

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#) [Site Map](#) [ATM/Branch Locator](#) [Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

#### Contents

Date	Summary
23 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
22 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
19 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
17 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
16 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
15 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
12 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
11 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
10 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
09 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
08 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
05 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
04 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
03 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
02 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>
01 Dec 2003	<a href="#">Purchase of Ordinary Stock more</a>

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

28 Nov 2003	<a href="#">Bank of Ireland and HP Sign \$600 Million Contract for Global IT Outsourcing Services</a> <a href="#">more</a>
28 Nov 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
27 Nov 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
25 Nov 2003	<a href="#">Bank of Ireland Issue €600 million Floating Rate Subordinated Bonds due Dec 2013</a> <a href="#">more</a>
24 Nov 2003	<a href="#">Bank of Ireland has mandated BNP and HSBC as joint bookrunners . . . .</a> <a href="#">more</a>
24 Nov 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
21 Nov 2003	<a href="#">Senior Management Announcement</a> <a href="#">more</a>
08 Oct 2003	<a href="#">Post Office and Bank of Ireland announce a joint venture to create a powerful new financial services enterprise</a>
23 Sep 2003	<a href="#">Pre close statement Six months to 30 September 2003</a> <a href="#">more</a>
15 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
12 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
11 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
10 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
09 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
08 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
05 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
04 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
03 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>
02 Sep 2003	<a href="#">Purchase of Ordinary Stock</a> <a href="#">more</a>

01 Sep 2003	<a href="#">Purchase of Ordinary Stock more</a>
29 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
27 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
25 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
22 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
21 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
20 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
19 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
15 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
14 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
13 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
11 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
08 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
07 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
06 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
04 Aug 2003	<a href="#">Purchase of Ordinary Stock more</a>
30 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
28 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
25 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
24 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
23 July 2003	<a href="#">Purchase of Ordinary Stock more</a>

Bank of Ireland - Investor Information - Stock Exchange Releases

17 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
16 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
14 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
11 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
10 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
09 July 2003	<a href="#">Bank Of Ireland Group Annual General Court 9 July 2003 more</a>
09 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
08 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
07 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
04 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
03 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
02 July 2003	<a href="#">Purchase of Ordinary Stock more</a>
01 July 2003	<a href="#">Purchase of Ordinary Stock more</a>

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 22 December 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.5779 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 23 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 19 December 2003, it purchased 313,000 units of Ordinary Stock at a price of Euro 10.5327 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 22 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 18 December 2003, it purchased 200,000 units of Ordinary Stock at a price of Euro 10.5375 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 19 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 16 December 2003, it purchased 550,000 units of Ordinary Stock at a price of Euro 10.4864 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 17 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 15 December 2003, it purchased 250,000 units of Ordinary Stock at a price of Euro 10.571 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 16 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 12 December 2003, it purchased 120,000 units of Ordinary Stock at a price of Euro 10.55 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 15 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 11 December 2003, it purchased 500,000 units of Ordinary Stock at a price of Euro 10.50 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 12 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 10 December 2003, it purchased 500,000 units of Ordinary Stock at a price of Euro 10.5510 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 11 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 9 December 2003, it purchased 550,000 units of Ordinary Stock at a price of Euro 10.6091 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 10 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 8 December 2003, it purchased 400,000 units of Ordinary Stock at a price of Euro 10.5913 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 9 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 5 December 2003, it purchased 750,000 units of Ordinary Stock at a price of Euro 10.4913 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 8 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 4 December 2003, it purchased 260,000 units of Ordinary Stock at a price of Euro 10.5619 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 5 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 3 December 2003, it purchased 450,000 units of Ordinary Stock at a price of Euro 10.536667 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 4 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 2 December 2003, it purchased 300,000 units of Ordinary Stock at a price of Euro 10.5797 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 3 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 1 December 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.55 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 2 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 28 November 2003, it purchased 430,000 units of Ordinary Stock at a price of Euro 10.3070 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 1 December 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland and HP Sign \$600 Million Contract  
for Global IT Outsourcing Services

#### **Seven-year contract includes managed services, consulting and integration services, and customer support services**

DUBLIN, Ireland, and PALO ALTO, Calif., Nov. 28, 2003 – Bank of Ireland and HP (NYSE:HPQ) today announced that they have signed a seven-year, \$600 million contract for global IT services, one of the largest outsourcing deals ever in Ireland and the United Kingdom.

Following a competitive bid process, HP was selected for exclusive contract negotiation in April of this year. During the intervening period, an extensive due diligence phase has been undertaken and relevant regulatory approvals have been sought and granted by the Irish Financial Services Regulatory Authority and the Financial Services Authorities in the UK.

HP Services will manage the bank's entire IT infrastructure, including desktop systems, servers, mainframes, local area networks, printing operations and service desk.

HP will provide solutions and services based on its Adaptive Enterprise strategy, designed to help companies measure, architect and manage change by creating a tighter linkage between business and IT. HP Services will help the bank to minimize operating costs and reduce volume consumption.

“Completion of this contract marks the culmination of a lengthy process, during which Bank of Ireland assessed a number of potential service providers,” said Cyril Dunne, Group Chief Information Office, Bank of Ireland. “We chose HP because of its proven managed services capability, its presence as a large IT services provider in Ireland and its attractive plan for the transfer and subsequent welfare of Bank of Ireland's IT staff. The contract supports our ambition to maintain industry-leading IT capability and greater certainty around IT costs.”

“HP's relationship with the Bank of Ireland reinforces our position as a global leader in IT services,” said Ann Livermore, executive vice president, HP Services. “It is another example of our continued commitment to helping customers enjoy a more flexible and adaptive IT environment while helping to lower their business expenses.”

Approximately 500 employees will transition from Bank of Ireland to HP as part of the contract.

#### **For further information:**

David Holden  
Bank of Ireland Group

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

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[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 27 November 2003, it purchased 150,000 units of Ordinary Stock at a price of Euro 10.32 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 28 November 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 26 November 2003, it purchased 400,000 units of Ordinary Stock at a price of Euro 10.2575 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 27 November 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

#### **Bank of Ireland Issue €600 million Floating Rate Subordinated Bonds due Dec 2013**

Bank of Ireland announced today that it has launched and priced an issue of €600 million floating rate subordinated bonds due 2013 (“the bonds”). The transaction is part of Bank of Ireland’s normal capital management. BNP Paribas and HSBC Bank plc are joint lead managers on the transaction with Davy Stockbrokers as co-manager.

The bonds have been priced with a coupon of 35 bps over 3 month Euribor and issued at 99.858%. Interest will be paid quarterly in arrears.

Application will be made to the London Stock Exchange for admission of the bonds to the Official List.

25th November 2003

Enquires:

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## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

#### **Bank of Ireland Issue €600 million Floating Rate Subordinated Bonds due Dec 2013**

Bank of Ireland announced today that it has launched and priced an issue of €600 million floating rate subordinated bonds due 2013 (“the bonds”). The transaction is part of Bank of Ireland’s normal capital management. BNP Paribas and HSBC Bank plc are joint lead managers on the transaction with Davy Stockbrokers as co-manager.

The bonds have been priced with a coupon of 35 bps over 3 month Euribor and issued at 99.858%. Interest will be paid quarterly in arrears.

Application will be made to the London Stock Exchange for admission of the bonds to the Official List.

25th November 2003

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Fiona Ross  
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## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 21 November 2003, it purchased 350,000 units of Ordinary Stock at a price of Euro 10.2886 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 24 November 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

#### SENIOR MANAGEMENT APPOINTMENT

Bank of Ireland announces the appointment of Ronan Murphy as Head of Group Risk Management. This is a new appointment within Bank of Ireland Group and creates a single authority for all risk functions, including Market Risk, Credit Risk, Operational Risk and Regulatory Risk. The position reports to the Group Chief Executive.

Ronan Murphy is currently Managing Director of Bank of Ireland International Finance, the Group's international lending business. He joined Bank of Ireland in 1987 from Citibank and has had extensive risk management experience during 16 years of service with the Group.

21 November 2003

#### For further information:

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## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

#### POST OFFICE AND BANK OF IRELAND ANNOUNCE A JOINT VENTURE TO CREATE A POWERFUL NEW FINANCIAL SERVICES ENTERPRISE

Post Office Ltd and Bank of Ireland Group announced today (Wednesday 8 October 2003) that they have agreed the key commercial terms for a financial services joint venture. The new company will launch Post Office branded financial services products early in the New Year through the Post Office branch network, via the telephone and website.

The product range will include personal loans, savings accounts, credit cards, personal insurance and mortgages.

Post Office Ltd carried out extensive market research over the past 18 months among 20,000 customers. The research clearly indicated a market for financial services products offering a combination of trust, simplicity, reliability, convenience and security – characteristics all associated with the Post Office Ltd brand.

Post Office Ltd is part of the Royal Mail Group and has one of Europe's largest retail networks with more than 16,900 branches. It already operates a joint venture with Bank of Ireland in foreign exchange - First Rate Travel Services. This was established in March 2002 and is the UK's second largest foreign exchange provider to retail customers.

The joint venture will be owned equally by Post Office Ltd and Bank of Ireland Group and has an initial term of ten years. Each shareholder will be offered board representation on the other's board of directors, subject to the relevant corporate governance procedures.

Bank of Ireland Group will invest £125 million, funded from Group internal resources, to enable the establishment of the joint venture and provide the core infrastructure and start up costs. The Group will provide or source the product range, which will be distributed through the Post Office network.

#### David Mills, Chief Executive, Post Office Ltd, said:

*"There was intense competition to partner Post Office Ltd in this significant expansion of our service. We selected Bank of Ireland because of its ability to deliver products that will appeal to our customers and because of our existing highly successful relationship.*

*"Post Office Ltd's retail network is larger than all the UK banks and building societies put together. Our branches serve approximately 29 million people who make some 42 million visits to our branches each week; 27 pence in every £1 in circulation passes through a Post Office branch. This extensive network and customer base, coupled with Bank of Ireland's expertise in the development and delivery of financial services products, creates a business with very exciting potential.*

*"Customers know that the Post Office and its people provide them with reliable service and they trust us. Our new range of products will have great appeal and I expect Post Office Ltd to become a major provider of personal finance services. This is great news for our customers, as our*

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

*employees and subpostmasters throughout the United Kingdom will be able to offer a much enhanced range of products."*

**Mike Soden, Group Chief Executive, Bank of Ireland, said:**

*"This is an excellent opportunity for Bank of Ireland to extend its reach in the UK – a market that is central to our strategy. This joint venture, combined with our existing personal and business banking operations in the UK, gives Bank of Ireland a unique level of access to the UK retail financial services market.*

*"We have developed a very good working relationship with Post Office Ltd and its people and a detailed understanding of the dynamics of its distribution model, as a result of our collaboration in the foreign exchange business. First Rate Travel Services generated pre-tax profits of £35 million last year and underscores the potential of this new venture. I am delighted that we are to be a part of it.*

*"It's the beginning of a new chapter for Bank of Ireland in the UK market."*

The agreement is subject to binding contracts being entered into and appropriate regulatory approvals being obtained.

Ends

**For further information:**

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Corporate Communications  
Bank of Ireland Group  
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Fiona Ross  
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Philip Gawith  
The Maitland Consultancy  
44 207 379 5151

**NOTES TO EDITORS**

- Bank of Ireland Group is the leading provider of financial services products in the Republic of Ireland and has a major presence in the UK market, where some 30% of its business is located. The Bank was founded by Royal Charter in 1783 and is among Europe's longest established banks. It employs 18,000 staff, has assets of €0 billion and generated pre-tax profits of €1.17 billion in the year to 31 March 2003.
- The Post Office has a network of some 16,900 branches - larger than all the banks and building societies put together (around 14,400). 94 per cent of the UK population live within a mile of a Post Office branch. The Post Office offers 170 products and services, including banking, travel insurance and foreign currency, bill payments, lottery products, licence applications, phonecards and mobile phone top-ups, and postal services.

- The Post Office is the second biggest supplier of foreign currency in the UK, with 18 per cent of market share, and is in the top five in the travel insurance market.
- The Post Office is the biggest cash handler in the country - with more than £140 billion passing through its hands each year. More than 500 million household bills are paid at Post Office branches each year - with a value of £12 billion. Post Office Ltd turnover was £1,186 billion last year. Post Office Ltd is a separate limited company under the Royal Mail Group.
- The Post Office history began in 1516 when Henry VIII appointed Brian Tuke as Master of Posts. In 1660 an Act of Parliament created the Post Office, which became a national institution, holding a monopoly in communications services for over 300 years. In 1981 telephone work was given to a separate company and British Telecom was born

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[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 12 September 2003, it purchased 450,000 units of Ordinary Stock at a price of Euro 10.3178 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 15 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 11 September 2003, it purchased 475,000 units of Ordinary Stock at a price of Euro 10.3189 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 12 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 10 September 2003, it purchased 325,000 units of Ordinary Stock at a price of Euro 10.423077 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 11 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 9 September 2003, it purchased 300,000 units of Ordinary Stock at a price of Euro 10.530833 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 10 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 8 September 2003, it purchased 325,000 units of Ordinary Stock at a price of Euro 10.63 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 09 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 5 September 2003, it purchased 400,000 units of Ordinary Stock at a price of Euro 10.6088 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 8 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 4 September 2003, it purchased 550,000 units of Ordinary Stock at a price of Euro 10.56 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 5 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 3 September 2003, it purchased 550,000 units of Ordinary Stock at a price of Euro 10.7191 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 4 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 2 September 2003, it purchased 725,000 units of Ordinary Stock at a price of Euro 10.8228 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 3 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 1 September 2003, it purchased 150,000 units of Ordinary Stock at a price of Euro 10.8767 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 2 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 29 August 2003, it purchased 350,000 units of Ordinary Stock at a price of Euro 10.8314 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 1 September 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 28 August 2003, it purchased 160,000 units of Ordinary Stock at a price of Euro 10.8844 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 29 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 26 August 2003, it purchased 400,000 units of Ordinary Stock at a price of Euro 10.7544 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 27 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 22 August 2003, it purchased 200,000 units of Ordinary Stock at a price of Euro 10.81 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 25 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 21 August 2003, it purchased 150,000 units of Ordinary Stock at a price of Euro 10.7833 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 22 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 20 August 2003, it purchased 120,000 units of Ordinary Stock at a price of Euro 10.748333 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 21 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 19 August 2003, it purchased 50,000 units of Ordinary Stock at a price of Euro 10.78 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 20 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 18 August 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.666 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 19 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 14 August 2003, it purchased 50,000 units of Ordinary Stock at a price of Euro 10.53 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 15 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 13 August 2003, it purchased 115,000 units of Ordinary Stock at a price of Euro 10.5261 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 14 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 12 August 2003, it purchased 300,000 units of Ordinary Stock at a price of Euro 10.5720 per unit of Ordinary Stock to be held as Treasury Stock.

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Fiona Ross  
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Announcement date: 13 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 8 August 2003, it purchased 110,000 units of Ordinary Stock at a price of Euro 10.4482 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 11 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 7 August 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.165 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 8 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 6 August 2003, it purchased 500,000 units of Ordinary Stock at a price of Euro 10.12 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 7 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 5 August 2003, it purchased 325,000 units of Ordinary Stock at a price of Euro 10.2454 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 6 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 1 August 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.38 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 4 August 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 29 July 2003, it purchased 190,000 units of Ordinary Stock at a price of Euro 10.1525 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 30 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 25 July 2003, it purchased 375,000 units of Ordinary Stock at a price of Euro 10.152542 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 28 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 24 July 2003, it purchased 200,000 units of Ordinary Stock at a price of Euro 10.2765 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 25 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 23 July 2003, it purchased 500,000 units of Ordinary Stock at a price of Euro 10.275 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 24 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)- [2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 22 July 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.25 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 23 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 16 July 2003, it purchased 600,000 units of Ordinary Stock at a price of Euro 10.2133 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 17 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 15 July 2003, it purchased 500,000 units of Ordinary Stock at a price of Euro 10.525 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 16 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 11 July 2003, it purchased 70,000 units of Ordinary Stock at a price of Euro 10.20 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 14 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 10 July 2003, it purchased 100,000 units of Ordinary Stock at a price of Euro 10.00 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 11 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 9 July 2003, it purchased 350,000 units of Ordinary Stock at a price of Euro 10.07 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 10 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

*BANK OF IRELAND GROUP  
ANNUAL GENERAL COURT  
9 JULY 2003*

#### **OPENING REMARKS BY THE GOVERNOR, MR. LAURENCE CROWLEY**

Fellow Stockholders,

Welcome to the 2003 Annual General Court. I am delighted to see such a large attendance. We, your Directors, appreciate your continuing interest in the affairs of the Group.

Our meeting this year will follow its usual format. I will summarise the achievements of the business during the year to the end of March last, place our activities within the context of our strategic focus - as set out on Page 10 of the Report and Accounts - and provide some flavour of our current trading.

Following these remarks, I will introduce the formal business of the meeting with the motion to adopt the Report and Accounts. At that point, the meeting will be open to questions from the floor. I am anxious that Stockholders have a full opportunity to raise relevant issues - any matter pertinent to the business performance of the Group and its record in delivering acceptable returns to our stockholders. Other than information you receive through the media and various investor publications, this is our only opportunity to speak directly to our retail shareholders. I can assure you that this is very important to us and I want you to get maximum value from this meeting.

To facilitate those stockholders seeking information on issues that are, perhaps, not specifically relevant to Group performance, such as personal pensions issues, for example, we have in attendance experts who can deal with such matters outside the meeting. They can be contacted via the information desk in the lobby and they will remain in attendance for as long as necessary after the meeting.

I would like to mention at this point the current state of the Group pension fund. Virtually all pension funds have been adversely affected by the falls in equity values in recent years, and ours is no exception. Despite this, the actuaries have recently confirmed that our fund remains in surplus and can fully meet its liabilities as they fall due, and they are satisfied with the assumptions on which the funding levels are based.

You may be aware of the change in accounting standards that obliges listed companies to assess pension fund assets and liabilities on a point in time basis. This standard - FRS 17 - assumes that the company is obliged to pay out all of its accumulated liabilities simultaneously at one point in time - to both serving and retired staff. On this highly theoretical basis, our fund, and virtually every other major fund, is in technical deficit at present. However, measured against what actually happens - that we pay pensions as they fall due - our fund is in a healthy state.

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)

The Group, I am happy to say, is also in good shape. The performance of any business must be measured against the backdrop of its operating environment, and the last financial year threw up many challenges. The Group responded to these challenges effectively and the results that were achieved, both in absolute profit and returns to Stockholders, compared favourably with our domestic and international peers.

This is a reminder of the headline figures for the year:

- Our Eur1.177 billion headline profit figure was the highest in the history of the Group, and the year to last March was the 11th successive year in which we reported increased profits.
- Alternative EPS was up 6%
- The dividend increased by 12% - and -
- We achieved return on equity of 22% - the tenth successive year in which ROE exceeded 20%

The return that we make on your investment and the rewards that you earn on that investment are key measures of performance. In these respects, Bank of Ireland remains among Europe's best performing companies. Over the last five years, the Group has delivered strong growth in each of the essential measures of Stockholder return:

- 17% compound annual growth in EPS
- 20% compound annual growth in the dividend
- Return on equity in excess of 20% - and -
- Shareholder value added increasing at a compound annual rate of 14%-

On these measures, Bank of Ireland is in the top quartile of its banking peer group over ten years, during which we have delivered average stockholder return of 25% per annum.

Performance of this quality cannot be achieved without a clear, coherent and workable strategy, not to mention a very competent management team. As I mentioned, our strategic approach is set out in this year's Report and Accounts and I would like to repeat the essential elements of that for the meeting.

There are four components to our strategy:

- Organic Growth
- Mergers and Acquisitions
- Capital Management
- Strategic Cost Management

The first two of these drive growth while the latter two ensure that the benefits of growth are not eroded by capital or operational inefficiency. I would like to describe for you briefly what has been achieved under each of these headings during the past 12 months; first organic growth

- 17% profits growth in Retail Ireland
- 13% growth in the UK
- 10% growth in Wholesale
- Eur6.1 billion in new mandates in Asset Management

M and A activity included the acquisition and consolidation of Iridian, the successful development of our very profitable joint venture with the British Post Office and the consolidation of our IFA businesses in the UK. We made good strides under the heading of capital management: to date,

- we have bought back stock to the value of Eur272 million - and -
- we successfully raised stg£350 million in non-equity Tier 1 capital at a significantly lower cost than the cost of equity

- developments that will benefit Stockholders through improved EPS and ROE.

Finally, we have made excellent progress on costs. The cost increase for the Group was just 5% compared to 14% last year and there were some noteworthy cost performances at divisional level. The Republic of Ireland retail businesses, for example, increased their costs by 2% and their income by 7%.

We have a number of measurable goals that give substance to our strategy.

- The achievement of continued organic growth in Ireland and the UK
- Active development of our international businesses, in order to continue the gradual shift in the balance between domestic and international profits
- Reduce further our reliance on income from deposits and lending, which are vulnerable to margin compression, especially at a time of very low interest rates, by increasing revenue flows from fee-based activities
- Managing costs in every Group business to achieve benchmarked efficiency in that business sector - and finally -
- Achieving the optimum capital structure that will deliver enhanced stockholder returns.

The Court and management are clearly focused on this strategy, which has been pursued assiduously and has been responsible for our consistent and very strong performance. From time to time, market conditions, threats and opportunities may lead to a shift in emphasis from one strategic component to another. Occasionally, and very rarely, opportunities arise to achieve positive transformational change, as in the case of Abbey National. Any board of directors that did not seriously weigh such an opportunity would be derelict in its duty to shareholders.

Our obligation to shareholders is also manifest in the corporate governance standards that we set and live by. Through the years, Bank of Ireland has sought to lead in the area of corporate governance by anticipating developments in the governance environment and by ensuring the highest standards of transparency and integrity in our operations. It is in that same spirit that we have now embarked upon a formal Corporate Social Responsibility programme, the first stages of which involve an examination of our relationships with each of our key stakeholder groups and the development, where such do not already exist, of formal codes of practice and behaviour to govern these relationships. Subsequently, performance against each of these codes will be monitored and will become an integral part of performance measurement and reward systems for management and staff. The programme will encompass our interactions with you, our stockholders, with customers, with employees, and with government and regulators, among others. It will monitor our environmental performance and our compliance with the regulatory regimes in all the jurisdictions in which we operate. It will give form and substance to the very fine ethos that already exists in the organisation and provide both staff and external stakeholders with a clear point of reference against which to judge our performance.

In this context, I would like to comment briefly on the recent Special Olympics World Games. This was a wonderful time in the history of the country and the bank. The images you saw on the screen earlier

conveyed just a fraction of the joy that this event brought to the participants and those who supported them. I am very proud of the role that Bank of Ireland played as Premier Sponsor of the Games - in particular, the voluntary inputs of large numbers of Group employees, those who facilitated the Host Town Programme, the one thousand staff who worked at the Games and the many more who opened their homes to athletes and their families. They have made a very significant contribution for which I thank them most sincerely.

I am happy to announce that, at a meeting held earlier today, the Directors decided to co-opt to the Court two new directors, Mr. David Dilger and Mr. George Magan.

David Dilger is a Chartered Accountant. He has been Chief Executive Officer of Greencore Group plc since 1995, Chief Operating Officer from 1992 and Chief Executive of Food Industries plc, which was acquired by Greencore, from 1988. Previously, he was Group Finance Director of Woodchester Investments plc, a publicly quoted Irish financial services group.

George Magan, who is also a Chartered Accountant, has had a distinguished career as a corporate financier in the City of London. He was a long-standing Director of Morgan Grenfell before co-founding and becoming Chairman of J.O. Hambro Magan, a merchant bank. When this was sold to NatWest in 1996, he became Chairman of NatWest Markets Limited Corporate Finance, and subsequently Hawkpoint Partners Limited. He is currently a Partner in Rhone Group, a private equity company headquartered in New York and he is Chairman of Morgan Shipley, an investment banking company based in Dubai.

I am very pleased that two such distinguished people have agreed to join the Court. Their appointments will take effect from tomorrow.

Finally, a comment on our trading performance for the first three months of the current financial year. You will recall that the Group Chief Executive in our annual report and accounts spoke of the uncertainty surrounding the global economic and equity markets.

Against this backdrop, trading for the first three months has been satisfactory. The Irish economy is not achieving the spectacular growth rates that characterised the 1990's, but the current and prospective economic growth rates for the two principal economies in which we operate, Ireland and the UK, are expected to outstrip the EU average.

We face a number of challenges. European and US interest rates have fallen further since the year end, reducing our net interest spread. Whilst stock markets have improved somewhat in the second quarter of the calendar year, sales of life and pensions products remain difficult in the current environment and the strengthening of the euro against sterling will have a negative effect on the translation of our overseas earnings.

We are confident that we can face these challenges and, based on stock markets and exchange rates remaining at current levels, we foresee a continued good performance in the current year.

The key determinant of our success, this year and into the future, will continue to be the skills and dedication of our staff. We owe the current success of the business to them and, on behalf of all Group stockholders, I offer them our thanks.

Ends

**For further information:**

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**Forward Looking Statement**

This presentation contains certain forward-looking statements as defined in the US Private Securities Litigation Reform Act of 1995 with respect to certain of the Group's plans and its current goals and expectations relating to its future financial condition and performance and the markets in which it operates. 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 profitability targets, prevailing interest rates, the performance of the Irish economy and the international capital markets, the Group's ability to expand certain of its activities, competition, the Group's ability to address information technology issues and the availability of funding sources. The Bank of Ireland 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.



[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 8 July 2003, it purchased 900,000 units of Ordinary Stock at a price of Euro 10.2228 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 9 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 7 July 2003, it purchased 200,000 units of Ordinary Stock at a price of Euro 10.38 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 8 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 4 July 2003, it purchased 300,000 units of Ordinary Stock at a price of Euro 10.3283 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 7 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 3 July 2003, it purchased 350,000 units of Ordinary Stock at a price of Euro 10.3871 per unit of Ordinary Stock to be held as Treasury Stock.

For further information please contact:

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Announcement date: 4 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 2 July 2003, it purchased 325,000 units of Ordinary Stock at a price of Euro 10.3915 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 3 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

[HOME](#)[PERSONAL](#)[BUSINESS](#)[CORPORATE](#)[STUDENT](#)[INVESTOR  
INFORMATION](#)[Group Information](#)[Financial Information](#)[Presentations to  
Analysts](#)[Stock Exchange and  
Press Releases](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)[INSIDE BOI](#)[Site Map](#)[ATM/Branch Locator](#)[Contact Us](#)

## Investor Information

### Stock Exchange Releases 2003

Bank of Ireland Group announces that on 1 July 2003, it purchased 1,000,000 units of Ordinary Stock at a price of Euro 10.405 per unit of Ordinary Stock to be held as Treasury Stock.

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Announcement date: 2 July 2003

## CONTENTS

[Group Information](#)[Financial  
Information](#)[Presentation to  
Analysts](#)[Stock Exchange  
and Press Releases](#)[- 2003](#)[Check your  
Stockholding](#)[Calendar](#)[Contacts](#)