



IMPORTANT NOTICE

Measures to reduce Coronavirus (COVID-19) transmission at the Extraordinary General Meeting to be held at 11:00 a.m. on Tuesday 19 January 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 Extraordinary General Meeting ("EGM") will proceed under very constrained circumstances.

Shareholders are requested not to attend the EGM in person and instead to submit a proxy form to ensure they can vote and be represented at the EGM without attending in person. Proxy voting can be done in advance of the EGM 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 89 to 92 of the EGM circular issued by the Company to its shareholders dated 17 December 2020 (the "Circular"), which is published on www.bankofireland.com/investor. Proxies must be received by no later than 11:00 a.m. on Sunday 17 January 2021.

If you wish to listen live to the EGM 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:	1800946812 or 01 2421075
UK Direct:	0203 972 3299
International direct:	+44 0203 972 3299
Passcode:	416 904 15#

You will still need to submit your proxy form by the relevant deadline before the EGM, 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 EGM, either by post or by email to the addresses set out in the Circular.

We will be seeking to conduct the EGM 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 EGM.

The Company will continue to monitor the impact of the Coronavirus (COVID-19) and any relevant updates regarding the EGM 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 egmquestions@boi.com or contact our Registrar, Computershare Investor Services (Ireland) Limited, on 01 2475414.

Sarah McLaughlin
Group Secretary

17 December 2020