

Preliminary Results Announcement

For the 9 months ended 31 December 2009

Forward-looking statement

This document contains certain forward looking statements within the meaning of Section 21E of the US Securities Exchange Act of 1934 and Section 27A of the US Securities Act of 1933 with respect to certain of the Bank of Ireland Group's (the Group) plans and its current goals and expectations relating to its future financial condition and performance and the markets in which it operates. These forward looking statements can be identified by the fact that they do not relate only to historical or current facts. Forward looking statements sometimes use words such as 'aim', 'anticipate', 'target', 'expect', 'estimate', 'intend', 'plan', 'goal', 'believe', or other words of similar meaning. Examples of forward looking statements include among others, statements regarding the Group's future financial position, income growth, business strategy, projected costs, projected impairment losses, capital ratios, margins, future payment of dividends, the outcome of the current review of the Group's defined benefit pension schemes, the outcome of discussions with the Financial Regulator regarding requirements for future capital, estimates of capital expenditures, discussions with Irish, European and other regulators and plans and objectives for future operations. Because such statements are inherently subject to risks and uncertainties, 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, risks and uncertainties relating to the performance of the Irish and UK economies, property market conditions in Ireland and the UK, costs of funding, the performance and volatility of international capital markets, the expected level of credit defaults, the impact of the National Asset Management Agency, the outcome from the review by the European Commission under EU state aid rules of the restructuring plan submitted by the Group, the Group's ability to expand certain of its activities, development and implementation of the Group's strategy, including the ability to achieve estimated cost reductions, competition, the Group's ability to address information technology issues, and the availability of funding sources. Any forward looking statements speak only as at the date they are 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. The reader should however, consult any additional disclosures that the Group has made or may make in documents filed or submitted or may file or submit to the US Securities and Exchange Commission.

Basis of presentation

- Bank of Ireland change of financial year end to 31 December
- Published financial information comprises:
 - Income Statement comparatives for 9 months to 31 December 2009 versus 9 months to 31 December 2008
 - Balance Sheet comparatives as at 31 December 2009 and 31 March 2009

Richie Boucher

Group Chief Executive

Section 1:
Group Chief Executive's Review

Slides 6 to 12

Section 2:
Asset quality

Loans and advances to customers
(incl. loans held for sale to NAMA)

Slides 14 to 25

Section 3:
Funding and capital

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Group Income Statement

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Divisional performance

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Preliminary highlights – Group

Group Profitability

9 Months to	Dec 2008	Dec 2009
Profit / (loss) before tax	€372m	(€1,813m)
Underlying*PBT/(LBT)	€595m	(€2,972m)
EPS	32.7c	(168.6c)
Underlying EPS	20.0c	(268.7c)

Income Statement* highlights

9 Months to	Dec 2008	Dec 2009
Total income	€2,998m	€2,437m
Operating expenses	(€1,545m)	(€1,381m)
Net interest margin annualised	1.73%	1.59%
Operating Profit before impairment on financial assets	€1,453m	€1,050m
Impairment charge on financial assets	€823m	€4,057m

Capital

	Mar 09	Sep 09	Dec 09
RWAs (€bn)	105	101	98
Equity tier ratio 1	6.2%	6.6%	5.3%**
Core tier ratio 1	9.5%	10.1%	8.9%
Tier 1 ratio	12.0%	11.0%	9.8%
Total capital ratio	15.2%	14.5%	13.4%

Funding

	Mar 09	Sep 09	Dec 09
Loans (incl NAMA assets) / deposits	161%	152%	152%
Loans (excl NAMA assets) / deposits	-	-	141%
Term Funding (funding with a maturity of 1 year or greater) as a % of total wholesale funding	27%	33%	32%

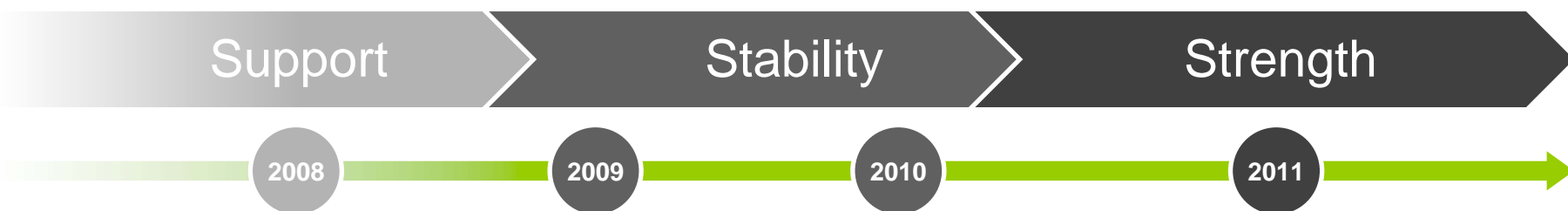
* Note: Underlying excluding non-core items; ** Note: Proforma at 31 December 2009 is 5.8% reflecting the impact of February 2010 debt for debt exchange

Preliminary highlights - divisional performance

	9 mths to Dec 2008 €M	9 mths to Dec 2009 €M	% Change
Retail Ireland	655	314	(52%)
Bank of Ireland Life**	(1)	69	
UK Financial Services	290	231	(20%)
UK Financial Services (£m)	233	205	(12%)
Capital Markets	639	558	(13%)
Group Centre	<u>(130)</u>	<u>(122)</u>	<u>6%</u>
UNDERLYING OPERATING PROFIT (before impairment charge on financial assets) *	1,453	1,050	(28%)
Retail Ireland	(360)	(1,836)	
UK Financial Services	(226)	(1,062)	
UK Financial Services (£m)	(193)	(948)	
Capital Markets	(237)	(1,159)	
TOTAL IMPAIRMENT CHARGE – financial assets	(823)	(4,057)***	
Retail Ireland	233	(1,514)	
Bank of Ireland Life **	(1)	69	
UK Financial Services	102	(805)	
UK Financial Services (£m)	70	(720)	
Capital Markets	391	(600)	
Group Centre	<u>(130)</u>	<u>(122)</u>	
UNDERLYING PROFIT / (LOSS) BEFORE TAX	595	(2,972)	

* Note: Underlying operating profit does not include the positive contribution from share of associates and joint ventures of €35m in the 9 months ended 31 Dec 09 (negative €35m in the 9 months ended 31 Dec 08) ** Note: Bank of Ireland Life PBT includes investment valuation variance and discount and other rate changes. *** Note Includes impairment charge on loans and advances to banks of €2m

Delivering Group Stability



- Difficult operating environment
- Irish Government acted decisively
- EU engagement ongoing and constructive
- Bank of Ireland strategy to stabilise the Group further - strengthen capital, improve quality and term of funding, reduce costs, support our customers
 - Cancelled ordinary dividend - *Nov 2008*
 - De-lever balance sheet - *commenced Jan 2009*
 - Debt re-purchase - *Jun 2009*
 - Debt-for-debt exchange - *Feb 2010*
 - Ordinary share issue to NPRFC* in lieu of cash dividend** - *Feb 2010*
 - Significant term funding issuance - *€14bn Jan 2009 – Mar 2010*

Delivering Group Stability

Continuing progress on key priorities

National Asset Management Agency

- Eligible Bank Assets classified as “loans held for sale to NAMA” of circa €12.2 billion (gross)
 - Phased transfer in 2010
 - Performing and non-performing loans
 - 70% land and development, 30% associated loans
 - €2.8 billion impairment provisions at 31 December 2009
- €1.9bn first tranche expected to transfer early April '10
 - €0.9bn land and development and €1.0bn associated loans
 - Consideration will amount to €1.2bn
- Loss on disposal on first tranche may not be representative of impact of total disposals to NAMA
 - Though applying similar level of discount would result in gross loss of €4.4 billion - within previous guidance.
- Loss on sale of assets to NAMA function of quantum, mix and discount applied - actual loss only known after transfer of final loans
- Retained Property and construction loans by the Group (post NAMA):
 - €2.8bn land and development loans
 - €20.8bn investment loans

Profile of loans held for sale to NAMA 31 December 2009				
	Rol €bn	UK €bn	RoW €bn	Total €bn
Land	3.1	1.0	-	4.1
Development	2.3	2.0	0.1	4.4
Associated (mainly investment property)	2.3	1.2	0.2	3.7
Total	7.7	4.2	0.3	12.2

Delivering Group Stability

Continuing progress on key priorities

	Priority	Progress
Capital	Plans in place to meet revised Financial Regulator capital targets	<p>Liability management initiatives supplemented capital: Equity tier 1 * 5.8%; Core tier 1 * 9.3%; Tier 1 * 10.2%; Total capital * 13.4% 31 Dec 09</p> <p>Financial Regulator set specific targets of minimum equity tier 1 of 7% and core tier 1 of 8%</p>
Impairment	Re-affirm impairment charge guidance on non-NAMA assets	<p>Re-affirming guidance of €4.7 billion impairment charge for 3 years to 31 March 2011 on non-NAMA assets – independently validated by Oliver Wyman</p> <p>Impairment charge expected to have peaked on non-NAMA assets in 2009 – with progressive reductions expected in each of 2010, 2011 and 2012.</p>
Funding	Disengage from Government guarantee schemes in prudent and safe manner	<p>Customer deposits up 2% to €85bn (31 Dec 09 on 31 Mar 09)</p> <p>Liquid Asset portfolio down €7bn to €31bn (31 Dec 09 on 31 Mar 09)</p> <p>Wholesale funding down from €74bn to €61bn (31 Dec 09 on 31 Mar 09)</p> <p>Term funding 32% of wholesale funding (31 Dec 09)</p>

Delivering Group Stability

Continuing progress on key priorities

	Priority	Progress
Net interest margin	Aim to achieve net interest margin in excess of 175bps by 2013	Re-pricing loans and deposits Negative impact on NIM of higher funding costs in short term
Costs	Aim to achieve cost / income ratio below 50% by 2013	Costs down 11% <i>9mths to 31 Dec 09 vs 9mths to 31 Dec 08</i> Staff levels down c.2200 since Mar 08
Customer	Supporting customers and open for business	Strong relationship approach across all Customer segments Robust support processes in place for challenged Consumers and SMEs From April to December 2009 - €1.7bn in mortgages advanced; €2.3bn lent to SMEs (80% of loan applications approved) Well positioned to support customers through current period and economic recovery

Delivering Group Stability

Core loan portfolio defined

Core loan portfolio

€89bn loans and advances to customers

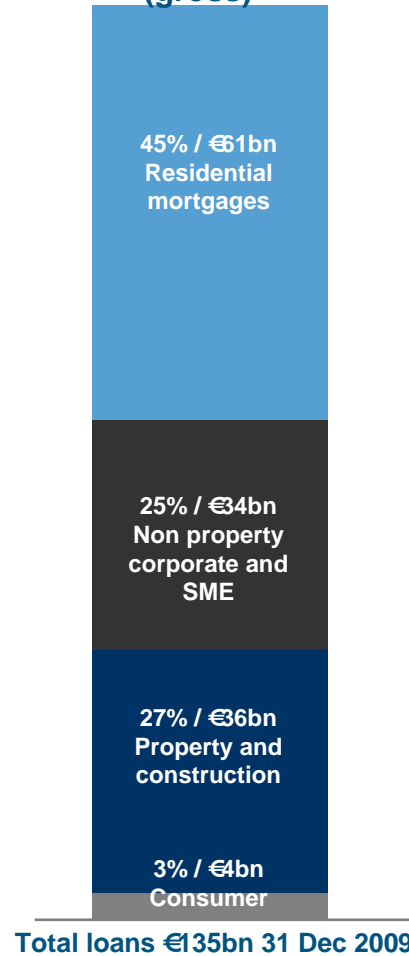
Substantially funded by customer deposits

Run-off loan portfolio

€46bn loans in 'run-off' / disposal

Largely funded by wholesale funding

Total loan portfolio (gross)



Core loan portfolio



Core portfolio loans and advances to customers €89bn
31 Dec 2009

ROI €8.7bn
UK/RoW €14.9bn

Run-off loan portfolio



Run-off loan Portfolio €46bn
31 Dec 2009

John O'Donovan

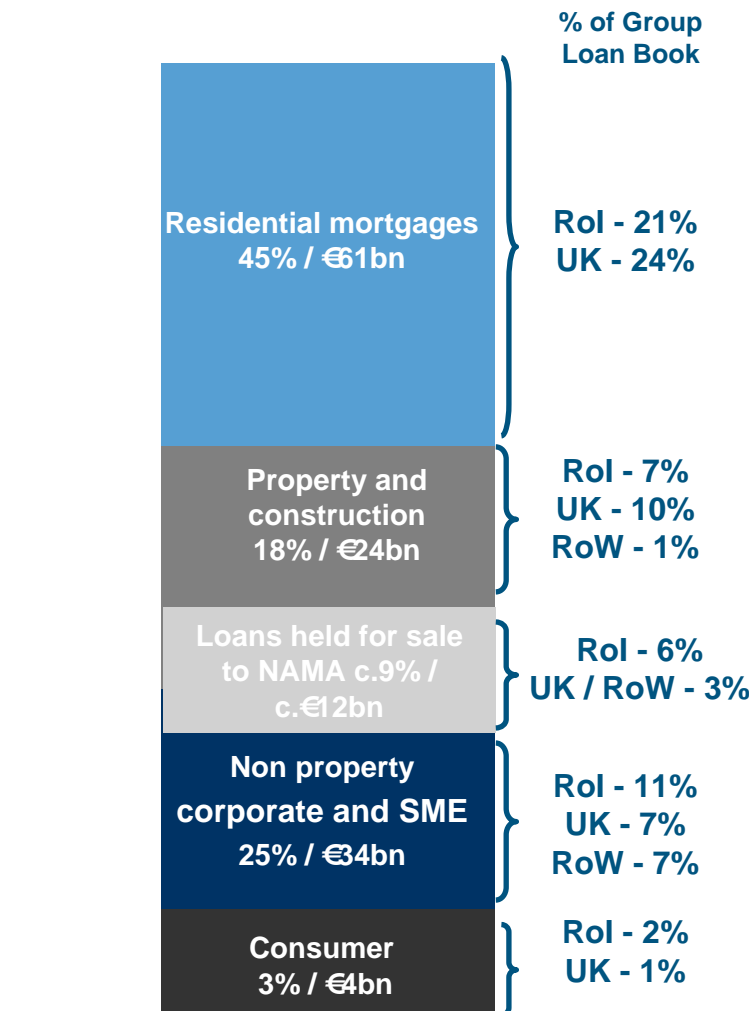
Group Chief Financial Officer

Section 2

Asset quality

Loans and advances to customers (incl. loans held for sale to NAMA)

Profile of total loans* - €135bn at Dec 2009



Group loan book*

- Group loan book €135bn at 31 Dec 2009
- Significant Residential mortgage book - €29bn in RoI and €32bn in the UK
- €24bn or 18% of Group loan book in retained Property and construction loans - €9bn in RoI, €13bn in the UK with €2bn RoW
- Circa €12.2bn loans held for sale to NAMA
- Loans to Non-property corporate and SME sectors is 25% of the loan portfolio - €15.3bn in RoI, €9.8bn in the UK with €9.2bn in RoW
- 3% of loan book is Consumer loans which includes credit cards, personal loans and motors loans - €2.9bn is in RoI and €1.4bn in the UK

* Note: Before balance sheet impairment provisions of €5.8bn at 31 Dec 2009

Group loan book asset quality profile

Asset Quality	Mar 2009		Sept 2009		Dec 2009	
	€m	%	€m	%	€m	%
High quality	72.5	53.5	69.3	51.4	69.2	51.4
Satisfactory quality	37.1	27.3	33.1	24.5	29.7	22.1
Acceptable quality	12.6	9.3	14.3	10.6	13.6	10.1
Lower quality but not past due nor impaired	2.3	1.7	3.8	2.8	3.3	2.5
Neither past due nor impaired	124.4	91.8	120.5	89.3	115.9	86.1
Past due but not impaired*	5.8	4.3	5.7	4.3	5.4	4.0
Impaired**	5.3	3.9	8.6	6.4	13.4	9.9
Total loans ***	135.5	100	134.8	100	134.7	100
Impaired loans – excluding loans held for sale to NAMA	-	-	-	-	6.8	5.5****

- Severe deterioration in general economic conditions, weaker consumer sentiment and sharp slowdown in Property and construction sector, particularly in the land and development sub-sector
- Impaired loans increased from €5.3bn at Mar 09 to €13.4bn at Dec 09. 76% of the increase relates to Property and construction, 20% to Non-property corporate and SME, 3% to Mortgages and 1% to Consumer Loans
- Challenged loans of €26.3bn at Dec 09 (Mar 09: €15.7bn, Sept 09: €23.9bn)

* Note: 'Past due but not impaired' defined as loans where repayment of interest and/or principal are overdue by at least one day but are not impaired

** Note: 'Impaired loans' defined as loans with a specific impairment provision attaching to them together with loans (excluding residential mortgages) which are more than 90 days in arrears

*** Note: Before balance sheet impairment provisions (Mar 09: €1.8bn; Sept 09 €3.5bn; Dec 09: €5.8bn)

**** Note: Impaired loans excluding loans held for sale to NAMA as a percentage of total loans less loans held for sale to NAMA

Stock of Balance Sheet provisions and coverage ratio

31 Dec 2009	Total loans and advances to customers	Impaired loans	Impaired loans as % of advances	Impairment provisions	Impairment provisions as % of impaired loans
	€bn	€bn	%	€bn	%
Residential mortgages	61	0.5	0.8	0.4	76*
Non property corporate and SME	34	2.8	8.2	1.1	41
Property and construction	36	9.7	27.2	3.9	40
Consumer	4	0.4	9.8	0.4	89
Total loans	135	13.4	9.9	5.8	43
Total loans – excluding loans held for sale to NAMA	123	6.8	5.5	3.0	44

30 Sept 2009	Total loans and advances to customers	Impaired loans	Impaired loans as % of advances	Impairment provisions	Impairment provisions as % of impaired loans
	€bn	€bn	%	€bn	%
Residential mortgages	60	0.4	0.6	0.3	78*
Non property corporate and SME	35	2.2	6.4	0.9	39
Property and construction	35	5.6	15.9	1.9	35
Consumer	5	0.4	8.3	0.4	84
Total loans	135	8.6	6.4	3.5	41

31 Mar 2009	Total loans and advances to customers	Impaired loans	Impaired loans as % of advances	Impairment provisions	Impairment provisions as % of impaired loans
	€bn	€bn	%	€bn	%
Residential mortgages	59	0.2	0.4	0.1	63*
Non property corporate and SME	37	1.2	3.2	0.5	40
Property and construction	34	3.5	10.4	0.9	24
Consumer	6	0.4	6.5	0.3	82
Total loans	136	5.3	3.9	1.8	33

* Coverage ratio on Residential mortgages including Residential mortgages with arrears greater than 90 days past due – Dec 09: 20%; Sept 09: 16%; Mar 09: 12%

Impairment charge by portfolio

		Total Loans		Impairment charge on loans and advances to customers by portfolio					
		At Dec 09		9 mths to Dec 08		12 mths to Mar 09		9 mths to Dec 09	
		€bn	€m	€m	bps (annualised)	€m	bps (annualised)	€m	bps (annualised)
Residential mortgages		€61bn	€60m	13bps	€127m	20bps	€237m	52bps	
	- Republic of Ireland	€29bn	€24m	12bps	€60m	23bps	€165m	79bps	
	- UK	€32bn	€36m	14bps	€67m	20bps	€72m	30bps	
Non property corporate and SME		€34bn	€108m	41bps	€344m	94bps	€659m	250bps	
Property and construction		€36bn	€449m	165bps	€766m	211bps	€2,993m	1,125bps	
	- Investment	€25bn	€70m	40bps	€143m	61bps	€437m	249bps	
	- Land and development	€11bn	€379m	394bps	€623m	493bps	€2,556m	2,831bps	
Consumer		€4bn	€130m	244bps	€198m	308bps	€166m	421bps	
Total		€135bn*	€747m**	72bps	€1,435m**	102bps	€4,055m**	396bps	

Of the €4,055 million impairment charge in the 9 months to Dec 09

- €2.2 billion relates to loans held for sale to NAMA
- €1.8 billion relates to Bank of Ireland retained portfolio

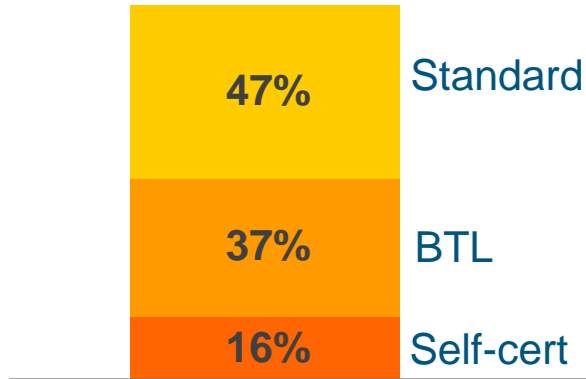
*Note: Before balance sheet impairment provisions of €5.8bn at Dec 09

**Note: Excludes impairment charge on other financial assets of €2m in 9 months to Dec 09 (€76m in 9 months to Dec 08; €78m in 12 months to Mar 2009)

UK Residential mortgages

- £29bn / €32bn Dec 2009

Book - segment split



Asset quality - arrears

Arrears – greater than 3 mths in arrears*

	Dec 08	Mar 09	Sept 09	Dec 09
Book - Bol	118bps	148bps	161bps	171bps
CML	188bps	241bps	240bps	238bps
Buy to let - Bol	140bps	173bps	177bps	185bps
CML	231bps	306bps	219bps	200bps
Self Cert - Bol	263bps	366bps	410bps	454bps
Standard- Bol	66bps	80bps	93bps	97bps

*Note: Cases > 3 months excluding possessions

- UK mortgages 53% of total Group mortgages (24% of Group loans and advances to customers)

- Bank of Ireland has c.262,000 residential mortgages in the UK

- Modest decline in book:

- end Sept 09 to Dec 09: (0.9)%
- end Jun 09 to Sept 09: (0.4)%
- end Mar 09 to Jun 09: 0.0%
- end Dec 08 to Mar 09: 0.0%
- end Mar 08 to Dec 08: 7.3%

Strategic decision to de-leverage Group balance sheet - withdrawal from UK intermediary sourced mortgage business (Jan 09)

- House prices up 5.9% in 12 mths to Dec 2009; down 12.9% from peak in Oct 2007 to Dec 2009 (*Nationwide*)

- Asset quality:

- Impairment charge

- Annualised 9 mth impairment charge to 31 Dec 09 – 30bps
- Annualised 9 mth impairment charge to 31 Dec 08 – 14bps

- Negative equity

- 30k (11.6%) mortgages in negative equity (Mar 09: 56k or 21%, Sept 09: 37k or 14%) – quantum of net negative equity £260m (Mar 09: £685m, Sept 09: £344m)

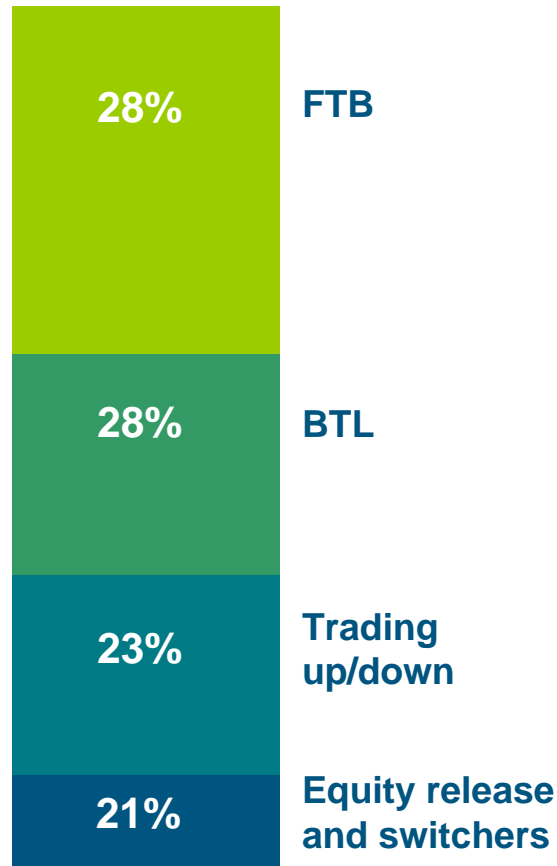
- Possessions

- 305 properties in possession or 0.12% of mortgages at 31 Dec 09
336 properties or 0.13% of mortgages in possession at 30 Sep 09
388 or 0.15% of mortgages in possession at 31 Mar 09
- 570 new possessions in 9 mths to 31 Dec 09
163 in 3 mths to 31 Dec 09
222 in 3 mths to 30 Sept 09
185 in 3 mths to 30 Jun 09

Irish Residential mortgages

- €29bn Dec 2009

Book - segment split



- Irish mortgages 47% of total Group mortgages (21% of total Group loans and advances to customers)
- Bank of Ireland has c.199,000 residential mortgage accounts in Ireland
- Book growth:
 - end Sept 09 to Dec 09: 0.4%
 - end Jun 09 to Sept 09: 0.7%
 - end Mar 09 to Jun 09: 0.3%
 - end Dec 08 to Mar 09: 0.3%
- New business product split:
 - 9 mths to 31 Dec 09:
 - FTB 36%; BTL 8%; Trade up/down 26%; Equity release/switch 30%
 - 9 mths to 31 Dec 08:
 - FTB 24%; BTL 25%; Trade up/down 24%; Equity release/switch 27%
- House prices fell 18.5% in 12 mths to Dec 2009; down 31.5% from peak in February 2007 to Dec 2009 (*PTSB*) - official statistics trailing actual market
- Asset quality
 - Arrears – 3 months or more past due*
 - Book 346bps Dec 2009 (297bps Sept 09; 192bps Mar 09)
 - Impairment charge
 - Annualised 9 mth impairment charge to 31 Dec 09 - 79bps
 - Annualised 9 mth impairment charge to 31 Dec 08 – 12bps
 - Negative equity
 - 43k (21.5%) of mortgages in negative equity (Mar 09: 12k or 6% ,Sept 09: 21k or 10%) – quantum of net negative equity €1.4bn (Sept 09 €731m; Mar 09 €355m)
 - Possessions:
 - 28 properties in possession at 31 Dec 09 (14 at 30 Sep 2009; 6 at 31 Mar 09)
 - 27 new possessions in 9 mths to 31 Dec 09 (16 in 3 mths to 31 Dec 09; 9 in 3 mths to 30 Sept 09; 2 in 3 mths to 30 Jun 09)

* Based on value of mortgages in arrears

Property and construction loans

- €35.5bn Dec 2009 *

Geographic and sector profile - €bn

	Total			Loans held for sale to NAMA			Retained Book – Post NAMA		
	Investment	Land and development	Total	Investment	Land and development	Total	Investment	Land and development	Total
Ireland									
Land	-	3.7	3.7	-	3.1	3.1	-	0.6	0.6
Development	-	2.8	2.8	-	2.3	2.3	-	0.5	0.5
Investment	9.7		9.7	2.1	-	2.1	7.6	-	7.6
Total Ireland	9.7	6.5	16.2	2.1	5.4	7.5	7.6	1.1	8.7
UK (GB/NI)									
Land	-	1.7	1.7	-	1.0	1.0	-	0.7	0.7
Development	-	2.8	2.8	-	2.0	2.0	-	0.8	0.8
Investment	12.8	-	12.8	1.1		1.1	11.7	-	11.7
Total UK (GB/NI)	12.8	4.5	17.3	1.1	3.0	4.1	11.7	1.5	13.2
Total Other	1.7	0.3	2.0	0.2	0.1	0.3	1.5	0.2	1.7
Total	24.2	11.3	35.5	3.4	8.5	11.9	20.8	2.8	23.6

* Note: Before balance sheet impairment provisions of €3.9bn of which €2.7bn relates to loans held for sale to NAMA; Loans and advances expected to transfer to NAMA total €12.2bn and include €0.3bn relating to Non property and construction loans

Retained Property and construction loans

- €23.6bn Dec 2009

Investment Loans €20.8bn

- Investment loans €20.8bn – 88% of retained Property & construction loans
- Book weighted to UK - Geographic profile
 - 56% in the UK, 37% in Ireland and 7% US/Europe
- Key risk is tenant default mitigated by:
 - Portfolio well diversified – lack of tenant concentrations
 - Sector profile; c.51% Retail, 24% Office, 9% Industry, 16% mixed use
- Impairment provision in the retained investment portfolio of €0.4bn at 31 Dec 09, against impaired loans of €1.4bn

Land and Development Loans €2.8bn

- Land and development loans €2.8bn – 12% of retained Property & construction loans
 - Land – €1.3bn (*RoI €0.6bn and UK €0.7bn*)
 - Development – €1.5bn (*RoI €0.5bn / UK €0.8bn / RoW €0.2bn*)
- Profile of land and development portfolio
 - 39% in Ireland, 54% in the UK and 7% US/Europe
 - 46% in land and 54% in development
- Impairment provision in retained land and development portfolio of €0.8bn at 31 Dec 09, against impaired loans of €1.9bn

Loans held for sale to NAMA – circa €12.2bn

Profile of loans transferring to NAMA at 31 Dec 2009

	Total loans and advances to customers	Impaired loans	Impaired loans as % of advances	Impairment provisions	Impairment provisions as % of impaired loans
	€m	€m	%	€m	%
Property and construction	11,956	6,452	54	2,760	43
Other	279	112	40	18	16
Total	12,235	6,564	54	2,778	42

- Portfolio of circa €12.2bn expected to transfer to NAMA
 - 70% land and development and 30% associated loans
- 54% or €6.6bn of loans held for sale to NAMA classified as impaired at 31 Dec 09
- Stock of Balance Sheet Provisions of €2.8bn on €12.2bn portfolio at 31 Dec 09 of which:
 - €2.5bn relates to land and development
 - €0.3bn relates to associated loans
- €1.9bn first tranche to transfer in early April 2010
 - €0.9bn land and development loans (47%) and €1.0bn associated loans (53%)
 - Consideration of €1.2 billion

Asset quality Dec 2009

Non-property corporate and SME loans & Consumer loans

Non-property corporate and SME loans - €34bn

- Corporate and SME loan portfolio of €34bn - portfolio diversified across a range of sectors and geographies
 - c.45% Ireland, 28% UK and 27% RoW
- 9 months impairment charge of €659m or 250bps (annualised) (9 months to December 08 €108m or 41bps)
- Increased impairment charge reflecting
 - Impact of the slowdown in economic activity
 - Poor consumer sentiment
 - Higher level of business insolvencies

Consumer loans - €4bn

- Consumer loan portfolio of €4bn at 31 Dec 09 (€6bn Mar 09)
 - 67% Ireland and 33% UK
- Includes personal loans, overdrafts, motor loans and credit cards
- Enhanced management of arrears
- 9 months impairment charge of €166m or 421bps (annualised) (9 months to December 08 €130m or 244bps)
- Impairment charge remains elevated due to
 - Higher unemployment
 - Higher level of personal indebtedness
 - Lower disposable income

Visibility on non-NAMA impairments

Economic assumptions underpinning expected impairment charge

Ireland

House price falls peak to trough – 45%

Unemployment
2010 14%
2011 13%

GDP – growth not expected before 2011

United Kingdom

House price falls peak to trough – 20%

Unemployment
2010 9%
2011 9%

GDP – low growth expected in 2010

- Extensive Group loan loss forecast re-fresh exercise undertaken in January/February 2010
 - Assessment grounded in consensus base-case macro economic forecasts
 - Combination of modelled and granular bottom-up analysis
- Previous market guidance re-affirmed for impairment charges of €4.7bn for the 3 year period to 31 March 2011 for the non-NAMA element of the loan book
- Outcome validated by Oliver Wyman through an independent review and challenge of the Group's loan loss forecast
- Impairment charge expected to have peaked in 2009
- Impairment charge on non-NAMA loans and advances to customers expected to have peaked in 2009 – with progressive reductions expected in each of 2010, 2011 and 2012

Section 3

Funding and capital

Balance Sheet funding strategy

Mar 2009 Sept 2009 Dec 2009

Total liabilities
€184bn*

Total liabilities
€173bn*

Total liabilities
€169bn*



Balance Sheet funding strategy

- **Customer Deposits**
 - Drive growth through strength of franchise and scale of distribution
- **Wholesale Funding**
 - Continue to extend maturities in term markets
 - As funding markets continue to normalise extend maturity profile of short term programmes
- **Contingent Liquidity**
 - Maintain a robust, efficient and flexible buffer of contingent liquid assets - €42bn of liquidity potential at 31 Dec 09
 - Ensuring access to BOE, ECB & Federal Reserve
- **Government Guarantee**
 - Disengage from the Government Guarantee in a prudent and safe manner

* Note: Excludes Life funds held on behalf of policyholders: Mar 09 €9.7bn, Sept 09 €11.4bn, Dec 09 €11.7bn

Divisional profile of deposits

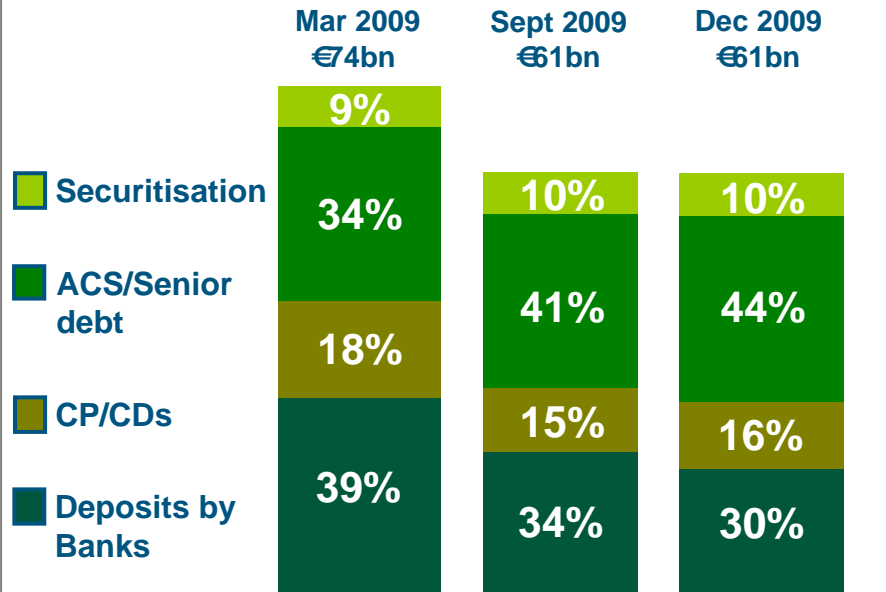
	Mar 09	Sept 09	Dec 09	% growth Dec 09 Vs Mar 09
Group Total	€33bn	€37bn	€35bn	2%
Retail Ireland	€33bn	€34bn	€35bn	4%
- Deposits	€23bn	€24bn	€24bn	4%
- Current accounts credit balances	€10bn	€10bn	€11bn	6%
UK Financial Services (UKFS)	€21bn <i>£19bn</i>	€21bn <i>£18bn</i>	€21bn <i>£19bn</i>	(2%)
- BBUK	<i>£11bn</i>	<i>£10bn</i>	<i>£10bn</i>	<i>(9%)</i>
- POFS	<i>£8bn</i>	<i>£8bn</i>	<i>£9bn</i>	<i>9%</i>
Capital Markets	€29bn	€32bn	€29bn	(1%)

Competitive market

- Deposits increased by 2% Dec 09 vs Mar 09 despite intense competition and pressure on international deposits
- Distribution, strength of brand and stable franchise driving deposit growth
- Joint number one share of total resources in Ireland - extensive distribution capability with leading and trusted franchise
- Retail Ireland – customer deposits up 4% (Dec 09 vs Mar 09)
 - Deposits increased 4%
 - Current account credit balances up 6%
- UKFS customer deposits down 2% (Dec 09 vs Mar 09)
 - POFS source of quality deposits
- Capital Markets – customer deposits down 1% (Dec 09 vs Mar 09)

Wholesale funding profile

Wholesale Funding



Improvement in funding conditions

- Improved investor sentiment towards Ireland reflected in narrowing of CDS spreads *
 - Sovereign CDS c.128bps at 26 Mar 2010, down from peak of c.400bps in Feb 2009
 - Bank of Ireland CDS c.204bps at 26 Mar 2010, down from peak of c.670bps in Mar 2009

* Note: 'CDS' credit default swaps

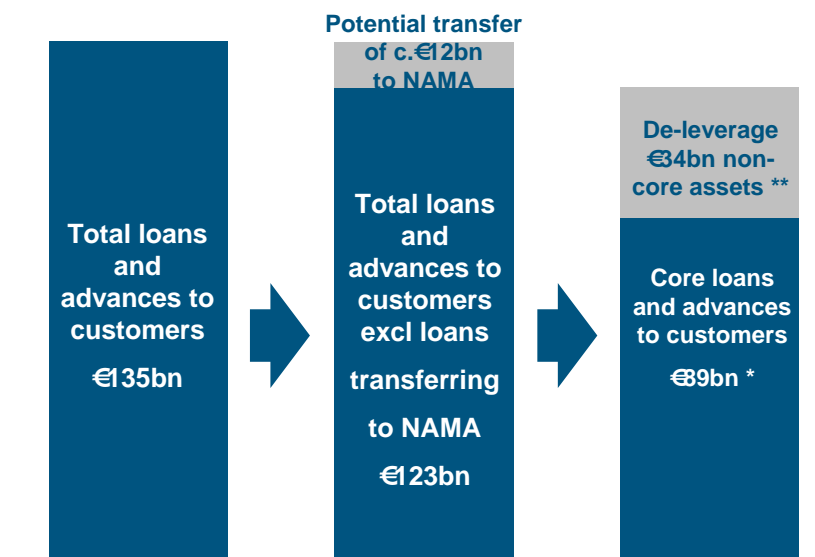
- Quantum of wholesale funding at Dec 2009 reduced to €61bn from €74bn at Mar 2009
 - Increase in customer deposits
 - Reduction in liquid assets of €7bn as wholesale funding is termed out
- €9bn of term funding issued during 9 months to Dec 2009 (€8.4bn in the 12 months to Mar 09)
 - Average maturity of 2.4yrs with an average spread of 3 month Euribor +180bps
- Maturity profile of wholesale funding lengthened with term funding (funding with a maturity of 1 year and longer) increased from 27% of wholesale funding at Mar 2009 to 32% at Dec 2009
- Net Monetary Authority drawings have decreased to €8bn at Dec 2009 from €17bn at Mar 2009
- Jan 2010 Bol accepted as a participating institution in Eligible Liabilities Guarantee Scheme (ELG):
 - Bol has issued €4.3bn in term funding through two public and 28 private transactions since 1 Jan 2010 (to 26 March 2010) with an average maturity of 3.9yrs and average cost of 3 month Euribor +152bps

Funding Metrics	Mar 2009	Sept 2009	Dec 2009
Customer deposits	€83bn	€87bn	€85bn
Group Loans (incl. NAMA Assets) / deposit ratio	161%	152%	152%
Group Loans (excl. NAMA Assets) / deposit ratio	-	-	141%
Core portfolio loan / deposit ratio *	-	-	105%
Term funding (wholesale funding with a maturity of 1 year or greater) as a % of overall wholesale funding	27%	33%	32%

- €46bn of loans and advances to customers are in 'run-off'/disposal:
 - Reduce quantum of wholesale funding
 - Position loan to deposit ratio at a more sustainable level

Balance Sheet de-leverage

Loans and advances to customers Dec 2009



** Non-core loans and advances to customers comprise intermediary sourced UK Mortgages of c.€30bn and certain International Corporate Banking portfolios of c.€4bn

- Liability Management initiatives supplemented capital position
 - Re-purchase of tier 1 securities June 2009 generated €1bn of equity tier 1 capital
 - Lower tier 2 debt-for-debt exchange February 2010 generated €405m of equity tier 1 capital (benefit not included in Dec 09 capital calculations). Pro-forma equity tier 1 ratio including debt for debt exchange (Feb 2010) of 5.8%
- Sharp increase in impairment charge resulted in an overall reduction in capital
- Decrease in risk weighted assets due to higher quantum of impaired loans and increased impairment provisions
- Actively exploring options to strengthen capital position.
- Basel III proposals subject to consultation process and industry impact analysis. Development of proposals to final form being closely monitored.

Capital – Basel II

	Mar 2009		Sept 2009		Dec 2009*	
Equity tier 1 capital	€6.5bn	6.2%	€6.6bn	6.6%	€5.3bn	5.3%
Core tier 1 capital	€10bn	9.5%	€10.2bn	10.1%	€8.8bn	8.9%
Tier 1 capital	€12.6bn	12.0%	€11.1bn	11.0%	€9.7bn	9.8%
Total capital	€16.0bn	15.2%	€14.6bn	14.5%	€13.2bn	13.4%
RWA	€105bn		€101bn		€98bn	

*Note: December 2009 ratios reflect payment of coupon on 2009 Preference Stock in shares in lieu of cash dividend

Section 4

Group Income Statement

Group Income Statement

9 months to December 2009

Group Income Statement (including non-core items)

	Dec 08 €m	Dec 09 €m	% Change
Total income*	3,079	3,599	
Operating expenses	(1,849)	(1,381)	
Impairment – other intangibles	-	(6)	
Operating profit pre-impairment of financial assets	1,230	2,212	80%
Impairment charge – loans	(747)	(4,055)	
Impairment charge – AFS	(76)	(2)	
Associates / JVs <i>post-tax</i>	(35)	35	
Loss on disposal of business activities	-	(3)	
Profit before tax	372	(1,813)	
Total non-core items	223	(1,159)	
Underlying** PBT / (LBT)	595	(2,972)	

Group Income Statement (excluding non-core items)

	Dec 08 €m	Dec 09 ** €m	% Change
Total income*	2,998	2,437	(19%)
Operating expenses	(1,545)	(1,381)	(11%)
Impairment – other intangibles	-	(6)	-
Operating profit pre-impairment of financial assets	1,453	1,050	(28%)
Impairment charge - loans	(747)	(4,055)	
Impairment charge – AFS	(76)	(2)	-
Associates/JVs <i>post-tax</i>	(35)	35	-
Underlying**PBT / (LBT)	595	(2,972)	

* Note: Total income (net of insurance claims)

**Note: Underlying excluding non-core items.

Non-core items

	Dec 08 €m	Dec 09 €m
Total income		
Gain on re-purchase of non-core tier 1 debt securities	-	1,037
EIR adjustment – Subordinate debt	-	67
Gross-up for policyholder tax in the Life business	(41)	64
Investment return on treasury stock held for policyholders in BoI Life	128	(6)
Hedge ineffectiveness on transition to IFRS	(6)	-
Non-core items in income	81	1,162

	Dec 08 €m	Dec 09 €m
Operating expenses		
Impairment of goodwill and other intangibles	(304)	-
Non-core items in operating expenses	(304)	-

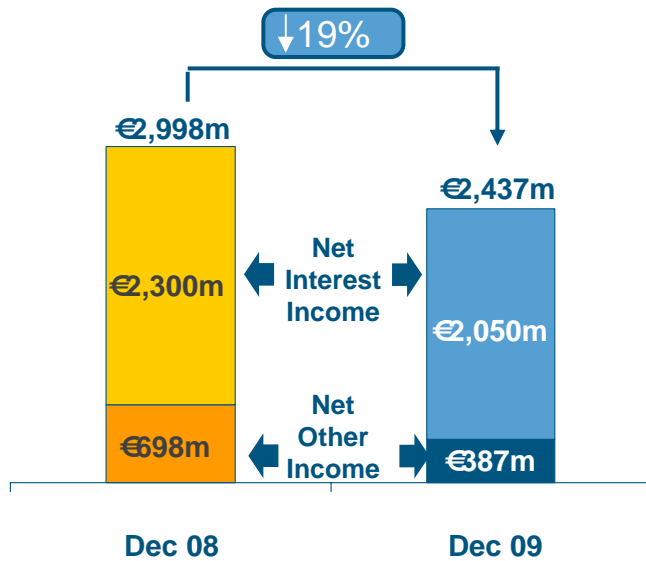
Loss on disposal of business activities	-	(3)
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Total non-core items	(223)	1,159
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Total income & operating expenses - 9 months to December 2009

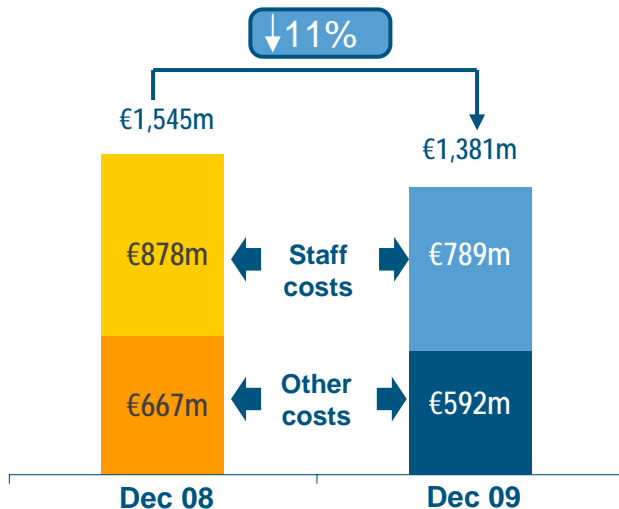
Total income*

- Total income down 19%
- Net interest income down 11%
 - Negative impact: margin attrition on deposits due to low interest rate environment and intense competition (31bps); and higher cost of term funding (7bps)
 - Positive impact: higher lending margins (17bps); lower cost of market dislocation (3bps); earnings on the proceeds from issue of Preference Shares and lower interest costs following the repurchase of tier 1 securities (4bps)
- Net other income down 45%
 - Banking fees and other commissions down (€131m)
 - Other items down (€180m)
 - Negative impacts: increased Government guarantee charge (€73m); impairment of investment properties (€62m); reduced fees due to disposal of asset management activities (€24m); narrowing of credit spreads on own debt (€55m); court ruling in connection with a European property investment (net €74m); gain on Visa IPO in prior year (€24m); other (€16m)
 - Positive impacts: Bol Life investment valuation variance €109m; charge arising on Lehman's collapse in prior year €39m.



Operating expenses

- Costs down 11%
- Rigorous cost control and lower staff numbers
- Staff costs down 11%
 - Staff numbers circa 1300 lower from Dec 08 (8%)
 - Partially offset by an increase in pension costs of €15m (11% increase) reflecting a higher pension scheme deficit - excluding the increase in pension costs, staff costs are down 14%
- Other costs down 11%



Net interest margin

9 months to December 2009

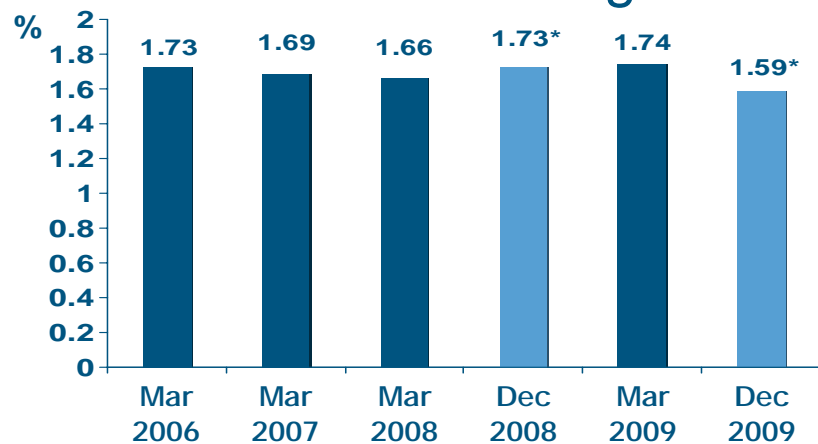
Net interest margin

	Dec 2008	Dec 2009
9 months net interest income after impact of IFRS income classifications	€2,300m	€2,050m
Average interest earning assets	€177bn	€172bn
Net interest margin (Annualised)	1.73%	1.59%

Margin attrition - drivers

	Dec 09 vs Dec 08 (bps) (Annualised)
Margin attrition on deposits	(31bps)
Higher cost of term funding	(7bps)
Higher lending margins	17bps
Lower cost of market dislocation	3bps
Earnings on proceeds of 2009 Preference shares and lower interest costs as a result of the repurchase of tier 1 securities	4bps
Net interest margin attrition	(14bps)

Net interest margin



* Note: Annualised Net Interest Margin for the 9 months to Dec 08 and Dec 09

Section 5

Divisional performance

Retail Ireland

9 months to December 2009

Income Statement

	Dec 08 €m	Dec 09 €m	% Change
Net interest income	1,114	888	(20%)
Other income	<u>244</u>	<u>112</u>	(54%)
Total income	1,358	1,000	(26%)
Operating expenses	(703)	(680)	(3%)
Impairment charge – intangibles	-	<u>(6)</u>	-
Operating profit pre- impairment of financial assets	655	314	(52%)
Impairment charge - loans	(360)	(1,836)	
Share of Associates/JVs	<u>(62)</u>	<u>8</u>	
Profit / (Loss) before tax	233	(1,514)	

Asset quality

Retail Ireland loan impairment charge by portfolio - €m

	9 mths to Dec 08	9 mths to Dec 09
Residential mortgages	24	165
Non property SME	32	343
Property and construction	193	1,187
Consumer	111	141
Total	360	1,836

- **Continued adverse impact of:**
 - The sharp contraction in the Irish Economy
 - Intense competition for deposits
 - Sharp decline in property and construction sectors
 - Poor consumer sentiment resulting in a subdued demand for financial services products
- **Net Interest Income down 20%**
 - Significant narrowing of liability spreads due to intense competition for customer deposits and low interest rate environment
 - Progress made on re-pricing the non base rate tracker element of loan book
- **Other Income down 54%**
 - Court ruling in connection with a European property investment (net €74m); impairment on investment properties (€52m); continuing low level of fee earning transactions
- **Operating expenses down 3%**
- **Substantial increase in impairment charge to €1,836m in the 9 months 31 Dec 09 (€360m in the 9 months to 31 Dec 08)**
 - Of the increase in charge of €1,476m: 10% relates to Residential mortgages; 21% to Non-property SME loans; 67% to Property and construction loans and 2% to Consumer loans

Income Statement (IFRS Performance)

	Dec 08 €m	Dec 09 €m	% Change
Operating income	166	125	(25%)
Operating expenses	<u>(81)</u>	<u>(82)</u>	<u>1%</u>
Operating profit	85	43	(49%)
Investment valuation variance	(86)	23	-
Discount & other rate changes	-	<u>3</u>	-
Underlying * (loss) / profit before tax	(1)	69	-

- Operating profit down 49% to €43m
 - Operating income down 25%
 - Lower volumes of new business (APE sales down 32%) and lower margins
 - Policy lapses due to lower disposable income
 - Lower funds under management, reflecting the sharp fall in investment markets
 - Operating expenses in line with prior period
- Positive investment valuation variance of €23m
- Positive movement in investment valuation variance driving profit recovery in 9 months to December 2009
- Strong financial position maintained - continue to be significantly in excess of the statutory solvency margin.
- Discount rate decreased from 9% to 8.25% in line with long term bond yields, unit growth assumptions reduced from 7.25% to 6.5%

* Note: Underlying excludes non-core items

UK Financial Services (Sterling)

9 months to December 2009

Business Unit Performance

	Dec 08 £m	Dec 09 £m	% Change
Operating Profit			
Residential mortgages	103	108	5%
Business Banking	152	132	(14%)
Consumer Financial Services *	39	38	-
Division Centre	(31)	(50)	
Operating profit before loan impairment charge	263	228	(13%)
Loan Impairment Charge			
Residential mortgages	(30)	(64)	
Non property corporate and SME	(20)	(43)	
Property and construction	(127)	(820)	
Consumer	(16)	(21)	
Loan Impairment Charge	(193)	(948)	
Profit/ (Loss) before tax			
Residential mortgages	64	39	(39%)
Business Banking	9	(729)	
Consumer Financial Services	28	20	(29%)
Division centre	(31)	(50)	(61%)
Profit/(Loss) before tax	70	(720)	

Residential mortgages

- Operating profit increased by 5% reflecting improved product margins and a reduction in the operating costs resulting from closure of the intermediary channel to new business
- Profit before tax down 39% following significant increase in impairment charge to £64m (30bps annualised) in 9 months to Dec 09 (Dec 08: £30m (14bps))

Business Banking

- Operating profit down 14% driven by intense competition for deposit and higher wholesale funding costs partially offset by asset re-pricing
- Overall loss before tax driven by a significant increase in impairment charge to £860m in 9 months to 31 Dec 09 – 95% relating to property and construction

Consumer Financial Services

- Profit before tax down 29% to £20m due largely to:
 - Contraction in overseas travel market
 - Deposit margin attrition
- Continue to invest in new products and services in joint venture with UK Post Office

Capital Markets

9 months to December 2009

Business Unit Performance

	Dec 08 €m	Dec 09 €m	% Change
Operating Profit			
Corporate Banking	417	410	(2%)
Global Markets	234	128	(45%)
Asset Management Service*	(18)	23	
Division Centre	(6)	(3)	(50%)
Underlying Operating Profit before impairment charges	639	557	(13%)
Impairment Charges			
Non property corporate and SME	(53)	(270)	
Property and construction	(108)	(887)	
Impairment charge - Loans	(161)	(1,157)	
Impairment Charge – other financial assets	(76)	(2)	
Underlying Profit / (Loss) before tax			
Corporate Banking	242	(749)	
Global Markets	173	128	(26%)
Asset Management	(18)	23	
Division Centre	(6)	(2)	
Underlying Profit / (Loss) before tax	391	(600)	

Corporate Banking

- Loss before tax driven by increase in impairment charge
- Operating income down 3%
 - Due to higher funding costs, recognition of impairment on investment properties and lower levels of new business activity resulting in lower fee income
- Substantial increase in impairment charge on loans from €161m in 9 months to Dec 08 to €1,157m in 9 months to Dec 09
 - Deterioration in asset quality in property and construction
 - Challenging conditions for some mid-tier Irish Corporate customers and some specific debt restructuring in LAF

Global Markets

- Profit before tax down from €173m for 9 months to Dec 08 to €128m for 9 months to Dec 09
- Total income down €104m
 - driven by higher cost of funding and lower levels of 3rd party customer business due to the reduced level of economic activity together with being well positioned in a falling interest rate environment in 2008
- Impairment charge of €1m compared to €61m in prior period

Asset Management Services

- Profit before tax increased to €23m for 9 months to Dec 09 from loss before tax of €18m for 9 months to Dec 08
 - Loss of €32m associated with collapse of Lehmans impacting nine months to Dec 08
- Lower levels of income experienced due to lower assets under management and lower fee income.
- Disposal of Iridian and Guggenheim completed in 9 months to Dec 09

Conclusion

- Difficult operating environment in 2009
- Trading conditions remain challenging in the first quarter of 2010 – signs of stabilisation
- Funding profile improved and costs well managed in 2009
 - First transfer of assets to NAMA is imminent and loan losses on our retained loans portfolios (post expected NAMA transfers) likely to have peaked in 2009
 - Much more balanced loan portfolio after NAMA transfers
- Actively exploring options to strengthen capital

Questions & Answers

Supplementary

Supplementary

- EPS calculation
- Stockholders' Equity
- Composition of Balance Sheet
- UKFS and Capital Markets – Income Statements
- Ireland and UK Mortgage analysis
 - LTV new business
 - Arrears profile
- Profile of available for sale assets
- Impairment charge and stock of Balance Sheet provisions
 - By division
- Contact details

EPS calculation

	12 months to Mar 2009*	9 months to Dec 2009
	€m	€m
Profit attributable to ordinary stockholders	69	(1,460)
Restatement for IFRS 2 amendment	<u>(16)</u>	-
Profit attributable to stockholders as restated	53	(1,460)
Dividends to other equity interests	(10)	(4)
Dividend required on 2009 preference stock	<u>(1)</u>	<u>(210)</u>
A Profit / (loss) attributable to ordinary stockholders	42	(1,674)
After tax impact of non-core items	<u>244</u>	<u>(1,022)</u>
B Profit / (loss) attributable to ordinary stockholders excluding non-core items	286	(2,696)
C Weighted average number of shares	1,003m	1,004m
D Weighted average number of shares in issue excluding treasury stock and own stock held for the benefit of life assurance policyholders	988m	993m
Basic EPS (A/D)	4.3c	(168.6)c
Underlying EPS (B/C)	28.6c	(268.7)c

* Note: Restated for the impact of the amendment to IFRS 2 'Share-based Payments'. The restatement has increased operating expenses by €16m in the 12 month period to 31 March 2009.

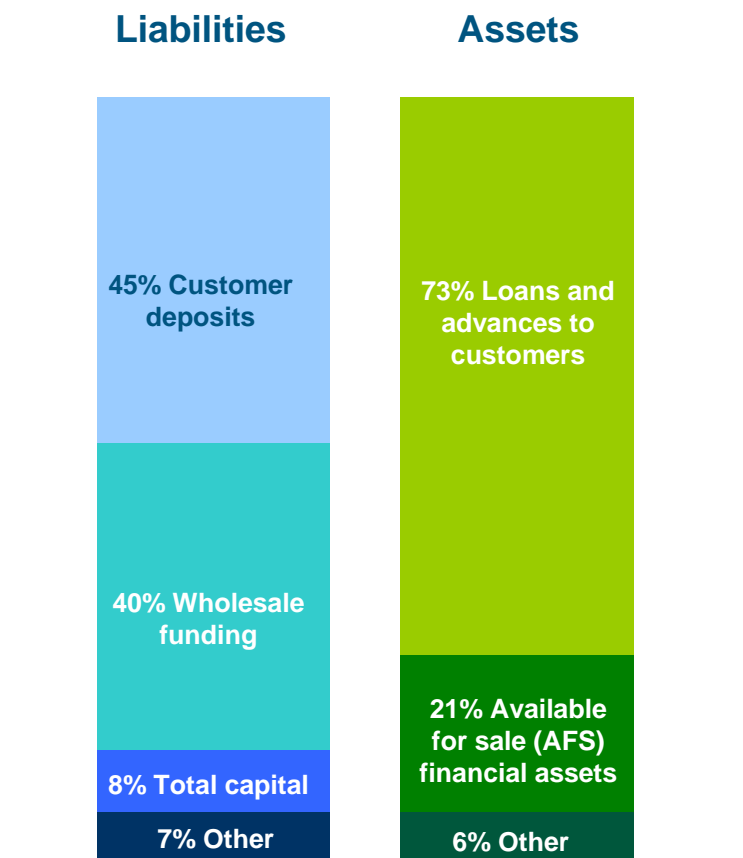
Stockholders' equity

	9 mths ended 31 Mar 09*	12 mths ended 31 Dec 09
	(€m)	(€m)
Stockholders' equity at beginning of period	6,484	6,852
Movements:		
Profit / (loss) attributable to stockholders	53	(1,460)
Equity dividends	(387)	-
Preference share capital and warrants	3,462	-
Reissue of stock / treasury stock	(83)	(7)
Foreign exchange adjustments	(528)	117
Available for sale (AFS) reserve movements	(1,113)	924
Cash flow hedge reserve movement	(540)	82
Pension fund obligations	(544)	(74)
Other movements	<u>48</u>	<u>(47)</u>
Stockholders' equity at end of period	6,852	6,387

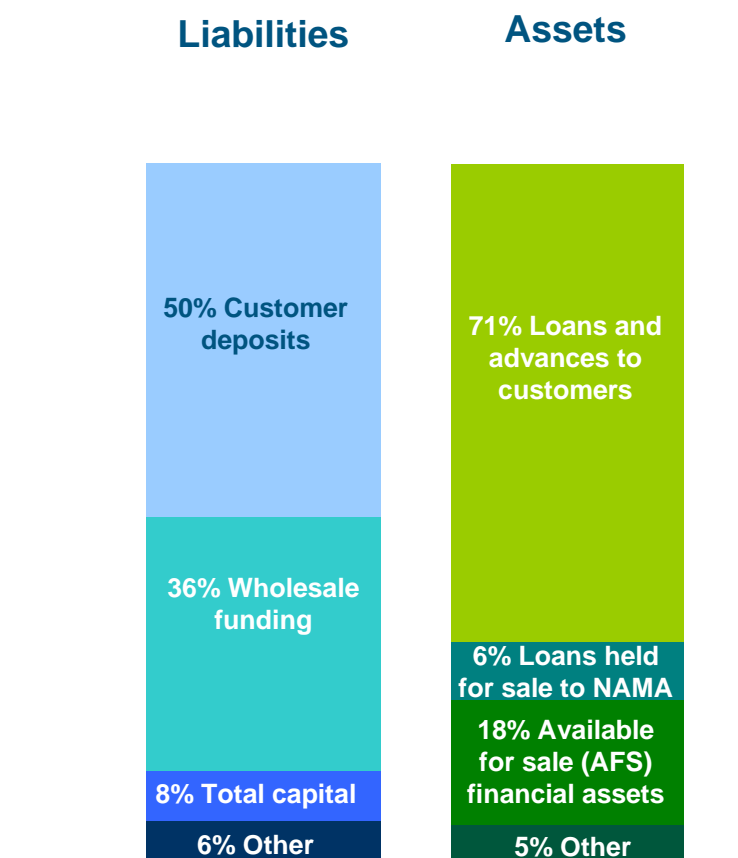
* Note: Restated for the impact of the amendment to IFRS 2 'Share-based Payments'. See slide 45.

Composition of Balance Sheet

Total Balance Sheet*
€184 billion at March 2009



Total Balance Sheet*
€169 billion at December 2009



* Excludes Life funds held on behalf of policyholders: Dec 09 €11.7bn, Mar 09 €9.7bn

Income Statements – UKFS and Capital Markets

9 months to December 2009

Income Statement - UKFS

	Dec 08 £m	Dec 09 £m	% Change
Net interest income	457	411	(10%)
Other income	<u>73</u>	<u>61</u>	(16%)
Total income	530	472	(11%)
Operating expenses	<u>(297)</u>	<u>(267)</u>	(10%)
Operating profit pre-impairment	233	205	(12%)
Impairment charge	(193)	(948)	
Share of associates and joint ventures	<u>30</u>	<u>23</u>	(23%)
Profit / (loss) before tax	70	(720)	

Income Statement – Capital Markets

	Dec 08 €m	Dec 09 €m	% Change
Net interest income	1,202	705	(41%)
Other income	<u>(284)</u>	<u>83</u>	
Total income	918	788	(14%)
Operating expenses	<u>279</u>	<u>(230)</u>	<u>(18%)</u>
Operating profit pre-impairment	639	558	(13%)
Impairment charge	(161)	(1,157)	
Impairment charge on AFS Financial Assets	(76)	(2)	
Share of associates and joint ventures	<u>(11)</u>	<u>1</u>	
Underlying profit / (loss) before tax	391	(600)	

Average Loan to Value – new business

Retail Ireland	12 Months to Mar 2009	6 months to Sept 2009	9 months to Dec 2009
Owner Occupied	63%	66%	66%
Investors	57%	46%	45%

Mortgages – arrears profiles

Retail Ireland	1 – 3 mths	3 – 6 mths	6 – 12 mths	12+ mths	Total
Mar 09 (%)	1.06	0.73	0.62	0.58	2.98
Sept 09 (%)	1.36	1.04	0.98	0.94	4.32
Dec 09 (%)	1.24	1.17	1.18	1.11	4.70

Based on values of mortgages in arrears

Average Loan to Value – new business

UK	12 Months to Mar 2009	6 months to Sept 2009	9 months to Dec 2009
Owner Occupied	63%	61%	59%
Investors	70%	64%	64%
Self Cert	73%	Book closed to new business	Book closed to new business

Mortgages – arrears profiles

UK	1 – 3 mths	3 – 6 mths	6 – 12 mths	12+ mths	Total
Mar 09 (%)	1.87	0.75	0.47	0.26	3.36
Sept 09 (%)	1.95	0.84	0.51	0.26	3.57
Dec 09 (%)	2.02	0.90	0.55	0.26	3.73

Based on no. of cases in arrears

Profile of available for sale financial assets (AFS) at 31 Dec 2009

Profile of AFS Assets

- Portfolio of Available for sale (AFS) financial assets: €20.9bn (Mar 2009 €26.9bn)
- Liquid asset portfolio at 31 Dec 2009: €19.5bn (Mar 2009 €25.2bn)
- Average life of liquid asset portfolio to maturity – 2.3 years
- ABS portfolio at 31 Dec 2009: €1.5bn (Mar 2009 €1.7bn)
- Closing negative AFS reserve balance of €608m (Mar 09: €1,532m); €924m movement in the 9 months to 31 Dec 2009

Government securities €1.1bn

- €1.1bn government bonds (Mar 2009 €2.5bn)
- 100% AA rated
- Closing positive AFS reserve balance of €21m* (Mar 09 positive €67m); €46m negative movement in the 9 months to 31 Dec 2009
- 'Mark-to-market' on portfolio 104% (Mar 09: 102.2%)

Covered bonds/ Senior bank debt €18.3bn

- €13.2bn senior bank debt; €4.9bn Covered bonds; and €0.2bn other (Mar 09: €17.8bn senior bank debt; €4.8bn Covered bonds; and €0.1bn other)
- Average rating AA-
- Closing negative AFS reserve of €251m* (Mar 09: negative €1,046m); €795m positive movement in the 9 months to 31 Dec 2009
- 'Mark-to-market' on portfolio 100% (Mar 09: 96.6%)

ABS portfolio €1.5bn

- €1.5bn ABS portfolio (Mar 2009 €1.7bn)
- Closing negative AFS reserve balance of €378m* (Mar 09: negative €559m); €181m positive movement in the 9 months to 31 Dec 2009
- 'Mark-to-market' on portfolio 87% (Mar 09: 80.9%)
- Impairment of €1.6m in the 9 months to 31 Dec 2009 (Mar 09: €15m charge)

* Reserve balances inclusive of Deferred Tax.

Impairment charge and stock of Balance Sheet provisions – by Division

	Group		Retail Ireland		UK Financial Services		Capital Markets	
	Mar 2009	Dec 2009	Mar 2009	Dec 2009	Mar 2009	Dec 2009	Mar 2009	Dec 2009
	Total loans (point in time) (€bn) (before balance sheet impairment provisions)	136	135	55	54	52	53	29
Impaired loans (€bn)	5.3	13.4	2.9	6.1	1.2	3.2	1.3	4.1
Stock of balance sheet provisions (€bn)	1.8	5.8	1	2.8	0.5	1.5	0.3	1.5
Stock of balance sheet provisions / total impaired loans (%)	33%	43%	34%	46%	39%	47%	26%	36%
Impairment charge (€bn)	1.4*	4.1**	0.7*	1.8**	0.4*	1.1**	0.3*	1.2 **
Impairment charge - annualised (bps)	102	396	129	446	73	263	108	556

* For the 12 months to 31 Mar 2009

** For the 9 months to 31 Dec 2009

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Preliminary Results Announcement

For the 9 months ended 31 December 2009