

**Permanent TSB Group Holdings plc (PTSBGH or the Company)  
Odd-lot Offer: Frequently asked questions**

**Shareholder Support-Line and Email**

Shareholder support-line Ireland: +353 (0)1 526 0116 (or if dialling from the UK on 020 3059 8256)

Email address: enquiries@linkgroup.ie quoting “**PTSB Odd-Lot Offer**” in the Subject Line.

1	What is the Odd-lot Offer?	Eligible shareholders who own 100 or fewer shares in PTSBGH will have their shares re-purchased by the Company at a 5% premium to the market price without incurring any broking fees. However, such shareholders may opt not to participate in the Odd-lot Offer and consequently retain their shares.
2	Do I have to participate in the Odd-lot offer and have my shares purchased?	No, if you wish to remain a shareholder, you can fill in the Opt-Out Form and choose to remain a shareholder. Shareholders who are eligible to participate in the Odd-lot Offer will receive the Opt-Out Form by post.
3	I believe I have a 100 or fewer shares but did not receive an Opt-Out Form by post, what should I do?	You should arrange to contact the shareholder support-line above without delay.
4	How do I opt out of the Odd-Lot offer and retain my shares?	If you wish to remain a shareholder, it is essential that you complete an Opt-Out form and return it in the provided envelope provided to be received by 12 noon Irish time on 4 October 2024 (“Closing Time”). If your form is not received by this time, then it will be assumed that you wish to participate in the Odd-lot Offer and have your shares re-purchased by the Company.
5	If I don’t fill in the Opt-Out Form what will happen?	If you do not complete and return the Opt-Out Form by the Closing Time, it will be assumed you wish to sell your shares back to the Company. If you wish to remain a shareholder, it is essential that you complete and return the Opt-Out form to be received by 12 noon Irish time on 4 October 2024.
6	If I do not return an Opt-Out Form and later want to retain my shares after the closing date, what do I do?	Once the Closing Time has passed it will not be possible to opt-out of the Odd-lot Offer and your shares will be re-purchased by the Company.
7	I have returned the form to opt out of the Odd-lot Offer but have since changed my mind and want my shares re-purchased.	You may contact the shareholder support-line to receive instruction on how to have your opt-out form rescinded, but this must be done such that a subsequent written instruction to rescind the Opt-out form is received by the Closing Time, i.e. 12 noon Irish time on the 4 October 2024.

8	Why is the Odd-lot Offer only available to shareholders who own fewer than 100 shares	The Company has approximately 129,000 shareholders of which over 128,000 (99.5%) are shareholders who hold fewer than 100 ordinary shares. The Company wants the Odd-lot Offer to benefit as many small shareholders as possible and the Board felt that by setting the limit at 100 shares, the vast majority of small shareholders would be eligible to participate.
9	I thought I had more than 100 shares, why am I included?	<p>You may check your holding by contacting the Shareholder Support-line. The number of shares you own are also printed on the Opt-Out Form received in the post.</p> <p>However, it could be that prior to 2015, you did own more than 100 ordinary shares. In 2015, as part of the re-IPO of the Group, the Company undertook a re-organisation of its share capital whereby it reorganised all shareholdings by a factor of 100 in order to both normalise the Company's share price and reduce the significant number of shares in issue at that time. While this transaction reduced the number of shares held by shareholders, it had no impact on the value of the shares held as, while the number of shares were reduced by a factor of 100, there was a corresponding increase in the share price at the point of consolidation (from low cents per share to euros + value per share). New consolidated share certificates were issued to all shareholders in 2015 replacing any certificates in existence before this.</p>
10	I received free shares when the Irish Permanent Building Society demutualised. What happened to these?	When the Irish Permanent Building Society demutualised in 1994, certain customers who held qualifying accounts may typically have obtained either 300, 315 or 330 shares at no cost. As mentioned in question 9 above, in 2015, the Company undertook a reorganisation of its share capital base whereby ordinary shares were consolidated down (divided) by a factor of 100 and then rounded up to the nearest whole shares resulting in large numbers of shareholders who acquired free shares through the demutualisation now holding either 3 or 4 consolidated shares.
11	At what price will the Company be buying back the shares?	PTSBGH will be buying back shares from Eligible Odd-lot Holders at €1.74 per share, which represents a 5% premium to the volume weighted average price of PTSBGH ordinary shares traded on the Euronext Dublin over the five trading days prior to 6 September 2024.
12	How will I receive the proceeds for the shares re-purchased by the Company in the Odd-lot Offer?	Eligible Odd-lot holders will receive their payment by cheque which will be dispatched no later than the 21 October 2024. Shareholders with a registered address in Ireland will be paid by Euro cheque. Shareholders with a registered address in United Kingdom, Isle of Man and Channel Islands will be paid by cheque in sterling on the basis that the cash amount payable in euro to which they would otherwise be entitled will be paid in sterling based on an exchange rate of €1=£0.84318,

		being the foreign exchange reference rate published by the European Central Bank on 5 September 2024.
13	What should I do with the proceeds cheque when received?	Your cheque should be deposited with your bank or may be cashed without charge at certain branches of PTSB once accompanied by photographic identification in the form of a passport or drivers' licence (or other form of photographic public identity card). <u>The listing of branches that will cash the Odd-lot proceeds cheque is set out at the bottom of this FAQ document.</u>
14	I'm not sure if I wish for all my shares to be re-purchased at this point. Will the Company do another Odd-lot Offer in the future?	At present, the Board does not have any plans to launch another Odd-lot Offer.
15	Do I need to return my share certificates to participate in the Odd-lot Offer?	No, you need take no action to participate in the Odd-lot Offer.
16	Can I retain some of my shares in the Odd-lot Offer but not all of them?	No, if you wish to participate in the Odd-lot Offer and you are eligible to do so, all of your shares must be re-purchased. It is not possible to retain part of your shareholding only and if you try to do this, it will be assumed that you wish for all of your shares to be retained (not re-purchased).
17*	Does the sale of the shares back to the company constitute a disposal of those shares?	Yes. The sale of shares by an Eligible Odd-lot Holder to the Company pursuant to the Odd-lot Offer should be treated as a disposal of those shares for tax purposes.
18*	What are the tax implications following a disposal of the shares	<p>Depending on the amount paid for the shares (if any), either a capital gain or capital loss could be triggered by the disposal of the shares.</p> <p>A capital gain is calculated by reference to the amount received by the Eligible Odd-lot Holder from the Company under the Odd-lot Offer, less the amount paid (if any) by the Eligible Odd-lot Holder to acquire the shares.</p> <p>If the amount received by the Eligible Odd-lot Holder is less than the amount paid by them to acquire the shares, the difference may give rise to a capital loss, which may be offset against other current year chargeable gains arising to the Eligible Odd-lot Holder or, to the extent of any excess, carried forward to offset against future gains arising to the individual Eligible Odd-lot Holder.</p> <p>There will be no withholding tax applied to the cash payment made by the Company to Eligible Odd-lot Holders.</p>

19*	Where might I find out how much I paid for my shares?	The Company does not have access to that information which, for market acquisitions, would have been provided by the broker or third party used to acquire the shares (who should be contacted in the first instance for this information).
20*	I received Free shares when the Irish Permanent Building Society demutualised in 1994, should I treat these as a nil cost for capital gains purposes?	As a capital gain is calculated by reference to the amount received by the Eligible Odd-lot Holder under the Odd-lot offer, the shares less the amount paid, given the amount paid for these shares was nil, that should be treated as the cost.
21	I believe shares might have been held by someone who has passed away. How will this be handled by the Company?	<p>Firstly, it is important for the Company to be notified when a shareholder has passed away and this should be done by contacting Link Registrars in the first instance (see phone number at the top of this page). A copy of the shareholder's Death Certificate and Probate will be requested so the shares can be transferred into a new name (as instructed by the executor/executrix).</p> <p>If the Company has been notified that a shareholder has passed away, but the Death Certificate and Probate have not been produced, the Odd-Lot documentation will be issued in the shareholder's name. These shares will be purchased by the Company and a cheque issued in the name of the shareholder. Upon production of the Death Certificate and Probate, the executor/executrix can subsequently have the shareholder cheque re-issued (at no charge) in another name.</p> <p>If the Death Certificate and Probate have been received but the shares have not yet been transferred into the new name, the Odd-Lot documentation will be issued to the executor/executrix who may sign and return the 'Opt-out' form if they wish for the shares to be retained on the share register. If no action is taken, the shares will be purchased by the Company and the cheque will be issued in the format of: Estate of [shareholder name] deceased facilitating the executor/executrix to negotiate same.</p>
22	The odd-lot documentation has been issued to an old/incorrect address, what should I do?	Please arrange to contact the shareholder support-line without delay to have the address updated/amended. The Company will not issue cheques to addresses where mail has been returned or it knows to be an invalid address.
23	I hold 100 shares or less through a broker, what can I do?	The Odd-Lot offer is only open to the certificated shareholders with 100 shares or less and who were on the share register (in certificated form) between the 3 April 2024 and 4 October

		2024. Shares held through a broker account are not eligible to participate in the Odd-Lot Offer.
24.	I took no action and assumed my shares (I had 100 shares or less) would be purchased, but I have not received a cheque.	It is possible that the Company had an incorrect or incomplete address for you and has retained possession of your proceeds cheque. Please contact the shareholder support line.

\*Please note the above responses do not constitute tax or financial advice and is intended only as a general guide to certain applicable taxation laws. In all cases, shareholders should consult their own tax advisers as to the tax consequences of disposing of the ordinary shares, according to their specific circumstances.



The following is a list of PTSB branches that will accept, and cash Odd-Lot Proceeds Cheques accompanied by suitable photographic identification.

No	Branch	Full Address
1	Ardee	Irish Street, Ardee, Co. Louth, A92 F201
2	Artane	Mornington Park, Malahide Rd, Atrane, Dublin 5, D05 RT02
3	Athenry	The Square, Athenry, Co. Galway, H65 KT29
4	Athlone	Unit 13B Block A, Irishtown Central, Athlone, Co. Westmeath, N37 Y9N9
5	Ballybofey	Butt Hall, Ballbofey, Co. Donegal, F93 Y27K
6	Ballyconnell	19 Main Street, Ballyconnell, Co. Cavan, H14 NN50
7	Ballyjamesduff	Chapel Street Ballyjamesduff, Co. Cavan, A82 BK40
8	Belmullett	Main Street Belmullett Co. Mayo, F26 D579
9	Blackrock	27-35 Main Street, Blackrock Co. Dublin A94 KF59
10	Blanchardstown Village	Main Street Blanchardstown Dublin 15, D15 VY03
11	Blanchardstown	Unit 134 Blanchardstown NTC, Blanchardstown, Dublin 15, D15 TF38
12	Bray	66 Main St, Bray, Co Wicklow, A98 X8E2
13	Buncrana	Unit 8 Ardaravan Square, Buncrana, Co. Donegal, F93 RD43
14	Castlebar	Ellison Street, Castlebar, Co Mayo, F23 TD50
15	Celbridge	Main Street, Celbridge, Co. Kildare , W23 T2W2
16	Clonakilty	Block P3, Clonakilty Shopping Centre, Faxbridge, Clonakilty, Co Cork, P85 XP60
17	Clonmel	12 Gladstone Street, Clonmel, Co Tipperary, E91 FP83
18	Donegal	Gruagorm House, Upper Main Street Donegal , F94 CD7H
19	Douglas	Main Street, Douglas, Cork, T12 W90W

20	Drogheda	Unit 1, 18 Upper Mall, Scotch Hall Shopping Centre, Marsh Road, Drogheda, Co Louth, A92 KT63
21	Dundalk	1 - 3 Clanbrassil Street, Dundalk, Co Louth,A91 XF44
22	Ennis	44 / 46 O'Connell Street, Ennis, Co Clare, V95 K525
23	Enniscorthy	22 Rafter Street Enniscorthy, Co. Wexford, Y21 CD50
24	Galway SC	Unit D, Galway Shopping Centre, Headford Road, Co Galway, H91 H98V
25	Grafton Street	70 Grafton St, Dublin 2, D02 AP68
26	Hypercentre	The Hyper Centre, Morgan St, Co Waterford, X91 HY7H
27	Kilkenny	Marble City Arcade, High Street, Co Kilkenny, R95 C6KH
28	Killybegs	Main Street, Killybegs, Co. Donegal, F94 RF64
29	Letterkenny	67 Upper Main St, Letterkenny, Co Donegal, F92 EE00
30	Liffey Valley	Unit 19, Liffey Valley Shopping Centre, Quarryvale, Dublin 22, D22 YD86
31	Lucan	The Mall Lower, Main Street Lucan, Co. Dublin ,K78 WV91
32	Mallow	29 Bank Place, Mallow, Co Cork, P51 EE09
33	Midleton	83 Main Street, Midleton, Co Cork, P67 YK20
34	Mullingar	7 / 9 Oliver Plunkett Street, Mullingar, Co Westmeath, N91 KNV6
35	Naas	Poplar House, Poplar Square, Naas, Co Kildare, W91 HC5P
36	Navan	Kennedy Road, Navan, Co Meath, C15 NCD3
37	O'Connell St, Dublin	12, 13 Lower O'Connell Street Lower, North City, Dublin, D01 H302
38	O'Connell St Limerick	12/13 Lower O'Connell Street, Dublin 1, V94 K6X9
39	Patrick St	40/41 Patrick St, Cork, T12 Y972
40	Portlaoise	38/39 Main Street, Portlaoise, Co Laois, R32 X98E
41	Rochestown (Killiney)	237 Rochestown Avenue, Dun Laoghaire,Co. Dublin A96 CC91
42	Shannon	Unit A29/30, Skycourt Shopping, Centre Shannon Town Centre Shannon, Co. Clare, V14 T850
43	Sligo	22 O'Connell Street, Sligo, Co Sligo, F91 NP99
44	Stillorgan	14-16 Lower Kilmacud Road, Stillorgan, Co Dublin, A94 VY98
45	Swords	33 Main St, Swords, Co Dublin, K67 T0H7
46	Swords Pavillions	Unit G26 The Pavilions Malahide Road, Swords, Co. Dublin,K67 X667
47	Tallaght	8 Old Bawn Road, Tallaght, Dublin 24, D24 HK35
48	Thurles	49 Liberty Square, Thurles, Co. Tipperary, E41 EC85
49	Tralee	12 Lower Castle Street, Tralee, Co Kerry, V92 W667
50	Trim	High Street, Trim Co. Meath , C15 WF74
51	Tuam	Shop Street, Tuam, Co. Galway,H54 VN59
52	Westport	North Mall, Westport, Co. Mayo , F28 FD36
53	Wexford	The Bushels, Cornmarket, Co Wexford, Y35 HYE0