) during 2018
- NPE ratio reduced by 200bps to 6.3%
- Reductions reflect successful resolution strategies and the positive economic environment. Expect further reductions in 2019 and beyond
- SREP guidance received on coverage levels for NPEs – coverage levels will increase on unsecured NPEs (older than 2 years) and secured NPEs (older than 7 years) from end of 2020
- NPE reduction strategies will be kept under review to respond to the associated and evolving regulatory framework

Net impairment gains of €36m in 2018

- Net impairment gains on loans and advances to customers of €36m for 2018, primarily reflecting:
  - Strong performance of the Group's loan portfolios
  - Positive outcomes from ongoing resolution of NPEs
  - Continued positive economic environment and an outlook of continued economic growth in key markets
- Absent a change in the economic environment or outlook, expect net impairment charge to be in the range of up to 20bps – 30bps p.a. during 2019-2021

Capital and liquidity available to support growth

	Dec 2017 (€bn)	Dec 2018 (€bn)
Customer loans	76	77
Liquid assets	24	25
Wealth and Insurance assets	17	17
Other assets	6	5
Total assets	**123**	**124**
Customer deposits	76	79
Wholesale funding	13	11
Wealth and Insurance liabilities	17	17
Other liabilities	7	7
Shareholders' equity	9	9
Additional Tier 1 security & other	1	1
Total liabilities	**123**	**124**
TNAV per share	€7.52	€7.85
Closing EUR / GBP FX rates	0.89	0.89

Strong liquidity ratios

- Liquidity Coverage Ratio: 136%
- Net Stable Funding Ratio: 130%
- Loan to Deposit Ratio: 97%

Robust Leverage Ratio

- Fully Loaded Leverage Ratio: 6.3%
- Regulatory Leverage Ratio: 7.0%

Customer deposits: €78.9bn

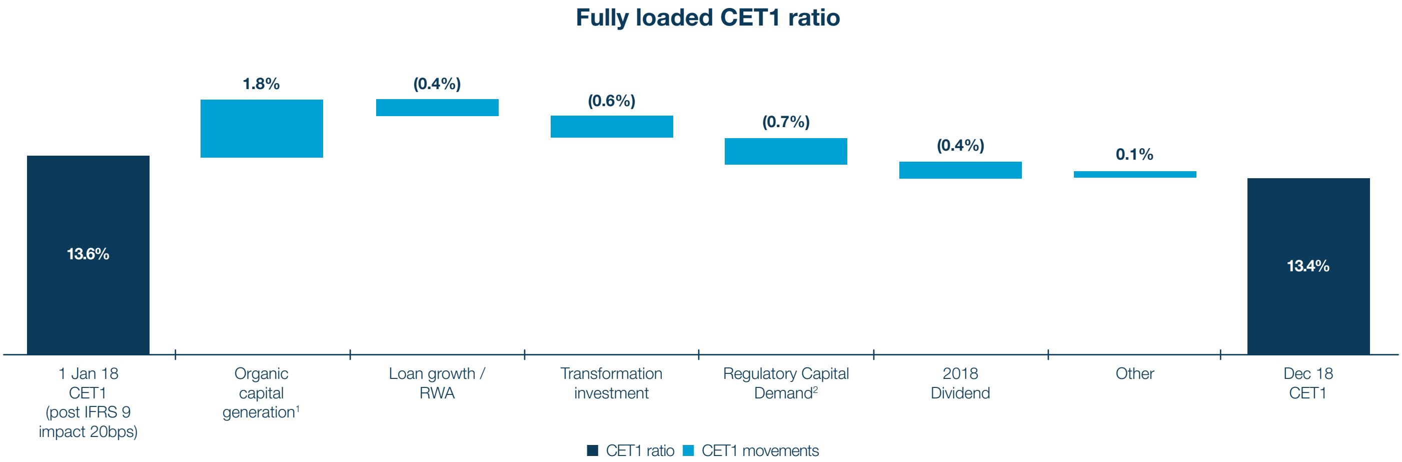
- Customer deposits predominantly sourced through retail distribution channels

Wholesale funding: €11.4bn

- Monetary Authority borrowings of €2.7bn[1] have reduced by €2.3bn since Dec 2017 primarily due to repayment of funding drawn under the ECB's TLTRO
- MREL target of €13.3bn (representing 26.4% of RWA at Dec 2016) to be met by 1 Jan 2021:
  - MREL ratio of 23.1% at Dec 2018 (based on RWA at Dec 2018)
  - Modest MREL eligible issuance c.€1bn-€2bn p.a. anticipated

[1] Monetary Authority borrowings of €2.7bn at Dec 18 includes: €1.0bn of ECB TLTRO funding and €1.7bn of BOE funding through TFS (c.€1.5bn) and ILTR (c.€0.2bn)

Strong capital generation and position



Capital position

- Strong capital position – fully loaded CET1 ratio of 13.4% at Dec 2018
- Continued organic capital generation – 180bps of capital generated in 2018
- No change to capital guidance; the Group expects to maintain a CET1 ratio in excess of 13% on a regulatory basis and on a fully loaded basis by the end of O-SII phase in period[3]

[1] Organic capital generation primarily consists of attributable profit and movements in regulatory deductions
[2] Regulatory capital demand primarily reflects the impact of TRIM on Irish mortgages
[3] The Other Systemically Important Institution (O-SII) buffer will be introduced at 0.5% in July 2019, increasing to 1.0% in July 2020 and 1.5% in July 2021

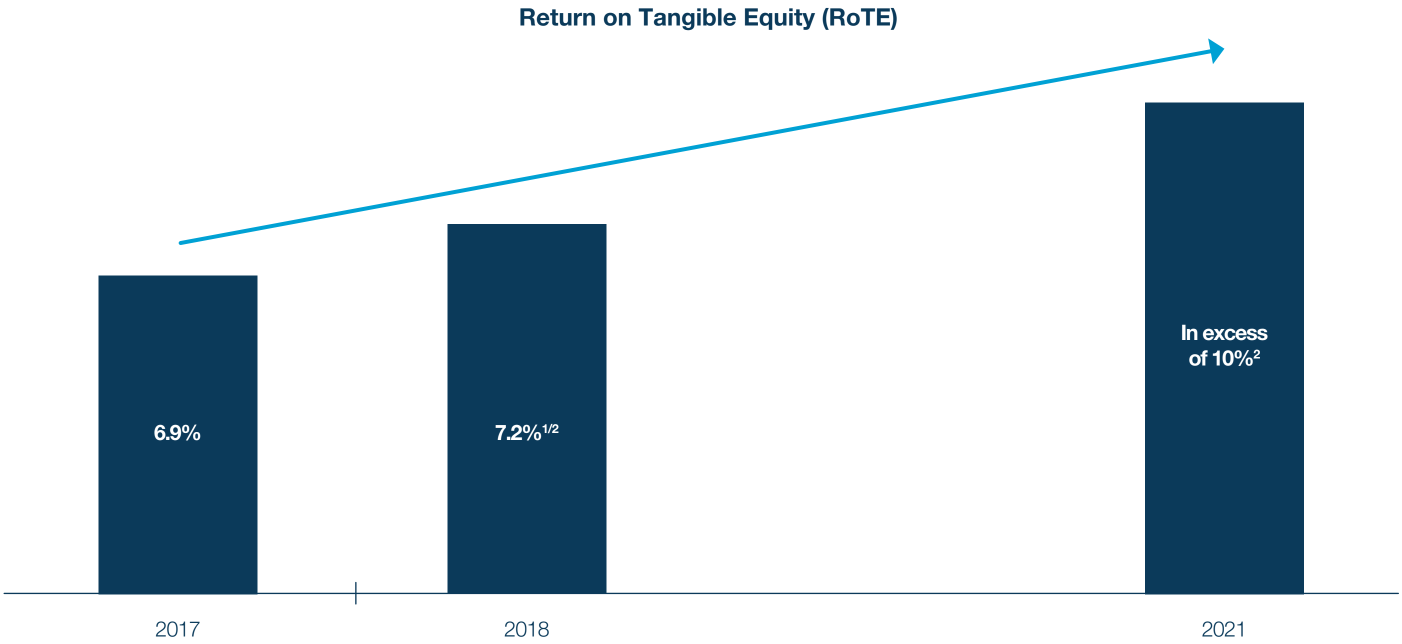
Strategic investment and rigorous allocation of capital

Organic capital generation (180bps)

Investment / allocation of capital in 2018

1	**Growth in loan book 200-250bps**	• CET1 of c.200-250bps to accommodate c.20% in loan book growth over 4 years (2018 – 2021) • Net lending growth of €1.3bn in 2018 (c.40bps)
2	**Transformation 50-60bps p.a.**	• Transformation Programme: investment of 50-60bps p.a. • Transformation investment of €306m (c.60bps) in 2018 • On track to reduce costs every year to €1.7bn in 2021
3	**Regulatory capital demand**	• IFRS 16 impact of 20 bps on 1 Jan 2019 • Capital resilience demonstrated in 2018 EBA Stress Test • Evolving regulatory framework including EBA and ECB guidelines (definition of default, IRB models, NPE requirements, etc.) could consume c.80bps of CET1 by end 2020 • Will pursue opportunities to unlock capital in balance sheet as appropriate
4	**Dividend / distributions**	• Dividend increased to 16c per share (€173m / 40bps) from 11.5c per share (€124m / 25bps) in 2017 • No change to dividend policy or guidance • Other means of capital distribution will be considered to the extent the Group has excess capital

Delivering attractive and sustainable returns



[1] See slide 56 for calculation
[2] Calculated on a CET1 Ratio of 13%

Outlook

Growth

- **Net lending growth** while maintaining commercial discipline on risk and pricing
- Continued **growth in Wealth and Insurance** business
- **NIM** in 2019 expected to be c.2.16%

Efficiency

- **Costs** to reduce further in 2019
- Expect further **reduction in NPEs**
- Expect net impairment charge to be in the **range of up to 20bps – 30bps p.a. during 2019-2021**[1]

Returns

- Continue to **generate strong organic capital**
- **Dividend** to increase prudently and progressively; over time will build towards a payout ratio of around 50% of sustainable earnings

RoTE target: in excess of 10% by 2021

[1] Absent a change in the economic environment or outlook

Appendix

Appendix

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BOI Overview: Ireland

Ireland's leading retail and commercial bank

Retail Ireland

Consumer | Business | Wealth

Unique customer franchise

- **1.7m** active consumer customers
- **225k** SME customers and **500k** Wealth and Insurance customers

Supporting local communities & enterprises

- **267 branches,** >2,800 front line staff
- **Reinventing branches** with workbenches and event spaces driving local community, enterprise and business development activity
- **Over 550** Bank of Ireland led events including National Enterprise week and National Enterprise Town Awards

Growing preference for digital channels

- **79% digitally active** current account base
- **>250%** increase in mobile users 2012 – 2018
- **Average of > 16m** interactions in our digital channels every month

Corporate Ireland

Corporate Banking Ireland

- **#1 Corporate Bank** in Ireland
- **#1 Bank** for FDI into Ireland
- **Country-wide** coverage via regional hubs
- Banking relationship with **60%** of Ireland's top companies
- **>500** corporate customers: average 5 products held per customer

Property Finance

- **Disciplined approach** to risk management
- **60** Specialist staff; **>175** customers
- **Leading funder** of investment property and construction

Markets & Treasury

- Leading **treasury service provider**
- Track record of **innovation**

BOI Overview: UK / International

Attractive UK and International businesses provide diversification and further opportunities for growth

Retail UK

Partnerships

- **Over 40 years** in Great Britain
- **11.5k branches** through Post Office partnership
- **#1 travel money** business in the UK (FRES)
- Access to **3.3m AA members**

Northern Ireland

- **Full service** retail and commercial bank
- A distribution network of **28 branches**, including six business centres
- Over **190 years** since first branch opened

Niche Businesses

- Motor asset finance and motor lease finance business
- **Proven track record** of strong growth and disciplined risk appetite
- **Leasing company** of the year 2018 (up to 20,000 vehicles)
- **£1.8bn loan book** with >175k customers

Corporate UK / International

Corporate Banking UK

- **Sector focused** business in UK with **5** specialist industry sectors, industrials & manufacturing, technology, consumer & hospitality, media and business services
- **>70** Customers
- **Scalable platform** with highly disciplined approach and growth

Acquisition Finance

- Mid market US / European Acquisition Finance business; **strong 20 year+ record**
- **Well recognised lead arranger**
- **5** international offices
- **>200** customers, c.85% business from repeat sponsors

BOI Overview

Income Statement

	FY 2014 (€m)	FY 2015 (€m)	FY 2016[3] (€m)	FY 2017[4] (€m)	FY 2018 (€m)
Total income	2,974	3,272	3,126	3,049	**2,805**
– Net interest income	*2,358*	*2,454*	*2,298*	*2,248*	*2,146*
– Other income (net) before additional gains	*448*	*591*	*677*	*727*	*650*
– Additional gains	*168*	*227*	*151*	*74*	*9*
Operating expenses	(1,601)	(1,746)	(1,741)	(1,796)	(1,739)
Transformation Investment charge[1]	-	-	(41)	(104)	(113)
Levies and Regulatory charges	(72)	(75)	(109)	(99)	(101)
Operating profit pre-impairment	**1,301**	**1,451**	**1,235**	**1,050**	**852**
Net impairment (losses) / gains	(472)	(296)	(178)	(15)	42
Share of associates / JVs	92	46	41	43	41
Underlying profit before tax	**921**	**1,201**	**1,098**	**1,078**	**935**
Non core items	(1)	31	(63)	(226)	(100)
Profit before tax	**920**	**1,232**	**1,035**	**852**	**835**
Net interest margin	2.11%	2.19%	2.20%	2.29%	2.20%
Cost / income ratio[2]	54%	53%	57%	62%	66%
Dividend per share	-	-	-	11.5c	16.0c

[1] Transformation Investment charge was previously disclosed as 'Core Banking Platform Investment charge', it has been updated to include the broader scope of Transformation covering Culture, Systems and Business Model

[2] Cost / income ratio is calculated as operating expenses (excluding levies and regulatory charges) divided by total income

[3] Comparative figures for 2016 have been restated to reflect the impact of the reclassification of the charges relating to the Central Bank of Ireland's Tracker Mortgage Examination Review as non-core and the impact of the voluntary change in the Group's accounting policy for Life assurance operations

[4] Comparative figures have been restated to reflect the impact of the reclassification of €7 million of costs from the Transformation Investment charge (formerly the Core Banking Platform Investment charge) to Operating expenses (before Transformation Investment and levies and regulatory charges) for 2017

BOI Overview

Summary Balance Sheet

	Dec 14 (€bn)	Dec 15 (€bn)	Dec 16 (€bn)	Dec 17 (€bn)	Dec 18 (€bn)
Customer loans[1]	82	85	78	76	77
Liquid assets	25	24	21	24	25
Wealth and Insurance assets	16	16	17	17	17
Other assets	7	6	7	6	5
Total assets	**130**	**131**	**123**	**123**	**124**
Customer deposits	75	80	75	76	79
Wholesale funding	20	14	14	13	11
Wealth and Insurance liabilities	16	16	17	17	17
Other liabilities	8	10	6	5	5
Subordinated liabilities and AT1	2	3	2	3	3
Shareholders' equity	9	8	9	9	9
Total liabilities & Shareholders' equity	**130**	**131**	**123**	**123**	**124**
Fully loaded CET1 ratio	9.3%	11.3%	12.3%	13.8%	13.4%
Net stable funding ratio	114%	120%	122%	127%	130%
Loan to deposit ratio	110%	106%	104%	100%	97%
TNAV per share	€6.49	€7.24	€7.40	€7.52	€7.85

[1] Loans and advances to customers is stated after impairment loss allowance

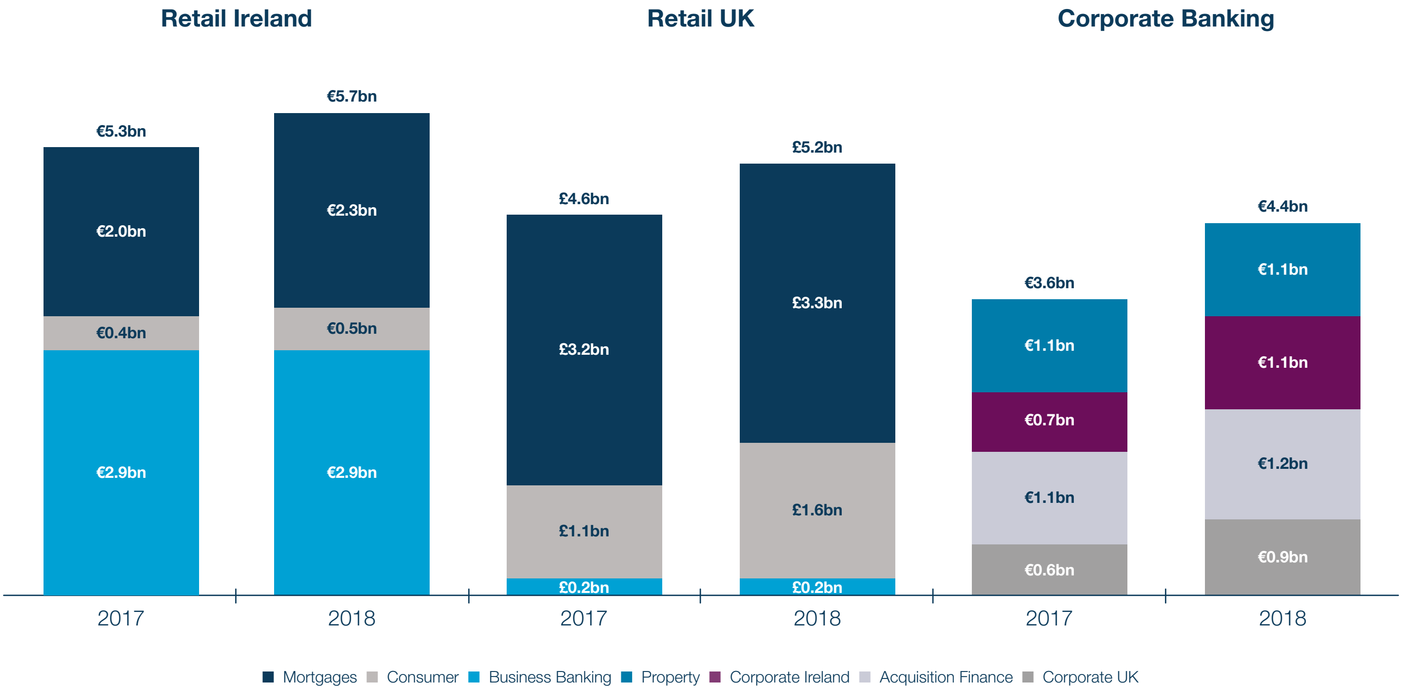
BOI Overview

Profile of customer loans[1] at Dec 18 (Gross)

Composition (Dec 2018)	ROI (€bn)	UK (€bn)	RoW (€bn)	Total (€bn)	Total (%)
Mortgages	**23.7**	**21.7**	**0.0**	**45.4**	58%
Non-property SME and corporate	**10.8**	**4.6**[2]	**4.1**	**19.5**	24%
SME	*7.6*	*1.6*	*0.0*	*9.2*	*11%*
Corporate	*3.2*	*3.0*	*4.1*	*10.3*	*13%*
Property and construction	**5.7**	**1.9**	**0.7**	**8.3**	11%
Investment property	*5.2*	*1.8*	*0.7*	*7.7*	*10%*
Land and development	*0.5*	*0.1*	*0.0*	*0.6*	*1%*
Consumer	**2.2**	**3.0**	**0.0**	**5.2**	7%
Customer loans (gross)	**42.4**	**31.2**	**4.8**	**78.4**	**100%**
Geographic (%)	54%	40%	6%	100%	

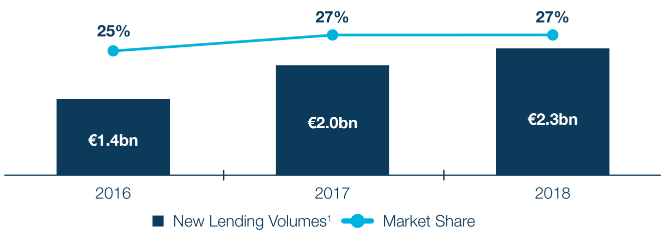
[1] Based on geographic location of customer
[2] Includes GB business and corporate loan books, which BOI was required to run down under its EU approved Restructuring Plan (2017: £0.7bn; 2018: £0.4bn)

Gross new lending volumes

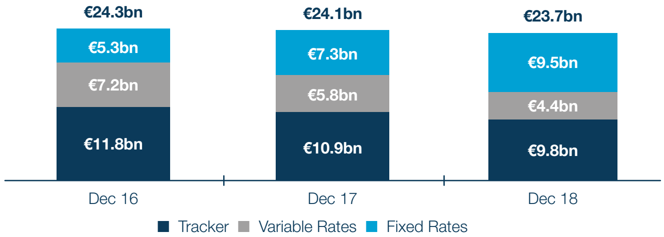


ROI Mortgages: €23.7bn

New Lending volumes and Market Share



ROI Mortgages (gross)



Pricing strategy

- Fixed rate led mortgage pricing strategy which provides value, certainty and stability to our customers and to the Group
- Fixed rate products accounted for c.92% of our new lending in 2018, up from c.30% in 2014

Distribution strategy

- Market share of 27% in 2018 consistent with 2017
- Re-entered the Irish mortgage broker market in late 2018

Wider proposition

- 7 in 10 ROI customers who take out a new mortgage take out a life assurance policy through BOI Group
- 3 in 10 ROI customers who take out a new mortgage take out a general insurance policy through BOI Group with insurance partners

LTV profile

- Average LTV of 61% on existing mortgage stock at Dec 2018 (Dec 17: 63%, Dec 16: 72%)
- Average LTV of 71% on new mortgages in 2018 (Dec 17: 69%[2], Dec 16: 67%[2])

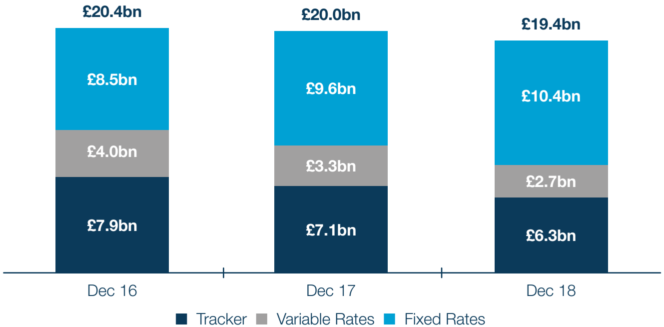
Tracker mortgages

- €9.3bn or 95% of trackers at Dec 2018 are on a capital and interest repayment basis
- 79% of trackers are Owner Occupier mortgages; 21% of trackers are Buy to Let mortgages
- Loan asset spread on ECB tracker mortgages was c.65bps[3] in 2018

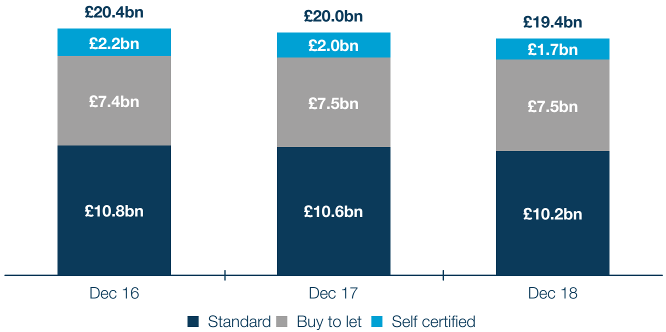
[1] Excluding portfolio acquisitions (2016 - €0.2bn; 2017 - €0.1bn; 2018 - Nil)
[2] LTV on new business includes the impact of the portfolio acquisitions
[3] Average customer pay rate of 109bps less Group average cost of funds of 44bps

UK Mortgages: £19.4bn/€21.7bn

UK Mortgages (gross)



UK Mortgages (gross)



UK Mortgages new lending volumes

LTV profile

- Average LTV of 62% on existing stock at Dec 2018 (Dec 17: 62%, Dec 16: 62%)
- Average LTV of 72% on new UK mortgages in 2018 (2017: 72%, 2016: 71%)

Income Statement

Divisional performance

Year ended Dec 18	Underlying profit / (loss) before tax and additional gains / (losses) (€m)	Additional gains / (losses) (€m)	Underlying profit / (loss) before tax (€m)
Retail Ireland	665	(16)	649
Wealth and Insurance (formerly Bank of Ireland Life)	67	-	67
Retail UK – €	175	7	182
Retail UK – £	*155*	*6*	*161*
Corporate and Treasury	477	9	486
Group Centre & other	(346)	10	(336)
Transformation Investment charge	(113)	-	(113)
Group	**926**	**9**	**935**

Year ended Dec 17[1]	Underlying profit / (loss) before tax and additional gains (€m)	Additional gains (€m)	Underlying profit / (loss) before tax (€m)
Retail Ireland	700	1	701
Wealth and Insurance (formerly Bank of Ireland Life)	117	-	117
Retail UK – €	94	9	103
Retail UK – £	*83*	*8*	*91*
Corporate & Treasury	523	22	545
Group Centre & Other	(326)	42	(284)
Core Banking Platforms investment	(104)	-	(104)
Group	**1,004**	**74**	**1,078**

[1] Comparative figures have been restated to reflect the impact of: (i) the reclassification of €7 million of costs from the Transformation Investment charge (formerly the Core Banking Platform Investment charge) to Operating expenses (before Transformation Investment and levies and regulatory charges) for 2017. The Transformation Investment charge has been booked in Group Centre for the current and comparative year; (ii) the Group's decision to re-organise the Wealth and Insurance operating segment (formerly Bank of Ireland Life) to incorporate the Private Banking and Insurance Services business units which were previously reported within Retail Ireland. This has resulted in an increase of €11 million in the underlying profit before tax of Wealth and Insurance and a corresponding decrease in the underlying profit before tax of Retail Ireland for 2017; and (iii) the Group's decision to reorganise the Corporate and Treasury segment to incorporate Group Treasury's costs which were previously reported within Group Centre. This has resulted in a decrease of €8million in the underlying profit before tax of Corporate and Treasury and a corresponding increase in Group Centre for 2017

Interest Rate Sensitivity

The table below shows the estimated sensitivity of the Group's income (before tax) to an instantaneous and sustained 1% parallel movement in interest rates

Estimated sensitivity on Group income (1 year horizon)	Dec 17 (€m)	Dec 18 (€m)
100bps higher	c.170	c.180
100bps lower	(c.200)	(c.210)

The estimates are based on management assumptions primarily related to:

- the re-pricing of customer transactions;
- the relationship between key official interest rates set by Monetary Authorities and market determined interest rates; and
- the assumption of a static balance sheet by size and composition

In addition, changes in market interest rates could impact a range of other items including the valuation of the Group's IAS19 defined benefit pension schemes

Income Statement

Net interest income analysis

	H1 2017			H2 2017			H1 2018			H2 2018		
	Average Volumes (€bn)	Gross Interest (€m)	Gross Rate (%)	Average Volumes (€bn)	Gross Interest (€m)	Gross Rate (%)	Average Volumes (€bn)	Gross Interest (€m)	Gross Rate (%)	Average Volumes (€bn)	Gross Interest (€m)	Gross Rate (%)
Ireland Loans[1]	35.5	547	3.11%	35.3	545	3.07%	34.6	531	3.09%	34.4	531	3.06%
UK Loans	29.5	460	3.15%	28.0	430	3.05%	28.1	440	3.16%	27.6	447	3.21%
C&T Loans	12.7	254	4.03%	12.8	253	3.92%	13.6	259	3.85%	14.6	287	3.89%
Total Loans & Advances to Customers	**77.7**	**1,261**	**3.27%**	**76.1**	**1,228**	**3.20%**	**76.3**	**1,230**	**3.25%**	**76.6**	**1,265**	**3.28%**
Liquid Assets	21.3	49	0.46%	20.8	43	0.41%	22.1	35	0.32%	22.7	38	0.33%
NAMA Sub Debt	0.3	17	11.97%	0.3	17	11.97%	0.2	4	3.50%	0.1	2	5.24%
Total Interest Earning Assets	**99.3**	**1,327**	**2.70%**	**97.2**	**1,288**	**2.63%**	**98.6**	**1,269**	**2.60%**	**99.4**	**1,305**	**2.60%**
Ireland Deposits	20.6	(12)	(0.12%)	20.4	(9)	(0.08%)	20.5	(8)	(0.08%)	20.7	(8)	(0.08%)
Credit Balances[2]	27.1	0	(0.00%)	29.3	4	0.03%	30.5	2	0.01%	32.8	3	0.02%
UK Deposits	19.3	(83)	(0.86%)	18.2	(74)	(0.80%)	18.9	(81)	(0.86%)	18.6	(88)	(0.94%)
C&T Deposits	6.0	(10)	(0.35%)	5.2	(9)	(0.35%)	4.7	(9)	(0.39%)	4.9	(9)	(0.37%)
Total Deposits	**73.0**	**(105)**	**(0.29%)**	**73.1**	**(88)**	**(0.24%)**	**74.6**	**(96)**	**(0.26%)**	**77.0**	**(102)**	**(0.26%)**
Wholesale Funding[3]	14.3	(43)	(0.60%)	12.3	(36)	(0.58%)	12.3	(45)	(0.73%)	11.0	(52)	(0.94%)
Subordinated Liabilities	1.4	(35)	(5.17%)	1.8	(42)	(4.80%)	2.1	(49)	(4.77%)	2.1	(51)	(4.86%)
Total Interest Bearing Liabilities	**88.7**	**(183)**	**(0.42%)**	**87.2**	**(166)**	**(0.38%)**	**89.0**	**(190)**	**(0.43%)**	**90.1**	**(205)**	**(0.45%)**
IFRS Income Classification		(8)			5			7			7	
Other[4]		7			(25)			9			(22)	
Net Interest Margin	**99.3**	**1,143**	**2.32%**	**97.2**	**1,102**	**2.25%**	**98.6**	**1,095**	**2.23%**	**99.4**	**1,085**	**2.17%**
Average ECB Base rate			0.00%			0.00%			0.00%			0.00%
Average 3 month Euribor			(0.33%)			(0.33%)			(0.33%)			(0.32%)
Average BOE Base rate			0.25%			0.32%			0.50%			0.70%
Average 3 month LIBOR			0.33%			0.38%			0.62%			0.82%

[1] Includes average interest earning assets of c.€0.3bn in 2018 carried at Fair Value through Profit or Loss with associated FY18 interest income of c.€15m
[2] Credit balances in H2 2018: ROI €25.4bn, UK €3.3bn, C&T €4.1bn
[3] Includes impact of credit risk transfer transactions executed in Dec 2016 and Nov 2017
[4] Includes customer termination fees, EIR adjustments and other adjustments that are expected to be of a non-recurring nature

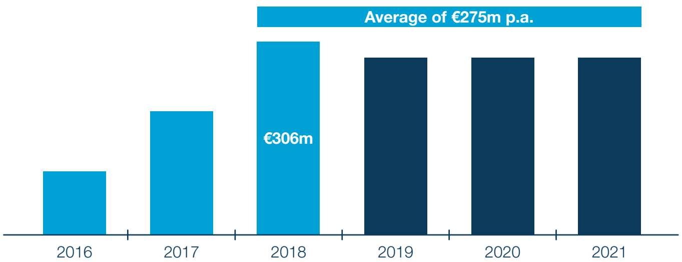
Non-core items

	FY 2017 (€m)	FY 2018 (€m)
Cost of restructuring programme	(48)	(111)
– Transformation investment costs[1]	*(48)*	*(93)*
– Other restructuring charges[2]	-	*(18)*
Gain on disposal of Property	-	7
Gross-up for policyholder tax in the Wealth and Insurance business	10	(7)
Investment return on treasury stock held for policyholders	(1)	6
(Loss) / gain on disposal / liquidation of business activities	(5)	5
Tracker Mortgage Examination Review charges	(170)	-
(Charge) / gain arising on the movement in the Group's credit spreads	(5)	-
Cost of corporate reorganisation and establishment of a new holding company	(7)	-
Total non-core items	**(226)**	**(100)**

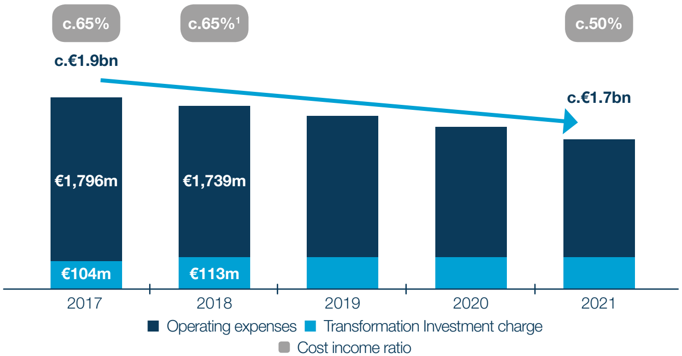
[1] Transformation Investment costs of €93 million primarily relate to a reduction in employee numbers (€74 million), programme management costs (€8 million) and costs related to the implementation of the Group's property strategy (€11 million)
[2] Other restructuring charges of €18 million primarily relate to impairment of property, plant and equipment and intangible assets

Transformation Investment

2016-21 investment: €1.4bn



Costs will decrease every year in absolute terms



Increasing our investment to support growth and drive efficiencies

- Scope: Culture, Systems, Business Model
- Average annual investment of €275m from 2018-2021; equates to CET1 capital of c.50-60bps p.a.
- Expected accounting treatment of investment (average €275m p.a.):
  - 40% capitalised as intangible asset
  - 40% charged as Transformation Investment charge in the Income statement
  - 20% charged as non-core restructuring costs in the Income statement

Efficiency targets

- Cost target of c.€1.7bn in 2021
- Costs reduce every year: 2018 – 2021
- Cost income ratio improves from 65% to c.50% in 2021

[1] See Slide 55 for calculation

Non-performing exposures by portfolio

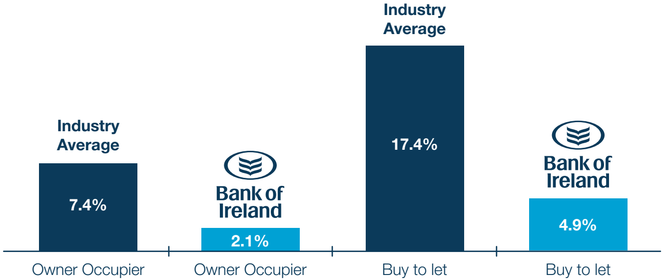
Composition (Dec 18)	Advances (€bn)	Non-performing exposures (€bn)	Non-performing exposures as % of advances	Impairment loss allowance (€bn)	Impairment loss allowance as % of non-performing exposures
Residential Mortgages	**45.4**	**2.8**	**6.0%**	**0.5**	**20%**
– Republic of Ireland	23.7	2.3	9.5%	0.4	21%
– UK	21.7	0.5	2.3%	0.1	15%
Non-property SME and Corporate	**19.5**	**1.2**	**6.2%**	**0.6**	**52%**
– Republic of Ireland SME	7.6	0.8	11.2%	0.4	49%
– UK SME	1.6	0.1	6.1%	0.1	53%
– Corporate	10.3	0.3	2.6%	0.1	60%
Property and construction	**8.3**	**0.9**	**11.0%**	**0.4**	**45%**
– Investment property	7.7	0.8	10.7%	0.4	44%
– Land and development	0.6	0.1	14.0%	0.0	54%
Consumer	**5.2**	**0.1**	**2.1%**	**0.2**	**140%**
Total loans and advances to customers	**78.4**	**5.0**	**6.3%**	**1.7**	**35%**

Composition (Dec 17)	Advances (€bn)	Non-performing exposures (€bn)	Non-performing exposures as % of advances	Impairment loss allowance (€bn)	Impairment loss allowance as % of non-performing exposures
Residential Mortgages	**46.7**	**3.1**	**6.6%**	**0.7**	**23%**
– Republic of Ireland	24.1	2.7	11.0%	0.6	24%
– UK	22.6	0.4	1.9%	0.1	14%
Non-property SME and Corporate	**18.7**	**1.7**	**8.9%**	**0.9**	**49%**
– Republic of Ireland SME	8.2	1.3	15.4%	0.6	46%
– UK SME	1.7	0.1	8.6%	0.1	42%
– Corporate	8.8	0.3	3.0%	0.2	69%
Property and construction	**8.8**	**1.7**	**19.1%**	**0.7**	**44%**
– Investment property	8.3	1.5	17.9%	0.6	43%
– Land and development	0.5	0.2	39.4%	0.1	55%
Consumer	**4.3**	**0.1**	**2.1%**	**0.1**	**98%**
Total loans and advances to customers	**78.5**	**6.5**	**8.3%**	**2.4**	**36%**

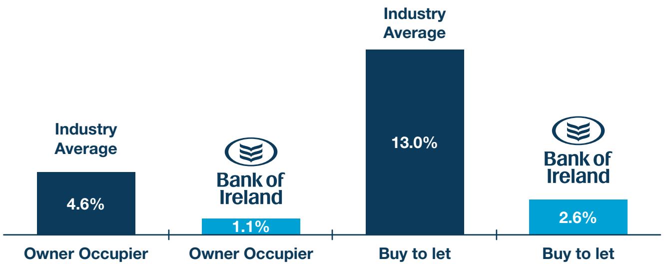
ROI Mortgages

Continued proactive arrears management

>90 days arrears[1]



>720 days arrears[1]



>90 days arrears

- Bank of Ireland is significantly below the industry average for both Owner Occupier (28% of industry average) and Buy to Let (28% of industry average)

>720 days arrears

- Bank of Ireland is significantly below the industry average for both Owner Occupier (24% of industry average) and Buy to Let (20% of industry average)

NPE resolution strategies

- Continued progress on reduction in ROI mortgage NPEs, c.€0.4bn reduction in 2018
- Portfolio of Buy to Let mortgage NPEs prioritised for alternative resolution strategies e.g. potential securitisation and/or sale
  - Loans of c.€0.6bn – €0.8bn;
  - Net Interest Income of c.€10m – €14m
  - CET1 Capital Intensity of c.30bps – 50bps

[1] As at September 2018, based on number of accounts, industry average excluding BOI

Debt Securities at fair value through other comprehensive income (FVOCI)

	ROI (€bn)	UK (€bn)	France (€bn)	Other (€bn)	Dec 18 (€bn)	Dec 17[1] (€bn)
Sovereign bonds	2.6	-	0.8	2.6	**6.0**	7.5
Senior debt	-	-	0.3	1.9	**2.2**	2.1
Covered bonds	0.2	0.4	0.9	2.2	**3.7**	3.1
Subordinated debt	-	-	-	0.1	**0.1**	0.4
Asset backed securities	-	-	-	-	**0.0**	0.1
Total	**2.8**	**0.4**	**2.0**	**6.8**	**12.0**	**13.2**
FVOCI Reserve	0.2	-	-	-	**0.2**	0.3

Portfolio

- On 1 Jan 2018, debt securities classified as AFS financial assets under IAS39 were reclassified in accordance with IFRS 9
- The Group held €12.0bn of FVOCI debt securities at Dec 2018. Weighted average instrument level credit rating of the FVOCI portfolio is A+
- Other exposures of €6.8bn include supranational entities (€1.7bn), Spain (€0.9bn), Belgium (€0.9bn), Sweden (€0.8bn), and Other (€2.5bn – all exposures less than €0.5bn)

NAMA

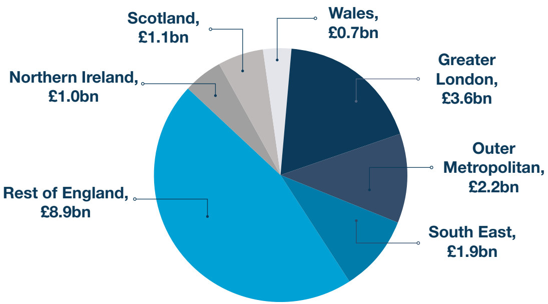
- On 1 Jan 2018, on transition to IFRS 9, the previous unamortised discount[2] which was amortising to the income statement under IAS39, was transferred in full to retained earnings (NIM impact c.2bps)
- In April 2018, the Group sold €0.2bn of NAMA subordinated bonds in a buy-back auction generating an additional gain in the income statement of c.€9m
- The Group holds NAMA subordinated bonds – €70m nominal value, valued at 104% at Dec 2018 (Dec 17 – 104%)

[1] The Group held €13.2bn of AFS financial assets at Dec 17 which were reclassified under IFRS 9 to FVOCI (€10.1bn), Amortised Cost (€2.8bn) and FVTPL (€0.3bn)

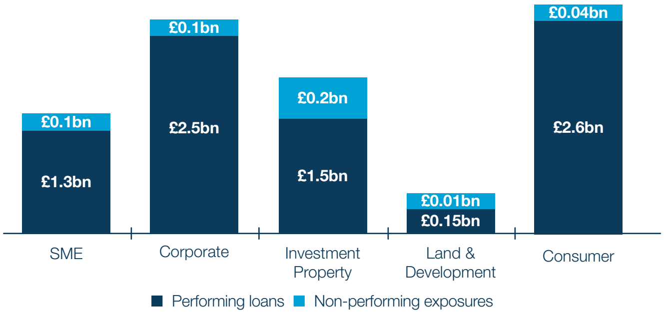
[2] An initial discount was recognised on the NAMA subordinated bonds with subsequent changes in fair value being recognised in the AFS Reserve

UK Customer Loans £27.9bn (€31.2bn)

UK Mortgages – £19.4bn



Other UK Customer Loans – £8.5bn



UK Mortgages Analysis – £19.4bn

- Total UK mortgages of £19.4bn; (NPEs: 2%)
  - Average LTV of 62% on total book (2017: 62%)
  - Average LTV of 72% on new mortgages (2017: 72%)
- 70% of mortgages originated since January 2010 are standard owner occupier mortgages
- BTL book is well seasoned with 71% of these mortgages originating prior to January 2010
- Average balance of Greater London mortgages is c.£190k, with 93% of Greater London mortgages having an indexed LTV <70%

Other UK Customer Loans Analysis – £8.5bn

- Non-performing exposures of £0.4bn with strong coverage ratios
- Performing loans of £8.1bn;
  - SME: broad sectoral diversification with low concentration risk
  - Corporate: specialist lending teams in Acquisition Finance, Project Finance, and Corporate lending through a focused sector strategy
  - Investment Property: primarily Retail, Office and Residential sectors
  - Consumer (£2.7bn):
    - Northridge (£1.4bn): Asset backed motor finance business; net loan book increase of £0.3bn in 2018; mid-market pricing targeting prime business only; below industry arrears and loan losses
    - Personal loan volumes (£0.7bn): net loan book increase of £0.3bn in 2018; improved credit risk process has driven increase in customer applications and drawdowns
    - Credit cards (£0.6bn): classified as held for sale as at Dec 2018

Capital

CET1 ratios – Dec 2018

	Regulatory ratio (€bn)	Fully loaded ratio (€bn)
Total equity	10.1	10.1
Less Additional Tier 1	(0.8)	(0.8)
Deferred tax[1]	(0.4)	(1.1)
Intangible assets and goodwill	(0.7)	(0.7)
Foreseeable dividend[2]	(0.2)	(0.2)
Expected loss deduction	(0.6)	(0.6)
Other items[3]	(0.2)	(0.3)
Common Equity Tier 1 Capital	**7.2**	**6.4**
Credit RWA	41.6	41.4
Operational RWA	4.5	4.5
Market, CCR and Securitisations	1.7	1.7
Total RWA	**47.8**	**47.6**
Common Equity Tier 1 ratio	**15.0%**	**13.4%**
Total Capital Ratio	**20.2%**	**18.8%**
Leverage Ratio	**7.0%**	**6.3%**

Phasing impacts on Regulatory ratio

- Deferred tax assets – certain DTAs[1] are deducted at a rate of 40% for 2018, increasing annually at a rate of 10% thereafter until 2024
- IFRS 9 – the Group has elected to apply the transitional arrangement which on a Regulatory CET1 basis resulted in minimal impact from initial adoption and will partially mitigate future impacts in the period to 2022. The transitional arrangement allows a 95% add-back in 2018, decreasing to 85%, 70%, 50% and 25% in subsequent years

[1] Deferred tax assets due to temporary differences are included in other RWA with a 250% risk weighting applied
[2] Dividend deduction of €173m
[3] Other items - the principal items being the cash flow hedge reserve, securitisation deduction and 10%/15% threshold deduction

Capital Guidance and Distribution Policy

Capital Guidance

- The Group expects to maintain a CET1 ratio in excess of 13% on a regulatory basis and on a fully loaded basis by the end of the O-SII phase-in period[1]
- This includes meeting applicable regulatory capital requirements plus an appropriate management buffer

Distribution Policy

- The Group expects that dividends will increase on a prudent and progressive basis and, over time, will build towards a payout ratio of around 50% of sustainable earnings
- Dividend level and rate of progression will reflect, amongst other things:
  - Strength of the Group's capital and capital generation;
  - Board's assessment of growth and investment opportunities available;
  - Any capital the Group retains to cover uncertainties; and
  - Any impact from the evolving regulatory and accounting environments
- Other means of capital distribution will be considered to the extent the Group has excess capital

Proposed Dividend

- Proposed dividend of 16 cent per share / €173m in respect of 2018, increased from 11.5 cent per share / €124m in 2017

[1] The Other Systemically Important Institution (O-SII) buffer will be introduced at 0.5% in July 2019, increasing to 1.0% in July 2020 and 1.5% in July 2021

Regulatory Capital Requirements

Pro forma CET1 Regulatory Capital Requirements	Set by	Range	2017	2018	2019	2020	2021
Pillar 1 – CET1	CRR	4.50%	4.50%	4.50%	**4.50%**	4.50%	4.50%
Pillar 2 Requirement (P2R)	SSM	1% – 2.25%[2]	2.25%	2.25%	**2.25%**	2.25%	2.25%
Capital Conservation Buffer (CCB)	CRD	2.50%	1.25%	1.88%	**2.50%**	2.50%	2.50%
Countercyclical buffer (CCyB)[1]							
Ireland (c.60% of RWA) (from 5 July 2019)	*CBI*	*0% – 2.50%*	–	–	*0.60%*	*0.60%*	*0.60%*
UK (c.30% of RWA)	*FPC (UK)*	*0% – 2.50%*	–	*0.3%*	*0.30%*	*0.30%*	*0.30%*
US and other (c.10% of RWA)	*Fed/Various*	*0% – 2.50%*	–	–	–	–	-
O-SII buffer *(from 1 July 2019)*	CBI	0% – 2.00%	–	–	**0.50%**	1.00%	1.50%
Systemic Risk Buffer – Ireland	Minister for Finance	0% – 3.00%	N/A	N/A	**N/A**	N/A	N/A
Pro forma Minimum CET1 Regulatory Requirements			**8.00%**	**8.93%**	**10.65%**	**11.15%**	**11.65%**
Pillar 2 Guidance (P2G)		**Not disclosed in line with regulatory preference**					

Regulatory Capital Requirements

- A minimum CET1 ratio of 9.55% on a regulatory basis from 1 Jan 2019, increasing to 10.65% from July 2019. This includes
  - A Pillar 1 requirement of 4.5%, a Pillar 2 requirement (P2R) of 2.25%, a capital conservation buffer of 2.50%, a UK CCyB of 0.3%, an Other Systemically Important (O-SII) Buffer of 0.5% (from 1 July 2019) and an ROI CCyB of 0.6% (from 5 July 2019)
- The FPC (UK) has set the UK CCyB at 1% from Nov 2018
- The CBI (ROI) announced its intention to increase the CCyB in Ireland from 0% to 1.0%, effective from 5 Jul 2019
- The Systemic Risk Buffer under Article 133 CRD IV is currently not implemented in Irish law but may be introduced at the discretion of the Minister for Finance
- Pillar 2 Guidance (P2G) is not disclosed in accordance with regulatory preference, increase of 62bps in Capital Conversion Buffer (CCB) in 2019 was offset by a like for like reduction in P2G. In addition the P2G for 2019 reduced following the outcome of the 2018 EBA Stress Test

[1] CCyB could be set in excess of 2.50% in exceptional circumstances. A change in the CCyB could also be implemented in less than 12 months in exceptional circumstances
[2] Expected range for Pillar 2 Requirement

Risk Weighted Assets (RWAs)

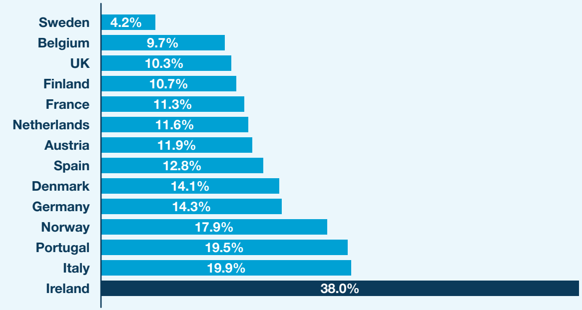
Customer lending average credit risk weights – Dec 2018[1/2]
(Based on regulatory exposure class)

	EAD[3] (€bn)	RWA (€bn)	Avg. Risk Weight
ROI Mortgages	24.2	8.3	34%
UK Mortgages	21.5	4.8	22%
SME	15.8	11.9	75%
Corporate	10.4	9.2	88%
Other Retail	5.8	4.0	68%
Customer lending credit risk	**77.8**	**38.1**	**49%**

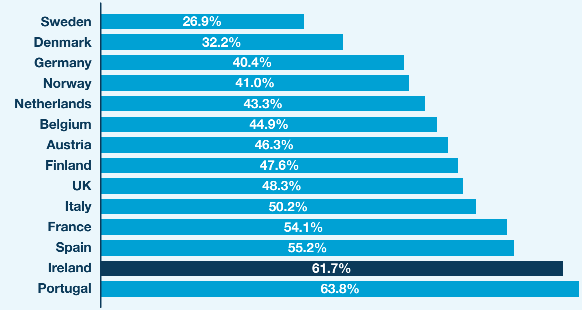
- IRB approach accounts for:
  - 70% of credit Exposure at default (Dec 2017: 70%)
  - 74% of credit RWA (Dec 2017: 73%)
- RWA has increased from €45.0bn at Dec 2017 to €47.8bn at Dec 2018 primarily driven by changes in book size and mix and the impact of TRIM
- The Group's ROI mortgages average risk weight increased from 29% at June 2018 to 34% at Dec 2018, driven primarily by the impact of the TRIM exercise

EBA Transparency Exercise 2018
Country by Country Average IRB risk weights

Residential Mortgages – June 2018



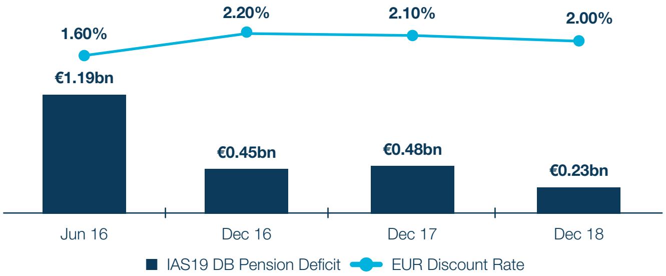
Corporates – June 2018



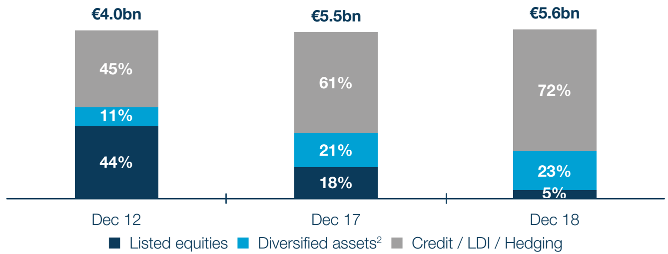
1 EAD and RWA include both IRB and Standardised approaches and comprises both non-defaulted and defaulted loans
2 Securitised exposures are excluded from the table (i.e. excludes exposures included in CRT executed in Nov 2017 and Dec 2016)
3 Exposure at default (EAD) is a regulatory estimate of credit risk exposure consisting of both on balance exposures and off balance sheet commitments

Defined Benefit Pension Schemes

Group IAS19 Defined Benefit Pension Deficit

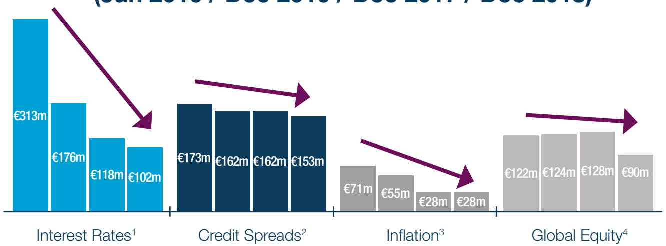


Mix of BSPF* Defined Benefit Pension Scheme Assets (%)[1]



* BSPF = Bank of Ireland Staff Pensions Fund
[1] Graphs shows BSPF asset allocation. BSPF represents approx. 77% of DB Pension assets
[2] Diversified assets includes infrastructure, private equity, hedge funds and property

IAS19 Pension Deficit Sensitivities (Jun 2016 / Dec 2016 / Dec 2017 / Dec 2018)



[1] Sensitivity of Group deficit to a 0.25% decrease in interest rates
[2] Sensitivity of IAS19 liabilities to a 0.10% decrease in credit spread over risk free rates
[3] Sensitivity of Group deficit to a 0.10% increase in long term inflation
[4] Sensitivity of deficit to a 5% decrease in global equity markets with allowance for other correlated diversified asset classes

- IAS19 Pension deficit of €0.23bn at Dec 2018: schemes in deficit €0.27bn, schemes in surplus €0.04bn
- The primary drivers of the movement were:
  - Deficit reducing contribution of c.€82m to BSPF and c.€34m to other schemes
  - Net positive impact of changes in long term assumptions and experience in 2018
- The Group has continued to support Trustees in diversifying asset portfolios away from listed equity into other return-seeking but potentially less volatile asset classes. In Q4 2018 the BSPF investment in listed equities was reduced from 15% to 5%
- BSPF asset returns of +1.5% and +2.6%.p.a. were achieved over 1 year and 3 years respectively to end Dec 2018

Ordinary shareholders' equity and TNAV

Movement in ordinary shareholders' equity	2017 (€m)	2018 (€m)
Ordinary shareholders' equity at beginning of period	**8,612**	**8,859**
Movements:		
Profit attributable to shareholders	664	620
Impact of adopting IFRS 9	-	(31)
Dividend paid to ordinary shareholders (2017 dividend of 11.5c per share)	-	(124)
Dividends on preference equity interests	(4)	-
Distribution on other equity instruments – additional tier 1 coupon (net of tax)	(24)	-
Remeasurement of the net defined benefit pension liability	(113)	129
Debt instruments at FVOCI reserve movements	-	133
Available for sale (AFS) reserve movements	(9)	(341)
Cash flow hedge reserve movement	(115)	(51)
Foreign exchange movements	(147)	10
Other movements	(5)	39
Ordinary shareholders' equity at end of period	**8,859**	**9,243**

Tangible net asset value	Dec 17 (€m)	Dec 18 (€m)
Ordinary shareholders' equity at the end of period	**8,859**	**9,243**
Adjustments:		
Intangible assets and goodwill	(779)	(802)
Own stock held for benefit of life assurance policyholders	33	25
Tangible net asset value (TNAV)	**8,113**	**8,466**
Number of ordinary shares in issue at the end of the period	1,079	1,079
TNAV per share (€)	**€7.52**	**€7.85**

Cost income ratio: Dec 2018

Headline vs. Adjusted

	FY 2018 Headline (€m)	Pro forma adjustments (€m)	FY 2018 Pro forma (€m)
Net interest income	**2,146**	**-**	**2,146**
Other income			
– Business income	672	-	672
– Additional gains	9	(9)	-
– Other valuation items[1]	(22)	56	34
Total Income	**2,805**	**47**	**2,852**
Costs			
– Operating expenses	1,739	-	1,739
– Transformation Investment	113	-	113
Costs	**1,852**	**-**	**1,852**
Cost income ratio	**66%**		**65%**

- **Cost income ratio excludes;**
  - Levies and Regulatory charges
  - Non-core items

- **2018 adjusted cost income ratio is adjusted for;**
  - Additional Gains and valuation items[1] (€47m)

[1] Excludes IFRS income classifications which is fully offset in net interest income

Return on tangible equity (RoTE)

2018: Headline vs. Adjusted

	2018 Headline (€m)	Adjustments: Additional gains, & valuations items[1], net of tax	Adjustments: 2018 impairment gains, net of tax	Adjustments: "Normalised" impairment adjustment, net of tax	Adjustments: Adjustment for CET1 Ratio at 13%	2018 Adjusted (€m)
Profit for the period	**675**					
Non-Core items, net of tax	78					
Coupon on Additional Tier 1 securities	(48)					
Preference share dividends	(7)					
Adjusted profit after tax	**698**	**38**	**(34)**	**(127)**	**-**	**575**
At Dec 2018						
Shareholders' equity	9,243				(184)	**9,059**
Intangible assets	(802)					**(802)**
Shareholders' tangible equity	8,441				(184)	**8,257**
Average shareholders' tangible equity	**8,229**	**-**	**-**	**-**	**(296)**	**7,933**
Return on tangible equity (RoTE)	**8.5%**					**7.2%**

- **2018 Adjusted Return on Tangible Equity is adjusted for;**
  - Additional gains and valuations items[1], net of tax – €38m
  - Reversal of 2018 net impairment gain 2018, net of tax – €34m
  - "Normalised" impairment charge (20bps), net of tax – €127m
  - Average Shareholders' tangible equity calculated on a CET1 Ratio at 13% – €296m

[1] Excludes IFRS income classifications which is fully offset in net interest income

Forward-Looking statement

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, level of ownership by the Irish Government, 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, 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 and plans and objectives for future operations. 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 2018. Investors should also read ‘Principal Risks and Uncertainties’ in the Group’s Annual Report for the year ended 31 December 2018 beginning on page 61.

Nothing in this document should be considered to be a forecast of future profitability or financial position of the Group and none of the information in this document is or is intended to be a profit 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.

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