



 **Ulster Bank**

A guide to your

Pension Scheme

For members of the Ulster Bank Pension Scheme (Republic of Ireland)

Your pension scheme is one of the most important and valuable benefits the Bank offers you.

Introduction

Your pension scheme is one of the most important and valuable benefits the Bank offers you. It has been designed with your future financial security in mind.

The Scheme provides you with a regular income in retirement and also makes provision for family and dependants. The cost to the employee is comparatively small and the Bank pays the balance of cost of funding the Scheme's benefits.

There has been significant and important pensions legislation in recent years and the Scheme has been reviewed by professional advisors to ensure that it complies with requirements.

The purpose of this Guide is to summarise the benefits of the Scheme and we've taken care to make sure it's a correct summary of the Rules. However, please note that this Guide does not confer any entitlement to benefits. This can only be conferred by the Trust Deed and Rules. If there is any discrepancy between this Guide and the Trust Deed and Rules, the Trust Deed and Rules will prevail.

A copy of the Trust Deed and Rules is available from Group Pension Services.

Over the years, several schemes from various companies that now make up the Bank have merged, and these form what are referred to as different schedules of the Scheme. The benefit structures of these schedules can vary slightly and you will already have been given details of any differences that may not be covered in this booklet, but which may apply in your circumstances.

Various defined terms are used in this Guide. They are indicated by beginning with a capital letter. Please see page 22 for more details.

This Guide is based on current tax and other legislation, which may change.

Quick summary

This section provides you with a quick guide to your benefits and answers some frequently asked questions. For more detailed information, please refer to the main Guide.

Key Benefits of your Scheme

The Scheme is designed to provide financial security for you when you retire, and your Dependants when you die. The main benefits which are provided include:

- A pension on retirement, with the option of taking part of this as a tax-free lump sum
- A lump sum benefit in the event of your death in service
- A pension for your spouse and/or other Dependants when you die.

The Scheme is an extremely valuable benefit for you and you are encouraged to take the time to read this Guide and become familiar with its contents.

How much do I pay?

As a member of the Scheme your contribution is 2.5% of your basic salary. Tax and PRSI relief are obtained on this contribution.

How much does the Bank pay?

The Bank decides how much must be contributed overall to the Scheme each year after consulting and obtaining the advice of the Scheme Actuary.

Employees contribute the first 2.5% and the Bank contributes the balance of the cost, however much or little this is determined to be.

What do I get when I retire?

When you retire you will be entitled to a pension of 1/60th of your Pensionable Salary for each year's service. Retiring Age is 63. For example:

$$(1/60\text{th} \times \text{€}30,000 \times 40 \text{ yrs}) = \text{€}20,000 \text{ p.a.}$$

You may also have the option of exchanging part of your pension for a tax-free lump sum. Full details may be obtained from Group Pension Services.

What do I get if I leave?

If you leave before completing two years' Pensionable Service, you will be entitled to a refund of the contributions that you have made, less tax.

If you leave having completed more than two years' Pensionable Service then you will be entitled to a preserved pension, payable at Retiring Age. You may leave this pension within the Scheme or transfer it to another Revenue Commissioner approved scheme or arrangement.

Preserved pensions will be increased each year until payment in line with statutory requirements.

What do I get if I die when still in service?

If you die in service then a lump sum of four times your basic salary becomes payable to your Dependants.

In addition, a pension of 50% of the pension you would have received had you worked to Retiring Age (but based on your Pensionable Salary at the date you die) could become payable.

If you are unsure of what your entitlement would be please contact Group Pension Services.

What are my options if I have other pension benefits?

If you have previous pension benefits that you have accrued before joining the Bank, then you will have the option to leave them as they are, or transfer them into the Scheme.

Group Pension Services will be able to tell whether you may transfer benefits to the Scheme and provide details of the benefits that you will receive under the Scheme in exchange for the benefits transferred from your other scheme.

The value of your pension at a glance

	FORMULA	AFTER 10 YRS	AFTER 20 YRS	AFTER 40 YRS
Pension at normal retirement	$(\text{Yrs}/60 \times \text{Pensionable Salary})$	$(10/60 \times \text{€}40,000)$ = €6,667 p.a.	$(20/60 \times \text{€}40,000)$ = €13,333 p.a.	$(40/60 \times \text{€}40,000)$ = €26,667 p.a.
On leaving service (payable at Retiring Age)	$(\text{Yrs}/60 \times \text{Pensionable Salary})$ (increased by lesser of CPI or 4% each year until retiring age)	$(10/60 \times \text{€}40,000)$ = €6,667 p.a.	$(20/60 \times \text{€}40,000)$ = €13,333 p.a.	$(40/60 \times \text{€}40,000)$ = €26,667 p.a.
On death in service	4 x basic salary PLUS 50% potential pension to normal retirement	4 x €40,000 PLUS €13,333 p.a.	4 x €40,000 PLUS €13,333 p.a.	4 x €40,000 PLUS €13,333 p.a.
On ill-health retirement (Subject to Bank requirements)	10-14yrs – 25% of Pensionable Salary 14-29yrs – 25% of Pensionable Salary plus 2.5% for each additional year above 14 30+yrs – 66.67% of Pensionable Salary	$(25\% \times \text{€}40,000)$ = €10,000 p.a.	$(25\% + (6 \times 2.5\%))$ = 40% x €40,000 = €16,000 p.a.	$(66.67\% \times \text{€}40,000)$ = €26,667 p.a.

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Understanding how it works

Establishment

Like most company pension schemes your Scheme is set up under a trust. The trust was established by the Bank's predecessor, Ulster Bank Ltd, executing a Trust Deed and Rules. The Bank has taken over from Ulster Bank Ltd as the company sponsoring the Scheme. The effect of the trust is to ensure that funds invested to provide your pension benefits are kept entirely separate from the Bank's assets. It also allows the Scheme to benefit from various favourable tax concessions. A trust company (the Trustee), whose directors may be nominated by the Bank and trade unions, is responsible for the administration of the Scheme in accordance with the Trust Deed and Rules and the investment of the assets of the Scheme on your behalf.

Trustees are required by law to represent the interests of all members and not any particular category of member.

The Scheme is a defined benefit scheme for the purpose of the Pensions Act 1990 (as amended).

Types of Pension Schemes

State Pensions

The State currently provides a Basic State Pension.

Information on your entitlement to State Pension can be obtained from your local Social Welfare office.

Basic State Pension is a flat rate amount paid (with effect from January 2007 at the rate of €209.30 per week for a single person) to everyone who has a sufficient record of Pay Related Social Insurance (PRSI) contributions, and is available from State Retirement Age.

State Retirement Age is age 65.

Your State Pension will increase at whatever rate is provided by the Minister for Finance (and approved by the Dail) in the budget in each year.

Both you and your employer contribute toward the cost of the pension by way of Pay Related Social Insurance contributions. The amount of State Pension payable is unaffected by your membership of the Scheme.

Company Pension Schemes

There are two main types of company pension scheme (known for the purposes of legislation as occupational pension schemes):

- Defined Benefit (known as a DB or Final Salary scheme); and
- Defined Contribution (known as a DC or Money Purchase scheme).



Defined Benefit (Final Salary)

A Defined Benefit scheme is designed to provide predetermined benefits usually based on a member's length of service within the Scheme, and salary at retirement, leaving or death (hence the term 'Final Salary scheme').

It is impossible to know precisely when members will actually retire, leave or die, or how their salaries will increase. Similarly, it is not known in advance how a scheme's investments will perform. As a result, no one knows exactly how much it will cost to provide the benefits. An actuary is therefore appointed to advise the trustees on the contributions that he assesses are required to meet the benefits.

Your Scheme is a Defined Benefit scheme and you are required to contribute to the cost of providing the retirement and death benefits (see page 10). The Bank pays the balance and meets the cost of running the Scheme.

Defined Contribution (Money Purchase)

A Defined Contribution scheme is designed so that contributions paid by a member and his/her employer are earmarked specifically for the member's benefit.

The contributions are invested to build up a fund of money which, at retirement, is usually used to purchase an income for life in the form of an annuity from an insurance company (hence the term 'Money Purchase scheme'). The actual benefits provided depend upon the amount of contributions paid, investment returns, the annuity rates that are available at retirement and the type of annuity chosen.

An example of a Money Purchase scheme is the Additional Voluntary Contribution arrangement under the Scheme (see page 10).

Personal Retirement Savings Accounts (PRSAs)

PRSAs are aimed primarily at individuals who are not members of company pension schemes, such as the Scheme.

PRSAs are a type of defined contribution scheme established under a contract between an authorised PRSA provider and an individual. The individual can make regular contributions to the PRSA which, within certain contribution limits, are tax deductible. Up to 25% of the fund can be taken as a tax-free cash sum, with the remainder being used to provide a taxable pension. There are detailed Revenue restrictions on being a member of a company pension scheme and contributing to a PRSA at the same time. If you need more information you can contact the Irish Pensions Board at www.pensionsboard.ie

Investing for tomorrow

Eligibility and Contributions

Eligibility

On being employed by the Bank in a permanent or fixed term contract capacity you will automatically become a member of the Scheme. It is a condition of your employment that you remain a member.

Your Contributions

You must make annual contributions to the Scheme of 2.5% of your Salary. These contributions will be deducted directly from your Salary each month.

The effect on your take home pay is reduced however as you receive relief from income tax and PRSI on your contributions at your highest marginal rate.

Example	2007/2008	
Salary	= €20,000	
Contribution (2.5% x €20,000)	= €500	
Less Tax Relief	@ 20%	@ 41%
	= €100	= €205
Less PRSI relief @ 6%	= €30	€30
Cost for 20% taxpayer	= (€500 - (€100 + €30)) €370 p.a.	
Cost for 41% taxpayer	= (€500 - (€205 + €30)) €265 p.a.	

Contributions by the Bank

The Bank (having consulted and obtained the advice of the Actuary) is responsible for determining and meeting the balance of the cost of providing benefits under the Scheme. The Bank pays contributions required to meet the cost of the benefits under the Scheme, as agreed with the Trustee. The administration expenses of the Scheme are also borne by the Bank.

Money paid into the Scheme is held in a trust, the assets of which are entirely separate from the Bank's money. All benefits are funded through this trust fund.

Transfers from other Schemes

If you are in Pensionable Service and have preserved benefits under other pension schemes, with the approval of the Trustee of the Scheme you may transfer these benefits into the Scheme (Trustee approval is not required if you have a statutory right to the transfer of a preserved benefit into the Scheme).

Transfers from other schemes may not be permitted in certain limited circumstances. Group Pension Services will be able to tell whether you may transfer benefits to the Scheme and provide details of the benefits that you will receive under the Scheme in exchange for the benefits transferred from your other scheme.

Additional Voluntary Contributions

You may choose to pay Additional Voluntary Contributions (AVCs) to increase your benefits under the Scheme. The law currently allows relief from income tax on these contributions at your highest personal rate of taxation as well as attracting PRSI relief. Contributions also benefit from preferential tax treatment when invested.

The investment returns which you receive on your AVCs will depend on how you wish them to be invested. This return is currently free of tax. The accumulated contributions and investment growth will then be available for you to purchase additional benefits.

How do I start?

Contact Group Pension Services, who will provide you further information about AVCs and details of the investment funds available.

Having considered the information available, if you wish to proceed then simply return the completed application form. The first deduction from salary will normally be made in the month following receipt of a completed form.

I still have questions...?

If you have any other queries, or would like to discuss any aspect of AVCs then please do not hesitate to contact Group Pension Services who will be more than happy to answer any further questions that you may have.

Looking after your security

Retirement benefits

Your pension benefits are calculated by reference to a formula.

$$\frac{(\text{Pensionable Service} \times \text{Pensionable Salary})}{60}$$

The maximum period of Pensionable Service that can be taken into account is 40 years in respect of your service up to your Retiring Age.

Example

If you had been in Pensionable Service for 20 years, your Pensionable Salary over the last year before retirement or leaving service was €40,000, you will have built up a right to a pension of:

$$\frac{(20 \text{ years} \times \text{€}40,000)}{60} = \text{€}13,333 \text{ p.a.}$$

The full amount of accrued pension is not normally payable until you reach Retiring Age.

In the following pages, we shall see how this translates into actual benefits in different circumstances.

Retiring at Retiring Age

Your Retiring Age is age 63, at which time your pension will be calculated as:

$$\frac{(\text{Pensionable Service} \times \text{Pensionable Salary})}{60}$$

Example

Pensionable Salary	=	€40,000
Pensionable Service	=	40 years
Pension	=	(40/60 x €40,000)
	=	€26,667 p.a.

Retiring before Retiring Age

If the Bank agrees you may retire on an immediate pension after reaching age 50 if you have completed 10 years' Pensionable Service.

Your pension will be calculated in the way described above but will be reduced unless the Bank decides otherwise for early payment (as your pension will be payable for a longer time than if you had retired at Retiring Age). The reduction will be calculated by the Actuary and will vary depending on the length of the period between the date of your retirement and Retiring Age.



Retiring after Retiring Age

If for some reason you retire after Retiring Age you will be entitled to a pension, calculated in the same manner as described above, on the basis that your actual date of retirement is your Retiring Age and subject to specific Revenue requirements in relation to any years of Pensionable Service in excess of 40.

Retiring due to Ill-Health

You may, at the Bank's discretion, retire early on an immediate pension if you have completed 10 years' Pensionable Service and are Incapacitated. Satisfactory medical evidence of your condition must be provided to the Bank by a doctor who is nominated or approved by the Bank.

The pension you will receive will depend upon how many years of Pensionable Service you have completed and will be payable as follows:

Complete years' Pensionable Service	Pension
10 - 14	25% of Pensionable Salary
14 - 29	25% of Pensionable Salary + 2.5% of Pensionable Salary for each additional complete years' of Pensionable Service after completion of 14 years' Pensionable Service
30 +	66.7% of Pensionable Salary

Example

If you had completed 25 years' Pensionable Service and your Pensionable Salary over the last year before retirement was €40,000, you will be entitled to a pension of:

First complete 14 years' Pensionable Service	
=	25% x €40,000
=	€10,000
Plus additional complete 11 years' Pensionable Service	
=	(11 x 2.5%) x €40,000
=	€11,000
Total	€21,000

If you retire on grounds of Incapacity the Bank may require you to have periodical medical examinations to check your state of health. If (before Retiring Age) the Bank feels that you have recovered to the extent that it is not equitable for the pension to continue, then the Bank may direct the Trustee to adjust, suspend or terminate the pension (subject to any preservation requirements of the Pensions Act).

Taking Pension as a Lump Sum - Commutation

On retirement you may elect to take a reduced pension in exchange for a tax-free cash lump sum. This is known as 'commutation'. The amount that you will be entitled to take will be approximately:

$$\frac{(\text{Pensionable Service} \times 3)}{80} \times \text{Pensionable Salary}$$

Looking after your security

You may elect to take a cash lump sum of any amount up to your maximum entitlement. Further details of this and the effect on your pension can be obtained from Group Pension Services.

Increases in Pensions

The Trustee carries out regular reviews of pensions in payment. While there is no commitment to increase your pension when it comes into payment, the Trustee (with the consent of the Bank) has the power to award discretionary increases. Increases to your pension cannot in aggregate exceed the increases in the Consumer Price Index (or such greater amount as will not prejudice Revenue approval of the Scheme) since the date your pension began to be paid.

Where a discretionary increase has been awarded, details of who exercised the discretion and the rate of increase will be set out in the annual report.

Payment of Pensions

Your pension is paid monthly and is taxed in the same way as earned income. Payment is made directly into your bank account.



Providing for their future

Death Benefits - Lump Sums

Death in Pensionable Service

If you die in Pensionable Service the Trustee will pay to such of your Dependants as it decides, a cash lump sum equal to four times your Salary.

Death after Retirement

If you die within five years of retiring then a payment will be made, to such of your Dependants as the Trustee decides, equal to the remaining pension you would have received had you lived for five years after retiring. The remaining pension will be calculated using the rate of pension payable to you at your date of death, and will not take into account increases coming into force after your death.

Nominating Dependants

The Trustee will normally try to exercise any discretion it has as to payment of benefits in line with your wishes. It is therefore important that you advise the Trustee of your wishes, and keep this advice up-to-date. In order to do this, you should complete a 'Nomination of Beneficiary Form' and/or 'Nomination of Dependant Form' (both known as a 'Letter of Wish').

These forms may be obtained from Group Pension Services. They can be placed in a sealed envelope with your name outside and the instruction 'Only to be used in the event of my death'. Forms should be photocopied for use and returned to Group Pension Services.

Death Benefits - Dependants' Pensions

Entitlement

(i) Spouse's Pension

On your death your Spouse will be entitled to receive a pension. The pension will be payable until your Spouse's death.

(ii) If you are separated from your Spouse

If you are separated from your Spouse you may request that the Trustee pay the pension which would have otherwise have been payable to your Spouse, to one or more persons who were at your date of death, wholly or partly dependant upon you for maintenance or support. Payments are made at the Trustee's discretion.

The pension will be payable until the person's death.

(iii) If you do not leave a Spouse

If you leave no Spouse then the Trustee has the discretion to pay the pension which would otherwise have been payable to your Spouse to one or more persons who were at your date of death, wholly or partly dependant upon you for maintenance or support. The pension will be payable until the person's death.

(iv) Nomination

If you have no Spouse or are separated from your Spouse then it is important that you complete a form nominating persons who you wish to receive any benefit on your death. Where you are separated from your Spouse, if no nomination is made then the payment will be made to your Spouse.



(v) Children's Pensions

A pension will also be payable to your Children so long as they are either:

- under the age of 18 years; or
- under the age of 23 years whilst receiving full-time education.

A maximum of three Children's pensions will be paid. Pensions will be doubled if your Children become orphaned.

Death in Pensionable Service

(i) Spouse's Pension

A pension will be payable equal to 50% of the pension payable to you had you remained in Pensionable Service until Retiring Age. The pension will be calculated on your Pensionable Salary at your date of death.

Example

Pensionable Salary	=	€40,000
Potential Pensionable Service	=	40 years
Your Potential Pension	=	$(40/60 \times €40,000)$
	=	€26,667
Spouse's Pension	=	$50\% \times €26,667$
	=	€13,333

(ii) Children's Pensions

Pensions are payable to your Children who fall within the category of children mentioned on page 17(v). The pension will be equal to one-third of the Spouse's pension which would normally be payable on your death.

Death after Retirement

(i) Spouse's Pension

A pension will be payable equal to 50% of the pension payable to you at your date of retirement as increased to your date of death in accordance with page 14. Reductions in the amount of your pension due to commutation (see page 13) will be ignored in calculating the pension.

If you leave no Spouse the pension may be paid at the Trustee's discretion to one or more persons who are dependent upon you as described on page 16(iii) or in the event that you are separated from your Spouse to a nominated person as described on page 16(ii).

(ii) Children's Pensions

Pensions are payable to your Children in accordance with (ii) above.

Taking a new direction

Leaving Pensionable Service

Benefits on leaving the Group

If you cease to be employed by the Bank you will be treated as having left Pensionable Service at the date your employment comes to an end.

If you leave Pensionable Service your benefit under the Scheme will be as follows:

Pension

(i) Leaving prior to completion of two years' Pensionable Service

If you have completed less than two years' Pensionable Service when you leave you will receive a refund of your contributions to the Scheme. A deduction for tax purposes will be made from the refund. A transfer of the value of your contributions may be made instead.

(ii) Leaving after completion of two years' Pensionable Service

If you have completed two years' Pensionable Service you will be entitled to a preserved pension calculated in the same way as described on page 12, based on your Pensionable Salary at and Pensionable Service completed to the date of leaving.

Your preserved pension is payable from Retiring Age or age 60 with reduction for early payment.

When your pension becomes payable, you may elect to commute part of your pension as described on page 13.

Death Benefits

If you die before your preserved pension has come into payment (age 63), a cash sum, equal to the actuarial value of your preserved pension at the date of your death, will be payable to your estate.

Increases

The portion of your preserved pension representing your statutory preserved benefit will be increased each year between your date of leaving Pensionable Service and retirement in accordance with Pensions Act revaluation rules.

Transfers to other Schemes

As an alternative to leaving your benefits in the Scheme, you may be able to transfer your benefits to either:

- your new employer's scheme (if this is suitable)
- a PRSA (see page 9 for details); or
- an insurance policy (in your name or in the Trustee name for your benefit) known as a 'Buy-Out Bond'.

If you require a transfer payment, you may first request a quotation on application to Group Pension Services. A quotation will normally be provided within three months of your written request and the value guaranteed for a further three month period.

If you have received a quotation and wish to transfer, you must then submit a written application for a transfer within the three month guarantee period for the transfer amount to be of the value guaranteed.

The transfer value is the actuarial value of your preserved pension entitlements under the Scheme. It is calculated on a basis agreed by the Trustee on the advice of the Scheme's Actuary (and in accordance with the Pensions Act) and takes account of discretionary increases to pensions in payment.

Members who have left Pensionable Service have the right to request (within two years' of leaving or such longer period agreed by the Trustees) a transfer of their accrued benefits.

Keeping you in the picture

General information

Personal Details

It is most important that you immediately notify Group Pension Services of any change in your marital or partnership status, otherwise appropriate benefits may not be provided. This information will be treated in a strictly confidential manner and will not be available to other departments of the Bank.

Absence from Work

(i) General

If you are away from work but are receiving a normal salary payment from the Bank, contributions will be deducted in the usual way and your membership will continue as usual.

If you are not receiving your normal salary but remain employed by the Bank then generally you will remain a member of the Scheme but your benefits may be reduced to take account of your reduced contributions.

(ii) Career Breaks

The type and length of Career Break will determine whether or not your period of absence counts as Pensionable Service.

Further details may be obtained from Group Pension Services.

(iii) Maternity Leave

Periods of Maternity Leave count for Pensionable Service on return to work.

Part-timers

The benefits described in this Guide will be adjusted for full-time employees who become part-time, or vice versa, and for part-time employees who change their number of working hours. The adjustments will ensure that benefits properly reflect the number of hours worked during each period of employment.

Assignment

You may not charge or assign any of the benefits provided under the Scheme, for example using benefits as security for a loan.

Revenue Requirements

The Scheme is an 'exempt approved scheme' under the provisions chapter 1 of part 30 of the Taxes Consolidation Act 1997. This allows the Scheme to receive favourable tax treatment.

Any statements made in this Guide about the benefits under the Scheme are subject to its continued approval by the Revenue Commissioners, and may be subject to change, in any event, by legislation.

In certain circumstances it may be necessary to restrict benefits to comply with Revenue Commissioners requirements. You will be advised if you are affected.

Changes to the Scheme

The Trust Deed and Rules contains a power to amend the Scheme. This power is exercised by the Trustee with the consent of the Bank. The power may not be exercised if to do so would mean that the Scheme lost its Revenue exempt approval status or changed the main purpose of the Scheme. There are other limitations on the exercise of the power where the amendment reduces accrued benefits.

Data Protection Acts 1998 and 2003 (as amended)

All information concerning you and your dependants is held under the provision of the Data Protection Acts. The Trustee is regarded as the data controller in respect of such information, and any queries in relation to data protection should be addressed to Group Pension Services. Such information will be treated by the Group and the Trustee and any third party as confidential. It may be used for both employment and Scheme administration purposes and the persons to whom the information may be disclosed will include any insurance company, actuary, third party administrator, adviser to the Trustee, the Group or other organisation concerned with the operation or administration of the Scheme. By joining the Scheme you are signifying that you give your consent for the Trustee to hold the necessary information to calculate your benefits and to use the information for any purpose necessary for the administration of the Scheme.

Some information (e.g. in relation to your health or personal life) is regarded as 'sensitive personal data' and cannot be used without your specific consent at the time. Therefore, any application for ill-health retirement will require your consent to use the relevant information on your state of health.

Whilst the information held by the Trustee is used primarily for the purpose of administering the Scheme, the Trustee may authorise the use of certain information for sending you details of products provided by companies of the Group. The Data Protection Acts give you a right of access to the information held by the Trustee and rights to ensure that the information is accurate and that proper security is maintained.

Divorce and Judicial Separation

The Trustee may be required to adjust or split your retirement and death benefits pursuant to a pension adjustment order as part of financial arrangements following your judicial separation or divorce. Further information about the operation and impact of pension adjustment orders may be obtained from the Pensions Board. See page 25 for details.

Important Definitions

Where possible, technical terms have been avoided. There are however, a number of terms in this Guide which have special meanings. These terms are defined below.

Actuary

An independent person or firm that is professionally qualified to give advice as to the financial position of the Scheme. The actuary will also give advice regarding the future funding of the Scheme and other financial matters.

Bank

Ulster Bank Ireland Limited (this includes any other employer participating in the Scheme).

Child/ren

Your lawful or legally adopted child/ren at the time of your death in Pensionable Service or in retirement who is/are either:

- under the age of 18 years; or
- under the age of 23 years whilst receiving full-time education.

Dependants

Your Spouse, ancestors or descendants and your brothers, sisters, uncles and aunts and their descendants; and a person who is or was wholly or partly dependent on you for maintenance or support at your death; and your legal personal representatives.

Deferred pension

The pension you have earned up to the date you leave the Scheme and held for you until your retiring age.

Group

The Royal Bank of Scotland Group plc.

Incapacity

A state of mental or bodily infirmity where you cannot do any work for the Bank or which causes a substantial drop in your earning capacity as an employee from which you are unlikely to recover. The Bank decides on whether a member is suffering Incapacity.

Pensionable Salary

The Salary that you received over the 12 months preceding your date of death, retirement or leaving Pensionable Service.

Pensionable Service

Your time in the employment of the Bank whilst an active member of the Scheme. This will be calculated to the nearest completed month up to your date of retirement, death in or withdrawal from service. Pensionable Service may also include service which has been credited to you following a transfer in to the Scheme of your benefits under another scheme.

Retiring Age

Age 63.

Salary

Your annual rate of basic salary.

Scheme

The Ulster Bank Pension Scheme (Republic of Ireland).

Spouse

The person to whom you were lawfully married at the date of your death.

Trustee

The trustee of the Scheme, currently Ulster Bank Pension Trustees (R) Limited.

If you have any questions

Further Information Queries and Complaints

Further Information

You will be provided with certain information automatically, whilst other information is available on request from Group Pension Services.

(i) Total Reward Statement

Members of the Scheme will be issued with a statement each year that shows your benefits under the Scheme.

(ii) Abbreviated Report and Accounts

A summary of the full Trustee's Annual Report and Accounts will be issued to all members and pensioners through the annual newsletter 'Pensions Profile'.

(iii) Other information available on request

You have the right to the following information upon request:

- Details regarding the constitution of the Scheme (the Trust Deed and Rules). You are entitled to inspect copies of these documents, free of charge, during office hours.
- Basic information about the Scheme (i.e. this Guide).
- Details of the amount of benefit payable to you (i.e. Total Reward Statement).

- Copies of the Scheme's Actuarial Valuation and the Funding Certificate accompanying the Valuation.
- A copy of the full Trustee's Annual Report and Accounts.

Further information about the Scheme and your benefits can be obtained from Group Pension Services who can be contacted as detailed below:

Mrs Lesley Davie
Head of Group Pension Services
Group Pension Services
Depot 190
The Royal Bank of Scotland Group
City Link House
4 Addiscombe Road
Croydon, CR9 5PB
United Kingdom

Helpline: 1 800 245 971
Fax: +44 20 8256 3081
Email: ubgpensions@rbs.co.uk



Queries and Complaints

If you have a query or complaint you should first address this to Group Pension Services.

If for some reason you are not satisfied with the response received you should make use of the Scheme's Internal Dispute Resolution Procedure.

Internal Dispute Resolution Procedure

This procedure only relates to complaints against the Trustee.

While it is hoped that you will not have cause to use the procedure, the Scheme has in place a procedure for handling all member disputes. Details of the procedure are available on request from Group Pension Services. This procedure may not be available if you have already started legal proceedings in connection with the complaint.

The Pensions Board (the 'Board')

The Board is an independent body that regulates occupational pension schemes. The Scheme has been registered with the Board under reference number PB1700. The Board's role will be to act swiftly to protect members' interests if people who run occupational pension schemes do not meet their legal obligations under the Pensions Act.

The address to contact is:

The Pensions Board
Verschoyle House
28/30 Lower Mount Street
Dublin 2.

Telephone: (01) 676 2666
E-mail: pb@pensionsboard.ie
Website: www.pensionsboard.ie

The Pensions Ombudsman

The Ombudsman considers complaints of maladministration by, and disputes of fact or law with, trustees, managers, employers and administrators in relation to occupational pensions schemes (i.e. those established by an employer).

The address to contact is:

The Pensions Ombudsman
PO Box No. 9324
Dublin 2

E-mail: pensions.ombudsman@welfare.ie

For members of the Ulster Bank Pension Scheme (Republic of Ireland)



