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Notice to our Business Customers: Changes to our AIBNI Business Account terms and conditions

We're updating our terms and conditions

Effective from 24 August 2026



Where can I get my new terms and conditions?

A full set of your new terms and conditions is available on our website at aibni.co.uk or in your nearest AIB(NI) branch. A printed copy is available on request.

What do I need to do?

Please take some time to read this information and keep for future reference. If you have a question, please call us on 0345 6005 925 (Monday-Friday 09:00-17:00, excluding bank holidays).

You don't need to do anything if you're happy with these changes. Just continue using your account as normal.

If you don't want to accept the updated terms, you can close your account free of charge (after clearing any outstanding balance), or you can let us know in writing or by speaking with a member of staff in your nearest branch..

If we don't hear from you before 24 August 2026, these changes will automatically apply.

What terms and conditions are changing?

The changes apply to the following account types:

- Business Current Account
- Managed Account
- Business Access Account
- Select Account

What's changing

We've reviewed our terms and conditions to make them clearer, easier to understand and aligned with current law and regulation. The key changes include:

- Making the language more straightforward and removing unnecessary legal wording.
- Reorganising the terms and conditions so it's easier to find what you need. This includes a new Frequently Asked Questions section, information about your card and international payments.
- Ensuring our terms and conditions meet all relevant legal and regulatory requirements.

Changes we have made that are common to the Accounts listed above:

What does the change relate to?	Where can I find this?	Summary of changes
Explaining legal relationships		
Who is our customer?	1.3	Clarification: A table has been added to make it clearer who the bank considers its customer(s) to be
Who must repay any borrowing?	29	Clarification: We are making it clearer on who will be liable to pay any debt arising
Communications between AIB and customer		
Contact information	FAQs 5.5 5.10	Clarification: We have updated our contact details and how you can get in touch with us. And we are also making it clear that you should tell us about any important changes, for example change of address or contact details, that might affect how we provide services to you as we will not be responsible for any losses or costs you suffer as a result.
When you are treated as having received a communication	5.2	Clarification: A table has been added to set out the ways in which we can contact you, and when you will be treated as having received our message
Incorrect/unidentified transactions	37.1	Clarification: You must tell us straight away where a payment has been made into or out of your Account incorrectly.
Statements	27.1 27.3 27.4 33.2	Clarification: We have detailed the requirements to provide statements in line with our legal and regulatory obligations and listed the other statement services available to you.
Set-off	47.5	Clarification: We're clarifying that we can refuse to carry out instructions to make payments out of your Account.
Branch closures	52.1	New: We will give you notice in advance if we close your Branch or merge it with another Branch.
Changing account details	52.2 52.3	New: We may have to change your Account details for certain reasons, and we have explained what will happen if we do so.
Payments		
Accepting cheques	15.12	Clarification: We do not have to accept cheques if they are over 6 months old or drawn in pounds sterling on an account you hold outside the UK.
Payment cut-off times	15.14	Clarification: We are updating the table which details the cut off times for payments and when money is added to your account
Payments in foreign currencies	16.1 16.2 16.4	Clarification: We are clarifying that we do not accept payments in all foreign currencies and that limits will apply. You must make sure you give the paying bank the correct information. And, we also do not have to accept cheques in a foreign currency.
What happens when you pay money into an overdrawn account	17	Clarification: If money is paid into your Account and the Account is overdrawn, we will allocate the amount paid in, in a certain order.

What does the change relate to?	Where can I find this?	Summary of changes
Withdrawing cash	18.5 18.6	Clarification: Cash withdrawals limits apply for both branch and non-branch cash withdrawals. Other providers may also apply a fee for their cash withdrawal services.
Security processes	11.13 19.2 32 40.1	Clarification: We will do all we reasonably can to keep your Account safe, for example by asking for evidence of your identity or by asking to complete two separate security checks. We have also included some examples of what you should and shouldn't do to keep your accounts safe. If you have appointed someone to manage your account, or you have shared your Security Details with someone else, we will treat any payment made by that person as being made with your agreement, unless we knew or suspected at the time they were acting dishonestly, or if you told us that you no longer wanted us to accept instructions from them.
Withdrawals and payments in a foreign currency	22	New: We have included a new section to clarify how you can make withdrawals and payments in a foreign currency including through cash withdrawals abroad or in a foreign currency, card payments or electronic payments.
Unauthorised payments	40.2 40.3	Clarification/new: We have included a table to explain where your claim relates to an unauthorised payment, there are situations where you will be responsible for all or at least part of any loss that arises and other situations where you will not be responsible.
Your Rights		
Your rights to change your mind about opening/ maintaining an account	7	Clarification: We're making the cancellation process clearer if you change your mind about the account.
Someone else managing your account	13	New: This only applies to sole traders. You can arrange for someone else to manage your Account for you and we might ask you to agree to additional conditions and/or provide certain documentation in order to meet our obligations. We have included the processes and services available under this option.
Incorrect payments	38.4 38.5	Clarification: If we receive payment from another bank and do not add the payment to your Account when we should have, we will add the amount straight away when we discover this. This condition does not apply if you believe a cheque has not been paid correctly.
Refunds	41.2 41.4	Clarification: This change is clarifying that limitations may apply. We have specified that you may not be entitled to a refund if the only reason the amount taken was more than you reasonably expected was because of changes in currency exchange rates.
Transfer	56.1	New: We have added a new clause to advise you cannot transfer any of your rights or obligations under this Agreement or in relation to the Account to anyone else.

What does the change relate to?	Where can I find this?	Summary of changes
Instructing and cancelling a payment		
How you can give us instructions	11	Clarification: We have expanded on the processes that AIB follows in checking that instructions appear to be given by the correct person(s).
Third Party Provider (TPP)	9.7 12	Clarification: We have included relevant Third-party provider conditions from the Online Services Terms and conditions for clarity.
Our right to refuse an instruction	14	New: We have added a new clause to explain the situations where we can refuse to follow any instruction that you give us. We have also clarified how we work out if you have enough money available in your account to cover a payment and what we may do if you have not used your account in some time.
Our right to cancel standing orders	18.12	Clarification: We have clarified that if you miss three standing order payments in a row, we will cancel the standing order.
Cancelling payments	23.1	Clarification/new: We have included a table which sets out whether you can cancel a payment instruction once we have received it, how to do so and the cut off times associated with each including standing orders, cheques and future payments.
Forgeries	40.6	New: If your signature has been forged on a cheque, we will put your Account back to the position it would have been in if we had not paid the cheque.
Foreign currency payments		
Exchange rate	16.5	New: We have added wording to explain what we do with payments received in a foreign currency. We will convert it into pounds sterling using our standard exchange rate which applies at the time we make the conversion. We can change the exchange rate immediately, without notifying you.
Payments received in EUR	16.8	New: We have added wording to explain that electronic payments in euros into your account will be available straight away (unless we have a reason to refuse).
Cards		
Changes to card details and cancellation of card	10.8 10.9	Clarification: We have further explained the process for cancelling your card and how cancelling your card affects current and recurring payments.
Termination and account closure		
Account closure and suspension	54.2	Clarification: We have clarified when we can close or suspend your account without notice.
What happens to your money if you or we close your Account?	55.1 55.2 55.5	Clarification: We have explained what will happen before we close your account if there is money owed to us or that is needed to cover payments that have not yet been processed. And also what happens if someone makes a payment into your account after the account is closed.
Your rights and obligations on closure	55.6 55.7	Clarification: We have provided some examples where closing the account will not affect any legal or regulatory rights that you or we have and that some of these will only last for a period of time.

What does the change relate to?	Where can I find this?	Summary of changes
Account usage		
Are you allowed to open the Account?	6.1	Clarification: We are making the account eligibility clearer.
Using your Account	8.1 8.2 8.5	Clarification: We have clarified how accounts may be used, acceptance of foreign currency payments and the processing of personal information in regard to payments.
Overdrafts	30 31	Clarification: We have detailed who can apply for arranged overdrafts. We have also clarified when we must allow payments despite insufficient funds in an account; what an unarranged overdrawn position is; the charges related to it; and your obligations to us.
Joint accounts	33.4 33.5 33.6 35.1	Clarification: We have clarified how AIB will deal with changes in partnerships and death of a partner. Clarification: We have clarified how AIB will deal with changes where the organisation is not a partnership.
Who must repay any borrowing?	29.3	Clarification: We are making it clearer as to your obligations when a joint account holder leaves the business or dies.
Our Powers		
AIB taking money from your account	25.2	Clarification: We are updating the terms to explain what happens if another bank (or other organisation) tells us that it has made a payment to your Account by mistake, or as a result of a suspected fraud.
What is our right of set-off, and when can we exercise it?	47.3 47.4	Clarification: We have clarified what we can do when exercising our right to set-off and circumstances where we will not exercise the right.
Fraud	37.6 40.5	Clarification: If necessary, we can share information about unauthorised activity or suspected fraud with the authorities. We can also delay refunding you if we reasonably believe you have acted fraudulently.
Claims against you	45.1	Clarification: We have clarified when we can claim our reasonable losses or costs for breaches of this agreement.
Transfer	56.2 56.3	New: We have included a new point to explain that we can transfer all our rights and obligations under this Agreement to someone else who is authorised to accept deposits in the UK and is able to perform the obligations in accordance with law, regulation and the terms of this agreement.
Dormant Accounts	59	New: We have explained what the Dormant Account Assets Scheme is and what happens if your account is deemed dormant.
Customer responsibilities		
Taxes	28	Clarification: We have clarified our obligations and yours about paying tax on interest.
Account closure	55.4	Clarification: For account closures you must cancel any payments into and out of your Account.

What does the change relate to?	Where can I find this?	Summary of changes
Changing the agreement		
When we can change the agreement	49.1 49.3 49.4 50.2	New: We have provided a list of reasons where we can make a change to the terms of your Agreement and whether notice is required or not.
Events outside of our control		
Where we are not responsible	44.1 44.2 44.5 44.6 44.8	Clarification: We have clarified our responsibility in relation to exceptional circumstances and have included examples of situations beyond our reasonable control. We have also clarified when our liability may not be limited, responsibility if we are required to break the terms of this agreements and our responsibility for losses that could not have been predicted following instruction.
Disputes		
Courts	58.2	New: We have included what courts will be able to deal with any questions relating to this Agreement.
Definitions		
All definitions	Definitions	Simplification: We have simplified the definitions list and moved this to the end of the document.
Additional Conditions		
All additional Conditions	Business Current Account Managed Account Business Access Account Select Account	Simplification: These have been simplified to be clearer and to help you understand the additional conditions which apply to your chosen account type.
Additional Conditions		
Frequently Asked Questions	FAQs	Simplification: We have added a new "Frequently Asked Questions" to the start of the document. This does not form part of your agreement. This is to highlight some key information that you might find useful.

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→ www.aibni.co.uk