

Bank of Ireland Group plc

Annual General Meeting ('AGM') shareholder questions

Bank of Ireland Group plc (the 'Company') will convene the AGM on 23 May 2023 at 11.00 a.m., in O'Reilly Hall, UCD, Dublin 4.

We appreciate that the decision to attend in-person meetings in this environment is a very personal matter. Shareholder participation and engagement remains important to us and, as such, Shareholders can also avail of the option to listen live to the AGM by telephone, using the following numbers:

Ireland: 01 5822023 or 1800 001199
UK Direct: 0800 260 6466
International direct: +44 2034814247
Passcode: 4662205

It will not be possible to vote or ask questions via telephone and Shareholders were encouraged to submit their proxy voting instructions in advance of the AGM to ensure that they could vote and be represented at the AGM without the need to attend in person.

Shareholders were also encouraged to submit questions in advance of the AGM by email to agmquestions@boi.com or in writing to the Group Secretary, Bank of Ireland Group PLC, Baggot Plaza, 27 - 33 Upper Baggot Street, Dublin 4, D04 VX58.

Below is a summary of the questions received through the agmquestions.boi.com and the responses issued to date:

Q. A: SHARE REGISTER RELATED QUERIES E.G. AMOUNT OF SHARES HELD, CHANGE OF ADDRESS OR NOTIFICATION OF THE DEATH OF A SHAREHOLDER

The majority of the questions received related to personal account matters. Shareholders may access Computershare's 'managed holdings information online' by registering with the Investor Centre at www.investorcentre.com/ie.

Alternatively, Shareholders may contact our Registrar, Computershare, directly either by phone on the Bank of Ireland dedicated line + 353 1 247 5414, via email at WebCorres@computershare.co.uk or by post to the below address:

Computershare Investor Services (Ireland) Ltd
3100 Lake Drive,
Citywest Business Campus,
Dublin 24, D24 AK82

Q. B: SHAREHOLDER LOOKING TO SELL THEIR SHARES

Should Shareholders wish to buy or sell their Company shares, they should contact a stockbroker directly.

Q. C: CAN I ATTEND THE BANK OF IRELAND AGM IN PERSON?

The AGM will be held in person on 23 May 2023 at 11.00 a.m., in O'Reilly Hall, UCD, Dublin 4.

Q. D: WHAT WAS THE REORGANISATION THAT AMENDED THE NUMBER OF SHARES I HOLD?

In 2017, under regulatory direction, and with Shareholder approval, the Group implemented a corporate reorganisation which resulted in a new Irish-incorporated company, Bank of Ireland Group plc (BOIG), being introduced as the listed holding company of the Group and becoming the parent of the Governor and Company of the Bank of Ireland.

As part of the reorganisation, the Group undertook a stock consolidation to reduce the Group's issued share capital. By way of illustration, if someone held 30 shares in BOI at the pre-consolidation share price of 24c, these shares had a market value of €7.20. However, on the day the consolidation took effect, the same person's shareholding was adjusted to 1 share but the share price closed at €7.40 that day, primarily reflecting the new number of shares in issue (and, to a lesser extent, a modest daily move in the underlying share price). The consolidation had no direct economic impact on the value of your shareholding in Bank of Ireland.

Q. E: OUT OF THE €4.7 BILLION PAID TO THE BANK OF IRELAND BY THE STATE HOW MUCH FUNDS HAVE BEEN RETURNED THROUGH THE SALE OF BANK SHARES, PREFERENCE STOCK AND BAILOUT BONDS TO INCLUDE DIVIDENDS AND THE COLLECTION OF GUARANTEE FEES?

The breakdown of the repayments are follows:

Pre May 2020 Disposal/redemptions – €3.6bn

Pre May 2020 Coupons / dividends / fees - €2.3bn

Proceeds from 14% share disposals- €0.841bn

Total: €6.7bn

Q. F: LAST YEAR THE COST-INCOME RATIO OF THE GROUP STOOD AT 63%. HAS THE BANK ANY MEDIUM-TERM TARGETS GOING FORWARD TO 2025 TO LOWER BANK OF IRELAND COST-TO-INCOME RATIO TO UNDER 50% AND INCREASE THE BUILD-UP DIVIDEND PAY-OUT RATIO TO 40% OF NET PROFIT?

Yes, on March 7th the Group communicated a strategy refresh for the 2023 – 2025 period including financial targets. Within the financial targets, the Group is targeting a Cost-Income Ratio of <50% in each year of the 3 year strategy. In addition, the Group updated its distribution policy to include a dividend pay-out ratio building to c.40%. This pay-out ratio excludes distributions of surplus capital, which will be considered annually.

Q. G: THE ECB HAS RAISED ITS DEPOSIT RATE FROM MINUS 0.5% TO 3.25% SINCE LAST JULY, INCLUDING A 0.25 OF A PERCENTAGE POINT INCREASE ANNOUNCED EARLIER THIS MONTH. GIVEN THAT A HIGH NET INTEREST MARGIN (“NIM”) WOULD INCREASE THE PROFITABILITY OF BANK OF IRELAND WHAT IS THE NIM INCOME EXPECTED TO BE IN THE COMING YEAR?

Bank of Ireland Group has provided guidance on net interest income for 2023 as opposed to NIM. The Group expects 2023 net interest income to be over 12% higher than the Q4 2022 annualised level of €3 billion. This increase reflects underlying business momentum, the acquisition of KBC portfolios in February of this year and higher interest rate expectations in 2023.

Q. H: AS BANK OF IRELAND COMPLETED THE PURCHASE OF €7.8 BILLION OF LOANS, MAINLY MORTGAGES, AND €1.8 BILLION OF DEPOSITS FROM KBC BANK IRELAND LAST MONTH, DOES THE GOVERNOR EXPECT THE ACQUISITION OF KBC BANK IRELAND FUNDS TO BE TRANSFORMATIVE?

Bank of Ireland Group sees the KBC Ireland portfolios acquisition as transformative on a number of levels. Financially, it is transformative and we have previously outlined we expect annualised 2023 net interest income

benefit of c.€160m. The quality of the portfolios is strong with the acquisition leading to reduction in the Group's December 2022 pro-forma non-performing exposures ("NPE") ratio by c.20 basis points. Finally, as a result of the portfolio acquisition, we will be welcoming c.150,000 KBC customers to the Group, so significantly increasing the Group's customer base in Ireland.