

# Guide to Opening Bank Accounts in Ireland



For those seeking asylum or who have been granted status under the International Protection Act 2015



# Introduction to guide

**This guide is for people who are international protection applicants or who have recently been granted status under the International Protection Act 2015.**

This guide explains what you need to open a bank account. There is information throughout to make this process as easy as possible.

## **Banking in Ireland**

- Banks in Ireland welcome international protection applicants (asylum seekers and refugees) as banking customers
- Branch staff will support you in making your application
- Bank staff are trained to provide support to all customers
- The Bank will consider the suitability of their financial products and services for the customer
- Under Anti-Money Laundering legislation, banks are required to verify your identity and address by sighting certain documents
- If you do not have the standard documents required, the bank may accept other documents but this may take a bit more time
- In most cases you will need to make an appointment to open a bank account

# Why open a bank account?

**We all need bank accounts to manage our money safely and efficiently.**

There are many different types of accounts. The bank will give you information to help you choose which account is most suitable for your needs. With a bank account, you can:

- ✓ Keep your money safe
- ✓ Have your salary or benefits paid directly to your account
- ✓ Manage your bills efficiently
- ✓ Track your spending and saving
- ✓ Use payment cards and online banking, if you wish



# What you need to open a bank account in Ireland

Banks are required to confirm your identity and verify your address under Anti-Money Laundering Legislation. To open an account in a bank branch or hub you will need to provide at least one document as **Proof of Identity** and another document as **Proof of Address**.

**Remember:** Documents accepted may vary across the different banks. You are strongly advised to contact your chosen bank, if you do not have standard documents. The bank can advise you about documents to bring when you come in to open your account.



## Proof of Identity

Standard forms of Proof of Identity:

- **Passport**
- **Driving Licence** – EU or Irish

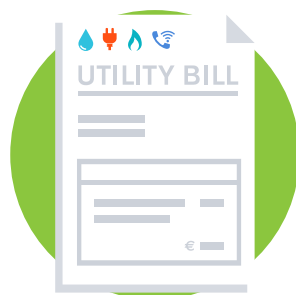
Your bank will accept alternative documents as proof of identity, if you do not have either a passport or a driving licence. These include, for example:

- **Irish Residence Permit**
- **Temporary Residence Certificate**
- **Irish Government Travel Document** (UN Issued)

## Proof of Address

Standard forms of Proof of Address:

- **Recent Utility Bill**  
For example, a gas or electricity bill, dated within the last six months
- **Recent Bank Statement**  
dated within the last six months
- **Notification of Determination of Tax Credits** for the current year
- **Letter from a Government Department**



Your bank will accept alternative documents as proof of address. These include, for example:

- **Labour Market Access Permission Letter**
- **Letter from a Government Department or the International Protection Office**  
On headed paper directly to the bank, confirming your status as an international protection applicant and your full residential address
- **Letter from the Direct Provision Centre or Emergency Reception and Orientation Centre (EROC) in which you are living**  
On headed paper

## Tips

- Your proof of address must be in date (less than 6 months old) and valid, and you must have valid proof of identity that is in date
- Name on the photo ID must match the name on your proof of address
- Different banks accept different documents, so contact them in advance of your application to find out what they accept
- Banks' websites have a list of what they accept. Bring as many forms of ID and proof of address as you have
- It is best to make an appointment to visit a bank branch or hub in person to open an account
- You can only open a basic payment account (known as the basic bank account in Ireland), if you do NOT have such an account or any other bank account in Ireland or another EU country

It is best to make an appointment to visit a bank branch or hub in person to open an account.



# What you need to know when opening a bank account

- Banks follow many regulatory rules when opening new bank accounts. In most cases, it may take a few days for a branch to open your account
- If possible, look at the bank's website for tips before going to the branch
- **Make an appointment to visit the branch of your chosen bank**
- To open a bank account, you should bring with you the documents outlined in the 'What you need to open a bank account' section
- You will need to provide some basic information, see example of a bank account application form on the following page
- Please ask the branch staff any questions
- Branch staff want to help. If they do not know the answer, they will ask the appropriate persons within their bank and try to get you an answer as soon as possible
- You may like to ask someone to help you book an appointment and /or to come to the bank with you. The bank is likely to ask this person to provide proof of identification
- Remember if you have nonstandard documents, banks differ in which documents they accept. Talk to the bank before you visit to be as prepared as possible
- Take as many documents as you can proving address and ID with you

## Personal Details

\*Title Mr ☐ Mrs ☐ Miss ☐ Other ☐ State here

\*First Name

\*Surname

\*Address

\*County  \*Country

Gender Male ☐ Female ☐

Marital Status Married/Civil Partner ☐ Single ☐ Divorced ☐ Widowed ☐ Other ☐

\*Date of Birth  /  /

### Place of Birth (as per identity documents)

Country/City of Birth  Country

### Purpose of Account

Daily Banking ☐ Other

Source of Income: Where the money you will lodge in to the account will come from, for example – wages from a job, or social benefit payments. How much money you expect to lodge into the account on a regular basis?

## Employment Details

### \*Employment Type

Employee ☐ Self-employed ☐ Home Maker ☐ Retired ☐ Not Currently Employed ☐

Job Description

Employer's Name

\*Basic Gross Annual Income  (If no Income, please enter 'zero', i.e. enter '0' in Income field)

Will your income be paid into your bank account? Yes ☐ No ☐

## Tax Reporting

(required by legislation for some types of accounts)

## Contact Details

Home Phone No.  Mobile Phone No.

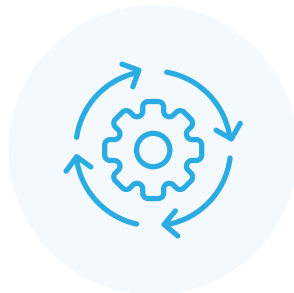
E-mail Address

## Preferred method of contact

Phone: ☐ Email: ☐ Post: ☐



**When you provide the required documents, the bank will process the application.**



- If they need additional or different documents, they will contact you
- If they cannot accept your application, they will let you know as quickly as possible

**Banks follow the complaints process set out in the Central Bank's Consumer Protection Code for their customers**

- If you are not satisfied with how your bank is dealing with you, or you believe that they are not following the principles or rules of the Consumer Protection Code, you should firstly complain to the bank
- Banks are required to have a complaints procedure in place and must handle your complaint speedily, efficiently and fairly
- If you are not satisfied with how your complaint is being handled or the response you get to your complaint, you can contact the Financial Services and Pensions Ombudsman. This independent, statutory body can investigate your complaint

# Fraud & Financial Abuse

See [www.fraudsmart.ie](http://www.fraudsmart.ie) and [www.safeguardyourmoney.ie](http://www.safeguardyourmoney.ie) for tips and advice to keep your money safe & prevent fraud.



## Fraud:

- **Be Informed:** Stay in control, don't be rushed and make a decision you will regret
- **Be Alert:** Always double check random or unexpected emails, calls or texts requesting personal, business or financial information
- **Be Secure:** Never give your security details such as full banking password, codes/login details, or PIN to anyone

## Financial Abuse:

- Financial abuse can build up over time, so you do not realise that what is happening is unfair to you and possibly illegal. It can also be complicated when it is carried out by someone you know and perhaps depend on
- Regardless of your age, status or capacity, you should be confident your money is managed directly, safely and for your benefit
- If you are worried about the management of your money, you can ask your bank for help

# Where to seek advice

You can seek advice on opening a bank account from:

## **Banks:**

### **AIB**

[www.aib.ie](http://www.aib.ie)

0818 303203

### **KBC Bank**

[www.kbc.ie](http://www.kbc.ie)

1800 939 244

### **Bank of Ireland**

[www.bankofireland.com](http://www.bankofireland.com)

0818 365 365

### **permanent tsb**

[www.permanenttsb.ie](http://www.permanenttsb.ie)

0818 50 24 24

### **EBS**

[www.ebs.ie](http://www.ebs.ie)

1850 654321

### **Ulster Bank Ireland**

[www.ulsterbank.ie](http://www.ulsterbank.ie)

1850 424 365

## **Citizens Information Bureau:**

[www.citizensinformation.ie](http://www.citizensinformation.ie)

Phone service on 0761 07 4000

(Mon to Fri, 9am to 8pm)

## **Consumer Hub, Central Bank of Ireland:**

[www.centralbank.ie/consumer-hub](http://www.centralbank.ie/consumer-hub)

## **The Financial Services and Pensions Ombudsman:**

[www.fspo.ie](http://www.fspo.ie)

01 5677 000



[www.bpfi.ie](http://www.bpfi.ie)