

**CORRESPONDENCE**

**MEETING OF THE METROPOLITAN  
DISTRICT OF LIMERICK**

**SEPTEMBER, 2018**

- Letter dated 30<sup>th</sup> August, 2018 from Bank of Ireland Group in reply to Notice of Motion calling on the Management of the Bank of Ireland to reconsider their decision to close the ATMs at the Parkway Shopping Centre.

**Private & Confidential**

Mr James Clune  
Corporate Services  
Limerick City & County Council  
Corporate Headquarters  
Merchants Quay  
V94 EH90

**Group Customer Complaints**

Bank of Ireland,  
Customer Complaints Team,  
5<sup>th</sup> Floor, New Century House,  
Mayor Street Lower,  
IFSC, Dublin 1,  
D01 K8N7  
Tel: 1850 753 357  
+353 (01) 617 6550  
[www.bankofireland.com](http://www.bankofireland.com)

30 August 2018

Our reference: BOI-653718-B1F0R0

Dear Mr Clune

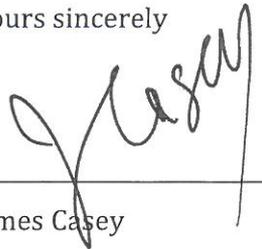
I am writing with reference to your correspondence to Ms Francesca McDonagh, Group Chief Executive, received on 24 August 2018.

I have referred your letter to our ATM Operations for review. They have stated to me that there are no plans to reinstate the ATM at Parkway Shopping Centre. The former branch here closed in November 2016 due to the proximity of other branches. Normally when we close a branch we also remove the ATM devices. However, the Bank was keen to retain an ATM in the Shopping Centre but this was not possible.

I am sorry that the Bank cannot reinstate the ATM at this time.

If you are not satisfied with this response you can refer it to the Financial Services and Pensions Ombudsman, who can be contacted at: Lincoln House, Lincoln Place, Dublin 2, D02 VH29. Phone: (01) 567 7000.

Yours sincerely



James Casey

Complaints Investigator

**Legal Information**

Bank of Ireland - The Governor and Company of the Bank of Ireland, incorporated by charter in Ireland with Limited Liability. A tied agent of New Ireland Assurance Company plc. trading as Bank of Ireland Life.

Bank of Ireland is regulated by the Central Bank of Ireland.

**Directors:**

Patrick Kennedy (Governor),  
Patrick Haren (Deputy Governor) (British),  
Francesca McDonagh (Group Chief Executive),  
Kent Atkinson (British), Evelyn Bourke,  
Ian Buchanan (British), Richard Goulding,  
Andrew Keating, Davida Marston (British),  
Fiona Muldoon, Patrick Mulvihill,  
Group Secretary: Helen Nolan

**Registered Information**

Registered No. C-1

Registered Office and Head Office –  
40 Mespil Road,  
Dublin 4,  
Ireland.