

Complete Solutions ARF2

CIN 1046 (REV 10-07)

your Customer Information Notice

Introduction

This notice is designed to highlight some important details about this plan and, along with the **Complete Solutions ARF2** booklet, is meant to be a guide to help you understand your plan. Full details of the specific benefits and options that apply to you will be contained in your plan schedule, terms and conditions booklet and personalised customer information notice which you will receive when the contract is in place. It is important that you should read these carefully when you receive them as certain exclusions and conditions may apply to the benefits and options you have selected.

A copy of the terms and conditions booklet is available on request.

Any Questions?

If you have any questions on the information included in this customer information notice you should contact your sales adviser or your insurer Irish Life, who will deal with your enquiry at our Customer Services Department, Lower Abbey Street, Dublin 1.

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A. INFORMATION ABOUT THE POLICY

1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

Your **Complete Solutions ARF2** is a long term lump sum payment plan, designed to meet your financial needs in retirement. A single lump sum payment is made at the start of the plan. You will also have the option of making additional single payments in the future. This plan will draw down a minimum proportion of your fund each year and pay this to you as taxable income. This will continue so long as your fund allows. The minimum amounts (before income tax and PRSI) we will pay you from your fund will be 1% of the value of your fund in 2007, 2% of the value of your fund in 2008 and 3% of the value of your fund in 2009 onwards. You can give us instructions to take a higher income if you wish. Unless you are fully satisfied as to the nature of this commitment having regard to your needs, resources and circumstances, you should not enter into this commitment.

Your sales adviser must indicate whether paragraph a) or paragraph b) below applies.

replacement and of possible financial loss as a result. You will be asked at the beginning of your application form to confirm this in writing. Please ensure that you have completed this section of the form and that you are satisfied with the explanations provided by your sales adviser before you complete the rest of the application form.

- ☐ b) This plan does not replace in whole or in part an existing plan with Irish Life or with any other insurer, which has been or is to be cancelled or reduced.

- ☐ a) This plan replaces in whole or in part an existing plan with Irish Life, or with another insurer, which has been or is to be cancelled or reduced. Your sales adviser will advise you as to the financial consequences of such

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2. WHAT HAPPENS IF YOU WANT TO CASH IN THE POLICY EARLY OR STOP PAYING PREMIUMS?

You can cash in your **Complete Solutions** ARF2 in full or in part at any stage. The value of your plan may fall as well as rise. Therefore, your cash-in value may be less than the payments you have made.

If you have chosen to invest in a property fund, you may have to give us up to six months notice in writing before you can switch your plan between funds or before you can cash in all or part of your plan. If you have chosen to invest in the Diversified Assets Fund, you may have to give us up to 3 months notice in writing before you can cash in or switch any part of the plan that is invested in these funds. The notice period is required due to the high cost and time involved in selling properties. The cash-in value you receive would be based on the value of your fund at the end of the notice period.

When more customers are moving out of a fund than making new investments in it, the value of the units in the fund may undergo a reduction to reflect some or all of the costs associated with buying and selling the assets of the fund. The rate of reduction in the value of the affected assets will be different for each fund and will be more significant for the proportion of any fund invested in property. For example, if that reduction was to take place, there would currently be a fall of about 1.75% in the value of the Diversified Assets Fund

and a fall of about 7% in the value of the Exempt Property Fund, the UK Property Fund and the Property Portfolio Fund. These rates of reduction may change in the future. The portion of any fund invested with external property fund managers may experience this reduction at a different time to the rest of the fund.

If you have chosen to invest in the Self-Invested Fund, we may delay any encashments until such time as we are able to realise assets within that fund. Illiquid assets, such as property, are very likely to incur a delay before they can be sold. Delayed encashment values will be based on the value of units after the assets have been realised.

If you are invested in the Secured Performance Fund or the Capital Protection Fund, a market value adjuster may be applied to your fund value if you leave earlier than expected. Full details of this reduction are contained in your plan terms & conditions.

After the lump sum payment at the start of the plan, no further payments need to be made.

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3. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

The following tables set out the costs and benefits for a typical **Complete Solutions** ARF2 plan. The figures will vary based on each individual's personal details. The figures below are based on the following details.

Payment:	€150,000
Funds:	Contributions will be invested in the following way:
	Consensus Fund 50%
	UK Property Fund 20%
	Self Invested Fund 20%
	Fidelity Managed International Fund 10%
Income:	3% of accumulated fund each year payable on an annual basis

Other funds with different charges are available. The choice of fund will determine what level of charges will apply.

TABLE (A): ILLUSTRATIVE TABLE OF PROJECTED BENEFITS AND CHARGES AT 3% GROWTH EACH YEAR

Year	A € Total amount of premiums paid into the policy to date	B € Projected investment growth to date	C € Projected expenses and charges to date	D € Income received to date before taxation	E = A + B – C – D € Projected policy value
1	150,000	4,215	6,725	4,372	143,118
2	150,000	8,360	8,913	8,672	140,775
3	150,000	12,438	11,065	12,902	138,471
4	150,000	16,449	13,182	17,063	136,204
5	150,000	20,394	15,264	21,155	133,974
10	150,000	39,172	25,176	40,635	123,361
15	150,000	56,463	34,303	58,571	113,589
20	150,000	72,384	42,706	75,087	104,591

IMPORTANT: THIS ILLUSTRATION ASSUMES A RETURN OF 3% EACH YEAR. THIS RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL INVESTMENT GROWTH WILL DEPEND ON THE PERFORMANCE OF THE UNDERLYING INVESTMENTS AND MAY BE MORE OR LESS THAN ILLUSTRATED.

FOR INVESTMENTS IN THE SELF-INVESTED FUND, THE ABOVE ILLUSTRATIONS ASSUME AN ESTIMATED AMOUNT OF CHARGES. ACTUAL CHARGES WILL DEPEND ON THE ACTUAL INVESTMENTS CHOSEN. PLEASE SEE SELF-INVESTED FUND SECTION BELOW.

The effect of the deductions in respect of the expenses and charges shown is to reduce the assumed growth rate on your fund by 1.8% per annum.

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TABLE (B): ILLUSTRATIVE TABLE OF PROJECTED BENEFITS AND CHARGES AT 6% GROWTH EACH YEAR

Year	A € Total amount of premiums paid into the policy to date	B € Projected investment growth to date	C € Projected expenses and charges to date	D € Income received to date before taxation	E = A + B – C – D € Projected policy value
1	150,000	8,428	6,760	4,382	147,287
2	150,000	16,960	9,047	8,819	149,095
3	150,000	25,597	11,362	13,309	150,926
4	150,000	34,340	13,706	17,855	152,779
5	150,000	43,190	16,078	22,457	154,655
10	150,000	89,097	28,385	46,326	164,386
15	150,000	137,893	41,467	71,698	174,729
20	150,000	189,759	55,371	98,665	185,723

IMPORTANT: THIS ILLUSTRATION ASSUMES A RETURN OF 6% EACH YEAR. THIS RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL INVESTMENT GROWTH WILL DEPEND ON THE PERFORMANCE OF THE UNDERLYING INVESTMENTS AND MAY BE MORE OR LESS THAN ILLUSTRATED.

FOR INVESTMENTS IN THE SELF-INVESTED FUND, THE ABOVE ILLUSTRATIONS ASSUME AN ESTIMATED AMOUNT OF CHARGES. ACTUAL CHARGES WILL DEPEND ON THE ACTUAL INVESTMENTS CHOSEN. PLEASE SEE SELF-INVESTED FUND SECTION BELOW.

The charges shown in column C of both tables include the cost of intermediary/sales remuneration incurred by Irish Life, as described in section 4.

The value shown in column C of both tables includes the cost of all charges, expenses, intermediary remuneration and sales remuneration associated with your plan.

The value shown in column A of both tables is a single payment made at the start of your plan.

You will receive a regular income from your plan. These withdrawals will be deducted from your fund value (excluding any Self-Invested Fund). This may result in your fund becoming fully used up during your lifetime should investment returns be low, or if you choose a particularly high level of regular withdrawals.

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Property Portfolio Fund, UK Property Fund and Diversified Assets Fund

Parts of these funds are managed by external managers. If you choose to invest in one of these funds, any tables of projected benefits and charges issued to you in the future will assume an average level of external manager charges on that fund. However, the level of these charges can vary.

Section 8 below gives details on the reasons for this and also gives information on the expected level of these charges.

On the parts invested in property which are managed by external fund managers, an incentive fee may be paid to the external fund managers if they achieve superior investment returns on the funds they manage. For incentive fees to be paid, the investment returns would have to exceed a certain level each year (currently at least 8% a year). The figures in the illustration above do not include any incentive fees as they would not be payable at the levels of growth illustrated.

Indexed Commodities Fund

This fund is managed by external managers. If you choose to invest in this fund, any tables of projected benefits and charges issued to you in the future will assume an average level of external manager charges on the fund but the actual level of these charges can vary. Section 8 below gives details on the reasons for this and also gives information on the expected level of these charges.

Bloxham Logic Fund

This fund is managed by an external manager (Bloxham). It invests in a range of Complete

Solutions funds and the overall level of charges can vary. If you choose to invest in this fund, any tables of projected benefits and charges issued to you in the future will assume an average level of charges but the actual level of these charges can vary. Section 8 below gives details of why these charges may vary.

Self-Invested Fund

If you have invested in the Self-Invested Fund, you will have discretion over the selection of assets subject to the terms & conditions of the Complete Solutions contract. The illustration above assumes that you will invest in shares for the duration illustrated. We have made an estimate as to an average level of charges associated with such investments. We will make similar estimates in any tables of projected benefits and charges you will receive in the future should you choose to invest in this fund.

However, the actual charges you incur may be higher or lower than this estimate depending on the actual investments you choose. As you have a wide range of investment choices available to you, charges can also vary considerably.

For investments in property, you should note that the costs of purchasing and selling property assets are typically higher than for equity-related investments. The upfront costs of purchasing will mean that your fund is likely to experience an initial fall in value. See section 8 for further details on this.

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4. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?

ILLUSTRATIVE TABLE OF INTERMEDIARY/SALES REMUNERATION

Year	€ Premium payable in that year	€ Projected total intermediary/ sales remuneration payable in that year at 3% growth	€ Projected total intermediary/ sales remuneration payable in that year at 6% growth
1	150,000	5,175	5,175
2	0	716	736
3	0	704	745
4	0	692	755
5	0	681	764
10	0	627	812
15	0	577	863
20	0	532	917

The projected intermediary/sales remuneration shown above includes the costs paid by Irish Life in giving sales advice, service and support for the plan. These costs are included in the plan charges set out in column C of the illustrative table of projected benefits and charges in section 3.

For investments in the Self-Invested Fund, the above illustrations represent our best estimate of the intermediary/sales remuneration that will be incurred in relation to the Self-Invested Fund. However, these are for illustration only and the actual remuneration payable may be higher than this estimate depending on the actual investments you choose. See section 8 for further details.

5. ARE RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?

The values illustrated above are not **guaranteed**. They are neither minimum nor maximum amounts. What your fund will be worth depends on the rate at which your investments grow and the charges incurred. You could end up with a fund of more or less than these projected amounts.

The level of regular income and/or partial withdrawals received will also affect the value of your fund. The higher the level of regular income and/or partial withdrawals received the greater the chance that your fund becomes fully used up during your lifetime.

6. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?

If the cost of administering your **Complete Solutions** ARF2 increases unexpectedly we may need to increase the charges on your plan. We can alter your **Complete Solutions** ARF2 (or issue another plan in its place) if at any time it becomes impossible or impracticable to carry out any of the rules of your plan because of a change in the law or other circumstances beyond our control. Before we alter your **Complete Solutions** ARF2 (or issue another plan in its place), we will send a notice to your last known address explaining the change and your options.

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7. INFORMATION ON TAXATION ISSUES

When you make a full or partial withdrawal from your Complete Solutions ARF or when regular income is taken from your plan, we will deduct an amount for income tax and PRSI which is payable under the PAYE system. If we do not have a Certificate of Tax Credits and Standard rate cut-off point for you we must deduct income tax at the higher rate (41% as at October 2007). Otherwise we will deduct income tax in line with the details on the Certificate of Tax credits.

Irish Life is obliged to deduct a minimum amount of income tax and PRSI on a yearly basis relating to withdrawals made from the fund. Tax is payable on a minimum withdrawal of 1% of the fund in December 2007, 2% of the fund in December 2008 and 3% of the fund in December 2009 and at the end of each subsequent calendar year. Where a greater withdrawal is made during the year, tax will be paid on the greater withdrawal amount.

If you are invested in the Property Portfolio Fund or the Self-Invested Fund, the fund might also become liable to pay additional tax. The projected investment return in section 3 is assumed to be after any such deductions. Please see below for further details.

Income tax is not payable on the transfer of your Complete Solutions ARF2 fund to another Approved Retirement Fund, or where the fund is used to purchase an annuity payable for your lifetime. Subsequent withdrawals or annuity

payments from those plans will be subject to income tax.

Income tax will be payable on your death unless the value of your Complete Solutions ARF2 is transferred to an Approved Retirement Fund owned by your spouse, or the value of your plan is transferred for the benefit of any of your children who are under 21.

Your beneficiaries may also have to pay Capital Acquisitions Tax if the value of your Complete Solutions ARF2 is not paid to your surviving spouse or any of your children who are over 21.

Investment in the Self-Invested Fund

If you are invested in the Self-Invested Fund, the fund might become liable to pay additional tax. If you are invested in the Self-Invested Fund, the choice of assets is at your discretion. Some of the assets you choose might become liable to tax on income or gains made. Where tax is due under these investments, this will be paid to the relevant tax authority. This might be done within the investments you have chosen, and therefore reflected in the investment values you receive. Otherwise, any tax due will be deducted from your fund.

Investment in the Property Portfolio Fund, UK Property Fund, Diversified Assets Fund and Bloxham Logic Fund

Parts of these funds invest in overseas property (currently in the UK and in Europe).

Any UK rental profit from property not held directly by Irish Life, i.e. profit from UK property companies, 9

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is subject to tax at the rate of 22% according to current United Kingdom tax law. UK tax incurred by Irish Life in respect of UK property will be deducted from the fund. Property held directly by Irish Life will not be subject to tax

For the investments in European property, income tax will be deducted on rental profit if this is required by the domestic tax rules of the relevant European country. In some instances, depending on the domestic tax rules of the European country, capital gains tax may also be payable on capital gains made within the fund. Any tax due will be deducted from the fund and thus reflected in the fund performance.

Please contact your financial adviser or Irish Life if you do not fully understand the likely tax treatment of any benefits payable in connection with your Complete Solutions ARF2.

8. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY

What are the benefits and options under this plan?

In addition to making your initial payment, you can top up your Complete Solutions ARF 2 at any time, provided the additional amount you invest is at least €1,000 and is from an appropriate pension plan. In certain circumstances we may decline this additional payment. However, in that case, we will tell you the reason for our refusal.

You can cash in your Complete Solutions ARF 2 in full at any time. The proceeds from some funds may be delayed (see below). You may also choose to partially cash in your Complete Solutions ARF 2 at any stage provided that the amount of money you are taking out is not less than €350 and the gross value of your plan after you have made a withdrawal is at least €1,000.

You will receive a regular income from your fund. Before we pay you, we will deduct income tax from the amount you have requested. We will pay you this income as if you were cashing in part of your plan on each payment date i.e. we will reduce the value of your plan by the amount of the income payment before deduction of income tax. We do not currently take a charge from these income payments.

If you are partly invested in the Self-Invested Fund, you should note that income payments will be taken from the rest of your funds excluding your Self-Invested Fund. If you are fully invested in the Self-Invested Fund then your regular income will be paid from the cash element of the Self-Invested Fund. For your Self-Invested Fund, the accumulated fund value used to calculate your regular income, as outlined in point 1 above, will be indicative as the true value will not be known until assets in the fund are sold.

If you die while the plan is in force we will pay 101% of your fund value (less tax if applicable).

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What is the term of the plan?

There is no specified term to your **Complete Solutions ARF2**. It is an open-ended plan and will remain in force while you are alive or until you decide to terminate it.

Are there any circumstances under which the plan may be ended?

Your **Complete Solutions ARF2** will be ended if you die. The plan may also be ended if, following a partial withdrawal, the value of your plan is less than €1,000. If this occurs we will pay you the balance after deduction of tax.

How are the payments invested?

Your **Complete Solutions ARF 2** is a unit-linked plan. In return for your payment we allocate units to your **Complete Solutions ARF 2** from each of your chosen funds as will be listed on your plan schedule. The value of your plan is linked to the value of these units.

The value of a unit will rise or fall over time, depending on how the underlying assets perform. You do not own the units. Unit-linking is simply a method of working out the value of your plan at any date. The value of your plan before tax at any date will be equal to the total of the number of units allocated to your plan from each fund multiplied by the unit price for units of that fund on that date. The value of your plan will therefore rise and fall over time as the unit prices change to reflect the value of the underlying assets.

Where you choose a fund that invests in equities, the equities within that fund may be used for the purpose of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within a fund it provides an opportunity to increase the investment return.

As well as buying property directly, we may invest approximately 25% of the assets in the UK Property Fund in indirect property holdings such as limited partnerships or property companies. The fees associated with this will be reflected in the performance of the fund. It is also possible that if the performance of the indirect property holdings exceeds pre-defined benchmarks, that an additional performance fee would be reflected in the unit price. You may, at any time, switch some or all of your money from one fund to another by writing to us to request a switch. However it is important to note, before you switch from your original fund choice(s), that the funds in your **Complete Solutions ARF2** have different levels of risk and potential return and they may also have different yearly fund charges. In certain circumstances, there may be a delay in switching. There are particular restrictions relating to any investments in the self-invested fund. This is explained in your terms and conditions. We may also apply a market value adjuster to certain funds such as the Capital Protection Fund or the Secured Performance Fund. You cannot switch into the Secured Performance Fund.

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Property Portfolio Fund, UK Property Fund and Diversified Assets Fund – variable external manager charges

These funds are managed at an overall level by Irish Life. Within these funds, a part of the assets are managed by companies (external managers) other than Irish Life. There are charges taken from these funds by both Irish Life and these external fund managers. For example, the Property Portfolio Fund and a portion of the Diversified Assets Fund invest in property in Ireland, the UK and Europe. Whilst the Irish properties are managed by Irish Life Investment Managers (ILIM), some of the UK property investments, and currently all of the European property investments, are invested with external fund managers, rather than through the direct holding of the properties involved. The commodities part of the Diversified Assets Fund is also managed by an external fund manager.

The external fund managers deduct costs and charges from the assets they manage. These will be reflected in the performance of the fund. The level of the charges as a percentage of the overall fund can vary for three reasons.

- The first reason for the variability in the effect of these charges on the overall fund is the fact that the proportion of the fund that is managed by external managers will vary over time. This split can change in the future mainly due to the availability of property and also inflows and outflows in the fund.
- The second reason for the variability is that the level of the charges applied by external fund

managers can vary according to the fund manager chosen in the future. The external property managers may also be paid an incentive fee if they achieve superior investment returns on the fund.

- The third reason for the variability in the effect of these charges on the overall fund is that the property funds managed by external fund managers may borrow to increase the amount of property that the funds invest in. Borrowing increases the potential for enhanced returns if the properties perform well, but also increases the level of risk of the investment. The external manager charges in relation to property investments are based on the total value of the properties held rather than on the funds they manage. The amount of borrowing relative to the value of the properties held will determine the level of these charges as a percentage of the funds managed.

If the level of borrowing increases relative to the value of properties, then the level of charges as a percentage of funds managed would increase. For example, a significant fall in property values could result in a significant increase in the average level of this charge as a percentage of funds managed. This is because a fall in property values means that the amounts borrowed would represent a higher proportion of the property value.

Equally, if the level of borrowing reduces relative to the value of properties, then the level of charges as a percentage of funds managed would also reduce. For example, a significant rise in

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property values could result in a significant decrease in the average level of this charge as a percentage of funds managed. This is because a rise in property values means that the amounts borrowed would represent a lower proportion of the property value.

Taking account of these three factors, we estimate that the expected average level of external managers' charges over the long term will be 1.1% a year for the Property Portfolio Fund, 0.4% a year for the Diversified Assets Fund and 0.375% a year for the UK Property Fund. The actual level of the external managers' charges may be higher or lower than this depending on the factors outlined above.

An incentive fee may also be paid to the external fund managers if they achieve superior investment returns on the funds they manage. For incentive fees to be paid, the investment returns would have to exceed a certain level each year (currently at least 8% a year). For the purposes of the table of benefits and charges set out in Section 3, we have used the above expected average level of external manager's charges. However, this is for illustration purposes only and is not a contractually fixed charge.

Indexed Commodities Fund – variable external manager charges

This fund is managed at an overall level by Irish Life. Within the fund, the assets are managed by companies (external managers) other than Irish Life. There are charges taken from these funds by both Irish Life and these external fund managers.

The external fund managers deduct costs and charges from the assets they manage. These will be reflected in the performance of the fund. The level of the charges as a percentage of the overall fund can vary.

We estimate that the expected average level of external managers' charges over the long term will be 0.53% for this fund. The actual level of the external managers' charges may be higher or lower than this.

Bloxham Logic Fund – variable charges

This fund is managed by an external manager (Bloxham). It invests in a range of Complete Solutions funds and the proportion invested in each fund will vary over time. Since the fund charge varies between funds, the overall fund charge on the Logic Fund will vary depending on the weighting of investments in each fund. For example, if the Logic Fund increases its weighting in externally-managed funds, the overall charge on the Logic Fund is likely to increase.

Also, some of the funds the Bloxham Logic Fund can invest in have variable charges as described above. If these charges vary, the overall fund charge on the Logic Fund may vary as a result.

Your product booklet contains details on all fund charges, including an example of the average fund charge for this fund, based on certain underlying fund mixes.

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Self-Invested Fund

If you have invested in the Self-Invested Fund, you will have discretion over the selection of assets subject to the terms of the Complete Solution contract.

When you are invested in the Self-Invested Fund, the costs and charges you incur will depend on your choice of investments.

You may incur transaction and ongoing costs in relation to specific assets (such as a property purchase cost, property maintenance costs or equity dealing charges). You may also incur charges, payable to third parties (such as external fund managers) depending on the particular investment you have chosen. These are in addition to any charges Irish Life deducts in relation to your Complete Solutions plan. The level of transaction and ongoing costs and charges will depend on the particular asset you choose. You should ensure you understand the impact of all costs and charges associated with an asset before you instruct Irish Life to purchase it.

The illustrations of benefits and charges given in section 3 include the charges deducted by Irish Life in relation to your Complete Solutions plan. In addition we have assumed an additional charge averaging 0.3% p.a. as an estimate of the extra charges you might incur in relation to investment in the Self-Invested Fund. This is for illustration purposes only and is not a contractually fixed charge. The actual level of the additional charges may be higher or

lower than this depending on the particular asset you choose. These additional charges only apply if you choose to invest in the Self-Invested Fund.

Further detail on the type of transaction costs and charges that you might expect to incur on the main asset categories is given in the Self-Invested Fund guide which you will receive as part of your welcome pack.

For investments in property, you should note that the costs of purchasing and selling property assets are typically higher than for equity-related investments. The upfront costs of purchasing will mean that your fund is likely to experience an initial fall in value.

Additional remuneration may be payable to your financial adviser in relation to specific transactions. The remuneration illustrations contained in this customer information notice do not allow for any additional remuneration payable in respect of such transactions. You should consult with your financial adviser and ensure you understand the impact of any remuneration payable in relation to any asset transaction before you instruct Irish Life to proceed with that transaction.

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Is there an opportunity to change your mind?

When your welcome pack is issued you will have an opportunity to cancel the plan if you are not satisfied that the benefits meet your needs. You may do this by writing to the Customer Services Department at Irish Life within 30 days of the date we send you details of your plan. On cancellation all benefits will end and Irish Life will refund your payment in accordance with revenue rules, subject to taking off any losses that may have been incurred as a result of falls in the value of assets relating to the plan during the period it was in force.

Law applicable to your plan

Irish Law governs the plan and the Irish Courts are the only courts that are entitled to settle disputes.

What to do if you are not happy or have any questions?

If for any reason you feel that this plan is not right for you, or if you have any questions, you should contact the Irish Life Customer Services Department, Lower Abbey Street, Dublin 1 who will deal with your enquiry. Our Customer Services Department operate an internal complaints procedure and any complaints you may have will, in the first instance, be fully reviewed by them. If you feel we have not dealt fairly with your complaint, you should contact the Financial Services Ombudsman at 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

B. INFORMATION ON SERVICE FEE

There are no charges payable to Irish Life other than those set out in your table of benefits and charges and in your terms and conditions booklet.

C. INFORMATION ABOUT THE INSURER OR INSURANCE INTERMEDIARY OR SALES EMPLOYEE

Insurer

Your **Complete Solutions** ARF2 is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Financial Regulator. You can contact us at Irish Life Centre, Lower Abbey Street, Dublin 1, by telephone at 01 704 1010, by fax at 01 704 1900, and by e-mail at customerservice@irishlife.ie. To help improve customer service, we will record or monitor calls.

Insurance Intermediary/Sales Employee

The sales adviser should insert details of their name, legal status, their address for correspondence and a contact telephone number/fax number or e-mail address and where relevant the companies with whom agencies are held.

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No delegated or binding authority is granted by Irish Life to your sales adviser in relation to underwriting, claims handling or claims settlement.

D. INFORMATION TO BE SUPPLIED TO THE POLICYHOLDER DURING THE TERM OF THE INSURANCE CONTRACT

We at Irish Life must by law tell you if any of the following events occurs during the term of your contract:

- we change our name;
- our legal status changes;
- our head office address changes;
- an alteration is made to any term of the contract which results in a change to the information given in paragraph A(8) of this document.