

## 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 2024 at 11.00 a.m., in The Royal Dublin Society (RDS), Dublin 4, D04 AK83.

Shareholder participation and engagement remains important to us. As such, Shareholders can also avail of the option to listen live to the AGM by telephone, on the following numbers:

Ireland: 01 582 2026  
UK Direct: 44 800 260 6471  
International direct: +44 20 3481 4246  
Passcode: 2950093

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.

Shareholders were also encouraged to submit questions in advance of the AGM by email to [agmquestions@boi.com](mailto: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](http://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](http://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 [clientservices@computershare.ie](mailto:clientservices@computershare.ie) 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 2024 at 11.00 a.m., in The Royal Dublin Society (RDS), Dublin 4, D04 AK83.

**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: TAKING 2023 AS A WHOLE, HOW MUCH INTEREST DID BANK OF IRELAND EARN ON THE SURPLUS CASH IT DEPOSITED WITH THE ECB DURING 2023?**

In FY 2023 the Group had net interest income of €3.7 billion, an increase of 48% compared to 2022, which was supported by organic loan growth in Ireland, higher interest rates and customer balances, and the KBCI portfolio acquisition partially offset by higher wholesale funding and customer deposit costs. We don't specifically break out the interest earned on ECB deposits. For completeness, an overview of the building blocks of our net interest income is provided on slide 39 in our FY 2023 results presentation which can be downloaded from the Investor Relations pages on the Bank of Ireland website.

**Q. F: FOLLOWING THE COMPLETION AND SUCCESSFUL MIGRATION OF THE KBCI PORTFOLIOS AND ITS €8 BILLION LOAN BOOK ACQUIRED IN FEBRUARY 2023 IN CONCERT WITH DAVY CENTRE OF EXCELLENCE, HAS THERE BEEN A SIGNIFICANT DOUBLE-DIGIT PERCENTAGE COST INCREASE REFLECTING THE IMPACTS OF BOTH ACQUISITIONS AND THE LIFTING OF VARIABLE PAY PURSUANT TO STRATEGIC REPORT FINANCIAL REVIEW GOVERNANCE RISK MANAGEMENT?**

The Group's FY 2023 results reflect the transformative acquisitions of Davy and the KBCI portfolios. The evolution of the Group's operating expenses in FY 2023 is detailed on slide 22 of our results presentation (available on the Investor Relations pages of the Bank of Ireland website). Importantly, operating expenses were in-line with our guidance of c.€1.85 billion. While this was +€182m from the outturn for FY 2022, €81m of this relates to the acquisitions (12 months of Davy costs versus the 7 months' reflected in the FY 2022 results, as Davy was acquired in June 2022; and initial costs relating to the KBCI portfolios acquired in early 2023). A further €39m of the annual increase in costs relates to net growth (inflation and investment, partially offset by pension costs and efficiencies) and the balance of €62m includes an accrual for performance-related variable pay and additional investment to drive future efficiencies. There are two very important points to add here; the first being that there is an associated material revenue benefit from the inclusion of Davy and the KBCI portfolios, so the operating expenses linked to those acquisitions are 'good costs', and the second point is that the introduction of performance-related variable pay better aligns remuneration to the achievement of our long-term strategic and commercial goals, and delivery for our customers.

**Q. G: ARE OPERATING EXPENSES STILL EXPECTED TO BE IN THE MID-SINGLE DIGIT PERCENT HIGHER THAN 2023 TAKING ACCOUNT OF LEVIES AND REGULATORY CHARGES, INFLATION, BUSINESS GROWTH AND ADDITIONAL INVESTMENT TO FUTURE PROOF THE BUSINESS?**

Yes, as set out in our Q1 2024 Interim Management Statement, released on 30 April, 2024 operating expenses guidance remains for a mid-single digit percent increase versus 2023.

Q. H: BANK OF IRELAND HAS GOT NON-PERFORMING LOANS DOWN TO €2.5 BILLION WITH FURTHER BALANCE SHEET DE-RISKING, THE NPE RATIO HAS REDUCED TO 3.1% OF THE TOTAL €81 BILLION ADVANCED WHICH IS BELOW THE ECBS 5% GUIDELINES. HOWEVER, BANK OF IRELAND'S TOTAL LOAN LOSS PROVISIONS AMOUNTS TO €1.2BILLION REPRESENTING 46% OF THE €2.6 BILLION OF NON-PERFORMING LOANS. IS THE BANK OF IRELAND AIMING TO ACHIEVE A FURTHER 50-BASIS POINT ENHANCEMENT IN 2024?

While the Group does not have a specific NPE ratio target, it continues to focus on achieving further asset quality improvements through a combination of organic and inorganic activity.

Q. I: GIVEN THE TWIN CRISES OF CLIMATE CHANGE & BIODIVERSITY LOSS, CAN THE BANK CHANGE IT'S GOAL FROM SHAREHOLDER VALUE ONLY TO STAKE-HOLDER VALUE? CAN THE BANK BROADEN IT'S AIMS TO ENCOMPASS REASONABLE RETURN TO SHAREHOLDERS PLUS CARE FOR OUR ENVIRONMENT AND THE WELFARE OF CUSTOMERS, LOAN DEBTORS AND IRISH SOCIETY GENERALLY?

Our purpose is to help customers, colleagues, shareholders and society to thrive. In 2023, we embedded sustainability as one of the Group's core strategic pillars and we continue to deliver practical sustainability solutions that make a difference. We have extended our sustainable finance lending target to c.€15 billion by 2025 and c.€30 billion by 2030. In 2023, our sustainability-related lending to households and businesses grew by 35% to c.€11.1 billion. We were also just one of twenty banks globally to publish UN Principles for Responsible Banking Financial Health and Inclusion targets. Our aim is to ensure that the products we offer our customers are both environmentally and financially responsible, while also working towards decarbonisation of our loan portfolio.