

### **2008 Leap Year Interest Remediation (April 2019)**

Bank of Scotland plc (“the Bank”) wrote to customers in June 2008, advising them to pay an additional day’s interest on their mortgage due to the leap year (29 February 2008). If customers did not make this payment at the time, it was added to their Mortgage Account balance for repayment within their monthly payments.

The bank recently conducted a review and identified that this request was made in error and did not occur in any other leap year.

We deeply regret the error and would like to apologise to all customers who have been impacted.

To put this right each impacted customer is being sent a cheque which equates to their share of the incorrectly charged day’s interest, plus compensatory interest at 8% per year calculated from June 2008.

We are attempting to contact all customers including accounts recently transferred to Pepper Mortgages, those previously sold to Tanager and Start, closed and redeemed accounts.

Should there be any queries; customers can contact the customer service team at Pepper on 1890 812 823. Phone lines are open Monday to Friday from 9am to 5pm. If you are calling from outside Ireland, please call +353 061-236951