

## Bank of Ireland Group plc

### Annual General Meeting ('AGM') shareholder questions

Bank of Ireland Group plc (the 'Company') will convene the AGM on 22 May 2025 at 11.00 a.m., at The InterContinental Hotel, Simmonscourt Road, Dublin 4, D04 A9K8.

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: 6513810#

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](mailto:agmquestions@boi.com) and the responses issued to date:

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#### 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

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#### Q. B: SHAREHOLDER LOOKING TO SELL THEIR SHARES

Some Shareholders asked if the Bank would be repurchasing small Shareholders shares as some peers have done in an 'Oddlot' offer. It was noted that this is not something being considered at present but being kept under review. Such an offer would require Shareholder approval at a General Meeting.

Also, some Shareholders asked how they may sell their Shares in an economical manner. Currently they should contact a stockbroker directly. The Bank is currently reviewing options on this matter.

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

The AGM will be held in person on 22 May 2025 at 11.00 a.m., at The InterContinental Hotel, Simmonscourt Road, Dublin 4, D04 A9K8.

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**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.

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**Q. E: RETAIL AND PENSION RELATED QUERIES**

A number of queries related to personal issues were received and were responded to by the relevant Business Unit.