



**Irish Banking
Culture Board**

Common Commitment of Care for Bereaved Customers

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 the deceased person's accounts to cover the funeral costs.

Use plain English and explain any banking or legal terms.

Remove the name of the deceased person from mailing lists.

Have a bereavement webpage with a bereavement guide.

Have a bereavement phone line, or email address, or both.

Dedicated phone lines and email addresses for bereaved customers:



📞 01 641 5182

✉ bereavement.support@aib.ie

🌐 [AIB Webpage](#)



📞 1800 800 656 / 01 460 6333

✉ bereavement.support@boi.com

🌐 [Bank of Ireland Webpage](#)



📞 01 212 4077

✉ bereavementservices@ptsb.ie

🌐 [PTSB Webpage](#)



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www.irishbankingcultureboard.ie

