



Customer Service Processing Times

This document is designed to help you understand the service times that your customers can expect for certain transactions they may have with us. The service times below are based on all necessary requirements being received in Irish Life Head Office on day one.

Pensions

Customer Request	Customer Experience (actual time it will take for the customer to receive the communication or payment)
Retirement Options for all Pension Plans	5 working days
Tax Free Cash Payment	5 working days
Trivial or Taxable Payment	5 working days
Annuity with Irish Life	8 working days to receive details about the annuity
New ARF/AMRF with Irish Life	6 days to receive new business policy documents for the new ARF/AMRF
Withdrawal from an ARF/AMRF	5 working days

Protection Claims

Customer Request	Customer Experience (actual time it will take for the customer to receive a claim decision or payment)
Specified Illness Claims When we are notified of a potential claim	<ol style="list-style-type: none"> One of our dedicated claims assessors will contact the customer within two working days to explain the claims process and answer any questions they may have. We will send the customer a claim form to complete, depending on their condition. <p>The average turnaround time from date of notification to date of payment typically takes 6 – 8 weeks.</p> <p>Please note the length of time can vary as we rely on GPs and specialists to send us detailed medical evidence before we can reach our decision.</p>
Death Claims	<p>Claim form will be sent within two working days.</p> <p>The average turnaround time from date of notification to date of payment typically takes up to 16 weeks.</p> <p>Please note the length of time can vary if legal issues are involved e.g. Grant of Probate is being extracted.</p>
Protection Claims Service	All post and queries will be processed within 2 - 3 working days.
Once all requirements are received and we are ready to admit the claim	<p>We will pay the claim within 3 working days.</p> <p>Advisers can opt to personally deliver the cheque to your customers once the plan is not assigned to a financial institution.</p>
My Biz updates available at claim stage	<ul style="list-style-type: none"> When we receive the claim form When the claim is paid

Life Servicing - Encashments

Customer Request	Customer Experience (actual time it will take for the customer to receive the communication or payment)
Withdrawals by EFT	In customers account within 4 working days.
Withdrawals by Cheque	4 working days for cheque to be received.
Tracker Maturities & Protected Consensus Bonds at maturity	In customers account within 10 working days.

Expected payment date for tracker maturities due to mature within 2012				
Name	No. of cases per tracker	Maturity date	Expected price date declared	Expected date of EFT in customers account
Global Select Protected 2 Fund 2	457	13/06/2012	19/06/2012	22/06/2012
Sureoptions 34 Fund 3	25	27/06/2012	04/07/2012	09/07/2012
Secure Track 4 Option 1	364	03/07/2012	05/07/2012	10/07/2012
Global Select Protected 3 Fund 2	272	04/07/2012	10/07/2012	13/07/2012
Secure Track 5 Option 1	240	31/07/2012	02/08/2012	08/08/2012
Sureoptions 35 Fund 3	47	14/08/2012	21/08/2012	24/08/2012
Global Select Protected 4 Fund 2	239	15/08/2012	17/08/2012	22/08/2012
Secure Track 6 Option 1	296	04/09/2012	06/09/2012	11/09/2012
Global Select Protected 5 Fund 2	296	26/09/2012	01/10/2012	04/10/2012
Sureoptions 36 Fund 3 & plus series	39	02/10/2012	09/10/2012	12/10/2012
Global Select Protected 6 Fund 2	115	13/11/2012	15/11/2012	20/11/2012
NIB Capital Plus Bond 1 Fund B	193	27/12/2012	02/01/2013	07/01/2013