

**CORRESPONDENCE**

**MEETING OF THE METROPOLITAN DISTRICT OF LIMERICK**

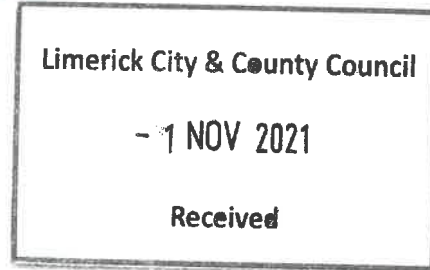
**15<sup>TH</sup> NOVEMBER, 2021**

- Letter dated 28<sup>th</sup> October, 2021 from Allied Irish Banks in reply to Notice of Motion from Members to write to the CEO of AIB to ask them to retain the ATM at the site of the Ennis Road Branch, Limerick City after the bank closes in November and to write to the CEO of Bank of Ireland to ask them to retain the ATM at the Bank's Branch in Roxboro Shopping Centre, Limerick City which closed recently.



Allied Irish Banks  
p.l.c.  
10 Molesworth  
Street,  
Dublin 2, D02 R126  
Ireland

Mr Mark Leahy,  
Meetings Administrator,  
Limerick City and County Council,  
Corporate Headquarters,  
Merchants Quay,  
Limerick.



28 October 2021

Dear Mr Leahy,

Thank you for your letter dated October 20<sup>th</sup>, 2021, regarding the AIB branch at Ennis Road, Limerick. Our CEO, Colin Hunt, has asked me to respond on his behalf.

As you will be aware, from November 5<sup>th</sup>, 2021, our branch at Ennis Road is amalgamating with our branch at 106 O'Connell Street, approximately 2.5km away. This decision follows a review of our overall branch network prompted by the significant fall in branch visits as customers choose online banking and digital payment methods over the use of cash or visits to branches. This trend has been accelerated by the pandemic and, overall, we are experiencing a 30% reduction in daily branch visits. This review was necessary to ensure the future sustainability of our branch network in these changing circumstances.

To help mitigate the impacts of the closure of our Ennis Road branch, our team has been in close contact with our customers to make them aware of alternative options. This includes continued access to the nearest AIB branch at 106 O'Connell St, ATMs and the wide range of banking services available to AIB customers at their local Post Office at the Jetland Shopping Centre, located 800m from our branch.

At this Post Office, our Personal and Business customers can withdraw up to €1,500 in cash and make cash, coin and cheque lodgements. These enhanced banking services are now available, and include an "off counter" facility for business customers to enable faster lodgements. Full details of the services available at An Post are outlined below for your information.

In addition, there are five ATM options available within 1km of our branch. These are located at Ennis Road Service Station, Dunnes Stores, Mace Convenience Store, Circle K Service Station and Inver Service Station Spar. Customers can also access an AIB ATM at AIB 106 O'Connell St.

While our decision regarding the Ennis Road branch remains unchanged, I want to assure you that our team's entire focus has been on supporting our customers through this change, particularly those who require additional support.

Yours sincerely,

Deirdre Cleary,  
Head of Branches, AIB

### AIB services at the Jetland Shopping Centre Post Office

Personal customers	Business customers
<ul style="list-style-type: none"> <li>• Withdraw up to €600 cash per day from your AIB Current Account using your AIB Debit Card. This limit will increase to €1,500 on December 13<sup>th</sup>.</li> <li>• Pay your AIB Credit Card bill with cash or debit card using the credit transfer attached to the bill</li> <li>• Lodge cash using your AIB Debit Card or an AIB personalised lodgement book with a barcode</li> <li>• Lodge up to €200 in coins per week, once they are sorted and bagged</li> <li>• Lodge cheques to your AIB account using an AIB Debit Card or personalised lodgement book.</li> </ul>	<ul style="list-style-type: none"> <li>• Withdraw up to €600 cash per day from your AIB Business Current Account using your AIB Business Debit Card. This limit will increase to €1,500 on December 13<sup>th</sup>.</li> <li>• Lodge up to €200 in coins per week, once they are sorted and bagged</li> <li>• Lodge up to €5,000 per week in cash to your AIB account. Lodgements from €5,000 to €40,000 can be made at the post office, if you arrange it in advance through your local AIB branch</li> <li>• Lodge cheques to you AIB Business Current Account. A lodgement can contain up to 50 cheques and any individual cheque cannot be greater than €50,000.</li> <li>• Over the coming months, business customers will have the option to take out up to €1,500 in coin, once it is pre-ordered.</li> </ul>
<p><b>An Post Opening Hours:</b> Monday to Friday: 9am-5.30pm and Saturday 9am-1pm</p>	