



Our member banks want to support you at this difficult time. That is why they have designed this Common Commitment of Care for Bereaved Customers.

As part of the Common Commitment of Care, each member bank will do the following:

- Be empathetic when helping you.
- Help you access available funds in accounts to cover the funeral cost.
- Use plain English and explain any banking or legal terms.
- Ensure the deceased is removed from its mailing lists.
- Have a dedicated webpage with a bereavement guide.
- Have a dedicated bereavement phone line, or email address, or both.

Dedicated phone lines and email addresses for bereaved customers

| Bank | Phone number | Email address |
|---------------|-----------------------------|--|
| AIB | 01 641 5182 | bereavement.support@aib.ie |
| BOI | 1800 800 656 01 460 6333 | bereavement.support@boi.com |
| KBC | 01 664 6896 | executorrelations@kbc.ie |
| Permanent TSB | 01 212 4077 | bereavementservices@permanenttsb.ie |
| Ulster Bank | 1800 303 543 | - |



For more information on the IBCB's Common Commitments of Care, please visit our website:

<https://www.irishbankingcultureboard.ie/work-programme/bereaved-customers/>