

How do I update my mobile telephone number?

If you are registered for Online and Phonline Banking, you can simply log in to Online Banking to update your number. Select 'My Details' from the 'Services & Settings' drop down menu and follow the onscreen instructions (you will need your code card or card reader to complete this process).

Or, speak to us.

What time will I receive the Alerts?

We'll normally send Alerts between 8am and 10am Monday to Friday (excluding Bank Holidays).

We will also send Balance Alerts on Saturday.

How can I find out more?

You can find out more about Alerts on our website. We also have a list of frequently asked questions to help you.

Visit: www.aibgb.co.uk/Alerts

If you need this brochure in Braille, in large print or on audio, please ring 0345 646 0318*

Customers with hearing or speech difficulties can contact us using the Relay UK service to convey the conversation by translating speech to text and text to speech. Please dial 18001 0345 646 0318* from a Textphone or by downloading the Relay UK app to your smartphone, tablet or PC.

→ 0345 601 6262*

*Lines open: Monday - Friday 09:00 - 17:00 (excluding bank holidays). Calls may be recorded. Call charges may vary - refer to your service provider.

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A helpful guide to Alerts

→ www.aibgb.co.uk

Keeping you up to date with your personal Current Account activity

What is an Account Alert?

An Account Alert is a text message notification we'll send you to help you manage your Current Account.

All customers with a personal Current Account will automatically receive an Account Alert providing we have your up-to-date mobile telephone number.

When will I receive an Account Alert?

You will receive an Account Alert if;

- your account goes into an unarranged overdraft
- you do not have enough money to cover item(s) presented on your account
- you have pre-notified fees which are due to be posted to your account and you don't have enough money to cover
- your account is overdrawn and further item(s) have been presented
- item(s) were posted to your account last night and you have incurred charges
- you have incurred charges but your account is now back in order
- your account has been overdrawn for a number of days

How do I stop receiving Account Alerts?

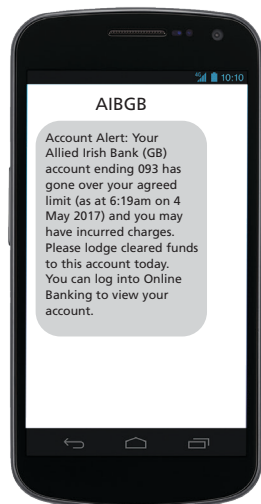
You can manage your Account Alerts through Online Banking or by speaking to us.

What should I do when I receive an Account Alert?

- Check your account through Online Banking
- If required, lodge cleared funds before 2pm to your account to cover any item(s) which have been presented.

Please note: Alerts are automated text message notifications, which you cannot reply to.

What will my Account Alert look like?

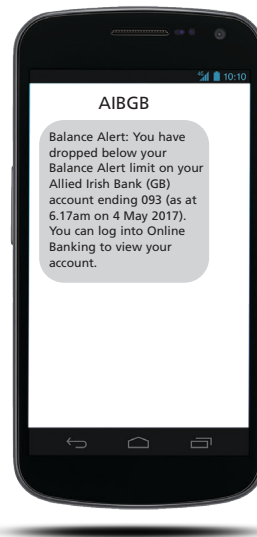


What is a Balance Alert?

A Balance Alert is a text message notification we'll send you when your account has dropped below an amount that you set.

You can log into Online Banking to set your Balance Alert.

What will my Balance Alert look like?



What is an Arranged Overdraft Alert?

An Arranged Overdraft Alert is a text message notification we'll send you to help you manage your Arranged Overdraft on your Personal Current Account. All customers with an Arranged Overdraft on their Personal Current Account will automatically receive an Arranged Overdraft Alert providing we have your up-to-date mobile telephone number.

When will I receive an Arranged Overdraft Alert?

You will receive an Arranged Overdraft Alert if;

- your account is going to make use of your Arranged Overdraft that day or;
- your account is making use of your Arranged Overdraft

How do I stop receiving Arranged Overdraft Alerts?

You can manage your Arranged Overdraft Alerts through Online Banking or by speaking to us.

What should I do when I receive an Arranged Overdraft Account Alert?

- Check your account through Online Banking
- If required, lodge cleared funds before 2pm to your account to cover any item(s) which have been presented.

Please note: Alerts are automated text message notifications, which you cannot reply to.

What will my Arranged Overdraft Alert look like?

