

For immediate use

Ulster Bank rolls out enhanced Bank on Wheels to communities in Donegal

- Customers can now access account balances, make fast lodgements, withdraw cash and pay bills in the satellite-equipped Bank on Wheels.
- Communities in Ardara, Glenties, Raphoe, Lifford, Moville and Convoy will benefit from the upgraded service.
- The high-tech Bank on Wheels is staffed by fully-trained, dedicated Mobile Bank Service Officers to help personal and business customers carry out day-to-day banking transactions.

19th August 2019: Ulster Bank has rolled out an enhanced Bank on Wheels for customers in Co Donegal, with the state-of-the-art mobile branch bringing a wider range of banking services to communities in Ardara, Glenties, Raphoe, Lifford, Moville and Convoy.

This replacement Bank on Wheels is equipped with a satellite dish, providing colleagues with the ability to call up the home branch to get a customer's account balance in real-time and expanding functionality for the customer, including cashing cheques, making fast lodgements, making deposits, cash withdrawals or paying bills.

In addition, the satellite link enables customers to take advantage of online banking, even in areas where there is poor broadband coverage.

Commenting, Ulster Bank's Area Manager for Donegal, Tara McDaid, said:

"Whether it is withdrawing cash or paying a bill, our customers from Ardara to Raphoe can now avail of our enhanced Bank on Wheels service in their local community, supported by our team of fully-trained Mobile Bank Service Officers.

Along with mobile and online banking, telephony, webchat and traditional branches, Banks on Wheels are just one of the many ways Ulster Bank is connecting with its customers in Donegal in a meaningful way."

In addition to the Bank on Wheels, Ulster Bank offers customers in Donegal a number of convenient ways to bank at a time and place that suits them, including in branches, through the mobile banking app, online and on the telephone, or locally through Community Bankers and our Community Protection Advisor. Branch Managers and customer advisors are also available to meet outside of work hours and in a place convenient to customers to discuss Ulster Bank's mortgage rates.

Ulster Bank now has five Bank on Wheels on the road every weekday, visiting 43 communities and covering over 3,022 kilometres each week around Ireland. The service allows both personal and business banking customers carry out day-to-day banking transactions with a dedicated team of Mobile Bank Service Officers.

For more information about our Banks on Wheels, their routes and the communities they serve, visit <https://digital.ulsterbank.ie/personal/ways-to-bank/branches-and-atms/bank-on-wheels.html>

ENDS

NOTES TO THE EDITOR

Full Donegal Bank on Wheels Timetable:

| Day | Details |
|------------------|---|
| Monday | <p>Stop: Ardara Arrival: 10:00 Departure: 13:00 Parking:Town Centre Carpark</p> <p>Stop: Glenties Arrival: 14:15 Departure: 15:20 Parking: Main Street</p> |
| Tuesday | <p>Stop: Raphoe Arrival: 10:15 Departure: 13:00 Parking:Deele College</p> <p>Stop: Lifford Arrival: 14:15 Departure: 15:00 Parking: 3 River Car Park</p> |
| Wednesday | <p>Stop: Ardara Arrival: 10:30 Departure: 13:00 Parking:Town Centre Carpark</p> <p>Stop: Glenties Arrival: 14:15 Departure: 15:20 Parking: Main Street</p> |
| Thursday | <p>Stop: Moville Arrival: 11:00 Departure: 12:00 Parking:Town Centre Carpark</p> <p>Stop: Lifford Arrival: 14:10 Departure: 15:00 Parking: 3 River Car Park</p> |
| Friday | <p>Stop: Raphoe Arrival: 10:00-12:15 Departure: 13:00 Parking:Deele College</p> |

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| | Stop: Convoy Arrival: 14:10 Departure: 15:20 Parking: Main Street |
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