

Bank of Ireland to reopen majority of closed branches

Bank of Ireland has confirmed it is to reopen 83 branches as Ireland gradually reopens for business as Covid-19 restrictions ease.

[Bank of Ireland](#) kept 161 branches fully operational when Covid-19 restrictions forced Ireland into lockdown in March but had to close 101 branches for safety and hygiene reasons.

The bank also made operational changes across its contact centres, office locations, and branch network to safeguard critical services, respond to a significant shift in how customers are banking, and support social distancing requirements.

It emerged today (8 June) that the majority – 83 out of 101 – of the branches will reopen on 29 June. Since late March, due to operational changes as a result of Covid-19, ATMs at closed branch locations continued to provide cash withdrawal services but lodgement services were withdrawn. These ATMs will again offer lodgement as well as withdrawal services – 24 hours a day – from 29 June.

Continued support for SMEs and carers

The bank said that the range of supports put in place for over 65s, carers and healthcare workers will continue to be available and prioritised. The bank is also communicating with all personal and business customers on a three-month payment break to offer to extend this break for a further three months if required, and is preparing to manage increased queries and applications from business customers when Government schemes are finalised.

To support cashflow for suppliers to the Bank, in the early weeks of the crisis standard payment terms were reduced from 30 days to within five days for more than 1,000 SME suppliers nationwide. This has been extended and will be in place for the remainder of 2020 to ease the cash flow pressures on businesses.

The bank said that dedicated supports for healthcare workers, carers, self-isolating customers, mortgage holders and businesses remain a priority.

“We have been monitoring and adapting our operations throughout Covid-19 to reflect customer demand and public health advice,” said Gavin Kelly, CEO of Retail Ireland, Bank of Ireland. “As the economy starts to reopen, which is critically important for families and businesses across Ireland, we are updating our operations over the coming weeks.

“In line with Phase 3, we will reopen most closed branches from 29 June, while making changes to

ensure that social distancing can be maintained for the safety of our customers and colleagues. ATM services will also return to full operations. We will also continue to offer all of our dedicated COVID-19 services for customers requiring specific support, including personal customers and businesses.

“As a leading lender to Irish businesses, and the largest lender to the agri sector, supporting our small business customers is a top priority for Bank of Ireland. As well as payment breaks and other support for customers, we are fast-tracking payments to our SME suppliers for the remainder of 2020 to help ease the cash flow pressures on businesses.

“We continue to see steady demand for support from our SME customers, as well as increasing enquires about the State supports which are planned to be introduced. As businesses start to reopen they are keen to access these supports. We are preparing our operations and resources to ensure that as soon as the full range of State supports are ready to be rolled out we can process applications for customers without delay. We stand ready to play our part in supporting businesses across Ireland as they reopen,” Kelly said.

List of locations reopening

The following locations (83) will reopen on Monday, June 29. Locations with an asterix will open from 10am to 4pm, Monday to Friday. All other locations will open from 10am to 1pm, Monday to Friday.

- Branches 1-7 offering counter service, advice and self-service banking:

BRANCH	COUNTY
1. Falcarragh*	Donegal
2. Oughterard*	Galway
3. Sutton*	Dublin
4. Kanturk*	Cork
5. Kinsale*	Cork
6. Mitchelstown*	Cork
7. Lismore*	Waterford

- Branches (76) offering advice and self-service banking:

BRANCH	COUNTY
1. Arva	Cavan
2. Kingscourt	Cavan
3. Ballybay	Monaghan

4.	Castleblayney	Monaghan
5.	Clones	Monaghan
6.	Bunbeg	Donegal
7.	Bundoran	Donegal
8.	Glenties	Donegal
9.	Moville	Donegal
10.	Mainguard St	Galway
11.	Ballygar	Galway
12.	Dunmore	Galway
13.	Headford*	Galway
14.	Drumshanbo	Leitrim
15.	Mohill	Leitrim
16.	Elphin	Roscommon
17.	Strokestown	Roscommon
18.	Ballinrobe*	Mayo
19.	Ballyhaunis	Mayo
20.	Charlestown	Mayo
21.	Kiltimagh	Mayo
22.	Ballymote	Sligo
23.	Grand Canal Square*	Dublin
24.	IFSC*	Dublin
25.	James Street	Dublin
26.	Phibsboro	Dublin
27.	Balbriggan	Dublin
28.	Ballycoolin	Dublin
29.	Collinstown Cross	Dublin
30.	Killester	Dublin
31.	Cherrywood	Dublin
32.	Merrion Road	Dublin
33.	Ballyfermot	Dublin
34.	Borris	Carlow
35.	Tullow	Carlow
36.	Callan	Kilkenny
37.	Graiguenamanagh	Kilkenny
38.	Urlingford	Kilkenny
39.	Kilcullen	Kildare
40.	Leixlip	Kildare
41.	Monasterevin	Kildare
42.	Banagher	Offaly
43.	Clara	Offaly
44.	Durrow	Laois
45.	Rathdowney	Laois

46. Castlepollard	Westmeath
47. Kinnegad	Westmeath
48. Granard	Longford
49. Dunleer	Louth
50. Enfield	Meath
51. Ratoath	Meath
52. Rosslare	Waterford
53. Taghmon	Wexford
54. Carnew	Wicklow
55. Rathdrum	Wicklow
56. Tinahely	Wicklow
57. Kilkee	Clare
58. Miltown Malbay	Clare
59. Tulla	Clare
60. Glanmire	Cork
61. Patrick Street*	Cork
62. Cobh	Cork
63. Dunmanway	Cork
64. Millstreet	Cork
65. Castleisland	Kerry
66. Killorglin	Kerry
67. Abbeyfeale	Limerick
68. Askeaton	Limerick
69. Bruff	Limerick
70. Caherdavin	Limerick
71. Kilmallock	Limerick
72. Rathkeale	Limerick
73. Cahir	Tipperary
74. Templemore	Tipperary
75. Ardkeen	Waterford
76. Kilmacthomas	Waterford

Written by [John Kennedy](mailto:john.kennedy3@boi.com) (john.kennedy3@boi.com)

Published: 8 June, 2020