



The Common Commitment of Care for Bereaved Customers

Our IBCB member banks:

1. Have dedicated bereavement phone lines
2. Will support you throughout the process, treating you with empathy at all times
3. Will make information available through their websites and the IBCB website
4. Will assist you in accessing available funds in accounts to cover the funeral cost
5. Will use plain English and explain any necessary technical terms
6. Will make every effort to suppress marketing materials
7. Will make the process as efficient as possible and continually review and improve the process



01-6415182



01-4606333



01-6646896



01-2124077



1800-303543

For further information on the Irish Banking Culture Board, please visit our website:

<https://www.irishbankingcultureboard.ie/>