

FAQs on Ulster Bank Licence Revocation Announcement and Change in name to Ulydien DAC

Why is Ulster Bank changing its name?

Ulster Bank Ireland DAC (Ulster Bank) announced that it will return its banking licence to the Central Bank of Ireland on 27 June 2025. As we will no longer be authorised to operate as a Bank, we must remove the word 'Bank' from our legal entity and trading name. From 28 June 2025, Ulster Bank Ireland DAC will change its name to Ulydien DAC. We will be authorised to operate as a Retail Credit Firm and will continue to be regulated by the Central Bank of Ireland.

What is a Retail Credit Firm?

A Retail Credit Firm is a designation given by the Central Bank of Ireland to firms that carry out activities such as providing credit to customers and the servicing of credit agreements. The designation as a Retail Credit Firm is a transitional step in our ongoing withdrawal from the Republic of Ireland as our operations continue to reduce, and ensures Ulydien DAC adheres to specific standards and regulations designed to protect consumers.

The day-to-day operations of Ulydien DAC will encompass the following activities: supporting customer queries; addressing complaints (including complaints previously raised in relation to services provided by Ulster Bank Ireland DAC); assisting customers in claiming funds from Ulydien Trust Company Limited (Ulydien Trust); servicing our remaining mortgage customers; and continuing the wind down of operations in the Republic of Ireland.

How do I get in touch with Ulydien DAC?

You can find more information about how to contact us on our new website www.ulydien.ie which will be live from 28 June 2025.

Our phone number has not changed. You can contact us by telephone using free phone 0818 210 260 or if calling from abroad: 00353 1 709 2042

Will my legal and regulatory protections change when Ulster Bank hands back its banking licence?

Customers will continue to be protected by their Terms and Conditions and regulations such as the Central Bank of Ireland's Consumer Protection Code 2012, the Code of Conduct on Mortgage Arrears 2013, and Lending to Small and Medium-sized Enterprises Regulations 2015 (SME Regulations). These codes offer protection to consumers and additional information can be found on the Central Bank of Ireland's website: www.centralbank.ie.

Customers can still raise a complaint if they are not satisfied with our service and have the right to refer their complaint to the Financial Services and Pensions Ombudsman www.fsppo.ie if they are not satisfied with our response to a complaint.

Can I still raise a complaint if I am not satisfied with the service I receive in Ulydien DAC or the service I received in the past with Ulster Bank Ireland DAC?

Date 23 June 2025

Yes. If you are not satisfied with our service in Ulydien or have a concern about the service you received while you were a customer with Ulster Bank, you can tell us about your concerns in any of the following ways:

- Online at www.ulydien.ie submit a complaint using our Online Complaint Submission Form
- By telephone – use Free phone: **0818 210 260** or if calling from abroad: **00353 1 709 2042**
- In writing – you can write to our dedicated Customer Care Centre:
Customer Care Team
Ulydien DAC
PO Box 5168
Ballyogan
Dublin 18

If you are not satisfied with our response, you have a right to refer your complaint to the Financial Services and Pensions Ombudsman www.fspo.ie.

How do these changes to Ulster Bank impact an open query or complaint that I have had in the past with Ulster Bank?

Any open query or complaint with Ulster Bank Ireland DAC will continue to be managed by our staff in Ulydien DAC.

How does this change impact my mortgage with Ulster Bank?

Mortgage customers will receive a letter advising them of the change in regulatory authorisation, the change in the legal entity name, and a copy of the updated Terms of Business for Ulydien DAC. Future communications, including mortgage statements, will come from Ulydien DAC. The terms and conditions of your mortgage continue to apply, and you will continue to be protected by regulations such as the Consumer Protection Code and the Central Bank's Code of Conduct on Mortgage Arrears.

If you have any questions or if you feel you may have difficulty repaying your mortgage, we're here to help you. You can call our Customer Service department on 0818 210 275 (or 00 353 818 210 275 if calling from abroad), our lines are open from 9am to 5pm, Monday to Friday (Excluding Bank Holidays). You can also visit www.ulydien.ie for more information on how we can help you from 28 June 2025.

I had funds in an Ulster Bank account that has been closed, can I still claim these funds back now that Ulster Bank has changed to Ulydien DAC?

Any credit balances previously held from your closed Ulster Bank account have now been successfully transferred to Ulydien Trust Company. You will find detailed instructions and steps on how to reclaim your funds on our website www.ulsterbank.ie, or www.ulydien.ie from 28 June 2025.

I have found correspondence from Ulster Bank issued in the past about remediation funds due to me from Ulster Bank, can I still claim these funds back now that Ulster Bank has changed to Ulydien DAC?

Date 23 June 2025

Yes, you can claim these historic remediation funds by completing a reclaim request online via our website www.ulydien.ie, you also have the option to download a reclaim form and return to us at the address below.

Ulydien DAC
PO Box 5168
Ballyogan
Dublin 18

Please note that you will need to provide supporting documentation such as proof of identity, proof of address. In some circumstances we may require additional documentation which we will make clear to you once we receive your reclaim request.

Date 23 June 2025