



**Irish Life**



# PERFORMANCE TRACKER 2

Closing date: 27 May 2013 (or earlier if over-subscribed).



## Performance Tracker 2

|                   |   |   |
|-------------------|---|---|
| Aim               |  | To give some of the potential growth in the EURO STOXX 50 Index, with your investment fully or partially protected at the end of your investment period.                          |
| Funds available   |  | Two.  |
| Time period       |  | You cannot access your money before 20 March 2018.  |
| Risk              |  | Fund 1 - Low risk<br>Fund 2 - Medium risk<br>(We explain the risks for this product on pages 10 to 12).   |
| Capital protected |  | Fund 1 - Yes, at the end of your investment period.<br>Fund 2 - 90% of your investment is protected at the end of your investment period.<br>Please see page 10 for full details. |
| Jargon-free       |  | Yes.  |

All information including the Terms and Conditions of your plan will be provided in English.  
The paper in this booklet came from a managed forest.

The information in this booklet was correct on April 2013 but may change.

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The closing date for applications is 27 May 2013 (this could be earlier if we receive too many applications). Your investment will start on 5 June 2013.

# 1

## Introduction

Performance Tracker 2 is a great investment option for the cautious investor. Over the long term, investing in shares can consistently give you the best rewards. Anyone can invest directly in stock markets. However, buying and selling shares can be expensive and you need a lot of time and money to invest in more than just a handful of shares. You will also know that shares can fall in value, sometimes by large amounts, and this risk may put people off investing in shares.

This is where Performance Tracker 2 could provide the solution for you. You get access to the potential growth the EURO STOXX 50 Index - Europe's leading index for the Eurozone, with the security of knowing that if you have chosen Fund 1, that 100% of your original investment amount in this fund is protected

and if you have chosen Fund 2, 90% of your original investment amount in this fund is protected at the end of your investment term.

We have outlined some important things for you to consider to help you decide if this plan is suitable for you. If you are in any doubt, you should contact your financial adviser.

## Important information you should read

Performance Tracker 2 is an investment plan with a maturity date of 20 March 2018. It is not a deposit account.

- It is important when you invest in a plan that you fully understand the benefits and risks involved. We recommend you read the important points outlined in the suitability snapshot on page 4.
- For the detail of your investment, and what you are buying, please see page 5.

- We have highlighted who is providing the capital protection and potential returns on your investment and the main risks involved on pages 10 to 12.
- The most common questions asked are on pages 13 to 15 (including details of government taxes and levies that apply).

You should also get advice from your financial adviser before investing in this plan.



# Suitability snapshot



## This product could be suitable if you:

- ✓ want to invest until 20 March 2018 and do not need to withdraw your money before then;
- ✓ have at least €20,000 to invest;
- ✓ are 75 or younger (next birthday);
- ✓ do not need to make withdrawals;
- ✓ want an investment that either fully or partially protects your money and understand that we have designed this product to protect 100% of your investment if Fund 1 is chosen and 90% of your investment if Fund 2 is chosen (this means you are happy to settle for potentially lower returns than you could achieve by investing without full or partial capital protection); and
- ✓ are prepared to accept the possible counterparty risk that applies, in particular in relation to any capital protection. This is explained in more detail on pages 10 to 12.

## This product is less suitable if you:

- ✗ want to invest for a different period and may need to withdraw your money (especially in the case of unexpected emergencies) before the end date;
- ✗ have less than €20,000 to invest;
- ✗ are over 75 (next birthday);
- ✗ want an investment that allows you to make withdrawals or add regular contributions to your fund;
- ✗ are looking for higher returns and are willing to risk more than 10% of your investment; or
- ✗ are not prepared to accept the possible risks attached to this product that are explained on pages 10 to 12.

# 2

## How Performance Tracker 2 works

Depending on the fund options chosen, Performance Tracker 2 is designed to fully or partially protect your amount invested if the EURO STOXX 50 Index falls.

### What am I buying?

This plan is a tracker bond. A tracker bond is an investment that aims, at the end of the product term, to return a set percentage of your investment plus the possibility of an extra amount based on the performance of a stock-market index.

**There are two parts to a tracker bond and we split your investment between them.**

The first part of your money buys a bond. This returns a set percentage of your investment when it becomes due for payment (maturity). A bond is a type of loan given to a company or government which is due to be paid at maturity.

The second part of your money buys an option (or options) on a stock-market index, which provides the potential returns. The return on the option is usually measured as a percentage growth in the index. The potential returns at maturity depend on the growth of the stock-market index.

To provide the full or partial capital protection on your investment in this plan, we use a percentage of your money to buy a bond from **permanent tsb p.l.c. (permanent tsb)**. We then use a portion of your money to buy options on the EURO STOXX 50 Index from Barclays Bank plc (Barclays). You are not investing directly in the EURO STOXX 50 Index. Your investment will be linked to the performance of this index which will determine the potential returns on your investment. Please see page 10 for full details.

# 3

## Your investment

### EURO STOXX 50 Index

Your potential returns are based on the performance of the EURO STOXX 50 Index. The EURO STOXX 50 Index is Europe's leading index for the Eurozone. This index covers large, high-profile companies which are leaders in their field in the Eurozone. The index tracks 50 stocks from 12 Eurozone countries: Austria, Belgium, Finland, France, Greece, Germany, Ireland, Italy, Luxembourg, the Netherlands, Portugal and Spain (April 2013).



Performance Tracker 2 has two fund options available and is designed to meet different investment needs. We explain each of the options clearly on the following pages to help you understand the difference between them and to help you pick the investment option, or mix of options, that best suits your needs.

Here are the key dates for the fund options described on the following pages:

|  |                                    |
|--|------------------------------------|
| <b>Investment start date</b>                     | 5 June 2013                        |
| <b>You cannot cash in your investment before</b> | 20 March 2018                      |
| <b>13 monthly averaging dates</b>                | From 20 March 2017 - 20 March 2018 |



# Fund 1 - 100% capital protection

## Low risk option

Fund 1 is designed to provide 100% capital protection, plus 55% of the potential growth in the EURO STOXX 50 Index at the end of your investment term (before tax)

## Who is it suitable for?

This fund could be suitable for you if you want full capital protection and access to participation in EURO STOXX 50 Index returns.

## Your potential investment return at the end of your investment term (before tax)

✓ Capital protection 100%

+

✓ 55% of the potential growth (before tax) in the EURO STOXX 50 Index.

Warning: The value of your investment may go down as well as up.

Here are some examples of how Fund 1 would work in different stock market conditions if you invested €100,000.

| A               | B                                      | C                        | D                                     | E                          | F ( = C + E )                              |
|-----------------|--|--------------------------|---------------------------------------|----------------------------|--|
| Amount Invested | Performance of the EURO STOXX 50 Index | Capital Protected Amount | Potential Return (55% x Index Growth) | Amount of Potential Return | Your total return on €100,000 (before tax) |
| €100,000        | Index falls by 10%                     | €100,000                 | 0%                                    | €0                         | €100,000                                   |
| €100,000        | Index stays the same                   | €100,000                 | 0%                                    | €0                         | €100,000                                   |
| €100,000        | Index grows by 10%                     | €100,000                 | 5.50%                                 | €5,500                     | €105,500                                   |
| €100,000        | Index grows by 15%                     | €100,000                 | 8.25%                                 | €8,250                     | €108,250                                   |
| €100,000        | Index grows by 25%                     | €100,000                 | 13.75%                                | €13,750                    | €113,750                                   |

Warning: These figures are estimates only. They are not a reliable guide to the future performance of this investment.

## Fund 2 - 90% capital protection

### Medium risk option

Fund 2 is designed to provide 90% capital protection, plus 126% of the potential growth in the EURO STOXX 50 Index at the end of your investment term (before tax)

### Who is it suitable for?

This fund could be suitable for you if you want access to participation in EURO STOXX 50 Index returns and are willing to put 10% of your original investment at risk to gain potentially higher returns than Fund 1.

### Your potential investment return at the end of your investment term (before tax)

✓ **Capital protection 90%**



✓ **126% of the potential growth (before tax) in the EURO STOXX 50 Index.**

**Warning:** The value of your investment may go down as well as up.

Here are some examples of how Fund 2 would work in different stock market conditions if you invested €100,000.

| A               | B                                      | C                        | D                                      | E                          | F (= C + E)                                |
|-----------------|--|--------------------------|--|----------------------------|--|
| Amount Invested | Performance of the EURO STOXX 50 Index | Capital Protected Amount | Potential Return (126% x Index Growth) | Amount of Potential Return | Your total return on €100,000 (before tax) |
| €100,000        | Index falls by 15%                     | €90,000                  | 0%                                     | €0                         | €90,000                                    |
| €100,000        | Index stays the same                   | €90,000                  | 0%                                     | €0                         | €90,000                                    |
| €100,000        | Index grows by 10%                     | €90,000                  | 12.60%                                 | €12,600                    | €102,600                                   |
| €100,000        | Index grows by 15%                     | €90,000                  | 18.90%                                 | €18,900                    | €108,900                                   |
| €100,000        | Index grows by 25%                     | €90,000                  | 31.50%                                 | €31,500                    | €121,500                                   |

**Warning:** These figures are estimates only. They are not a reliable guide to the future performance of this investment.

**Warning:** If you invest in Fund 2 you could lose 10% of the money you invest.

**Warning:** If you invest in Fund 2 you may lose some or all of the money you invest.

## Averaging protection

Over the final 12 months of both fund options we smooth out the ups and downs in the values of the EURO STOXX 50 Index. This can reduce the effect of any falls in the value of the index but can also reduce how much your investment grows in value.

**Warning: If you invest in this product you will not have any access to your money until 20 March 2018.**

# 4

## Important information and the main risks

### Who provides the capital protection and potential returns and what are the main risks?

We have designed this product with the aim of protecting your original investment, or some of your original investment, from certain market risks (for example, ups and downs in investment and stock markets) by providing full or partial capital protection depending on the fund options chosen. However it does not guarantee to protect your original investment from counterparty risk (for example, the failure of a financial institution), which is a common feature of life assurance trackers and bonds.

A counterparty is an institution which provides the capital protection or potential returns on Performance Tracker 2. The counterparties on Performance Tracker 2 are **permanent tsb** (for the capital protection) and Barclays (for the potential returns).

### Counterparty risk

Counterparty risk is the risk that **permanent tsb** or Barclays (or both) cannot pay us what they owe. **This could mean that you receive less than your capital protected amounts and you may not receive some or all of the potential returns.**

The risk can be measured on a scale which is an indicator of the extent of the counterparty risk itself (see the section on the next page titled "Credit Ratings" for the ratings that apply to **permanent tsb** and Barclays).

Your contract is with us Irish Life Assurance plc (Irish Life). You do not have a contract with **permanent tsb** or Barclays. Barclays is not responsible for the structuring of this product, the performance of the EURO STOXX 50 Index, the performance of Irish Life Assurance plc and **permanent tsb**, or the literature associated with this product.

### Capital protection

Capital protection is provided to us by **permanent tsb** - 56-59 St. Stephen's Green, Dublin 2.

It is important to note that we, Irish Life Assurance plc, are a separate company from **permanent tsb**. We are contractually obliged to pass on the full value of the amounts we receive from **permanent tsb** to you in respect of your investment. If for any reason **permanent tsb** cannot pay us what they owe, you could lose some or all of the capital protected amounts of your investment. All the main Irish banks currently have a significant dependency on the Irish State for financial support. This means that any restructuring of the State's sovereign debt could impact on the financial strength of Irish banks. Should that happen, you could get back less than the capital protected amounts of your investment, or your capital repayment date could be deferred. We will not use any of our assets to make up any shortfall.

### Potential returns

The potential returns that could apply at maturity is provided to us by Barclays Bank plc (Barclays), 1 Churchill Place, London E14, 5HP (by Irish Life purchasing an option, which is also known as a derivative contract, from Barclays). We are contractually obliged to pass on the full value of the amounts we receive from Barclays to you in respect of your investment. If for any reason, Barclays cannot pay us what they owe us, you could lose some or all of the potential returns on this plan. We will not use any of our assets to make up any shortfall.

### Credit Ratings

One of the ways to assess the level of counterparty risk is by reviewing the counterparty's credit ratings. Credit ratings are an assessment of how creditworthy an organisation is. They are based on the organisation's history of borrowing and repayment, as well as the level of assets and level of debts. They can be a useful way to compare the credit risk associated with different companies and related investments. They are provided by independent private companies known as Rating Agencies and are reviewed on a regular basis.

|   | Moody's | Ranking on Moody's scale (1-21) | Standard and Poor's | Ranking on Standard and Poor's scale (1-22) |
|---|---------|---------------------------------|---------------------|---|
| <b>permanent tsb</b> p.l.c. (capital protection)* | Ba1     | 11                              | BBB+                | 8   |
| Barclays Bank plc (potential returns)**           | A2      | 6                               | A+                  | 5   |

\***permanent tsb** p.l.c.is regulated by the Central Bank of Ireland.

\*\*Barclays Bank plc (Barclays) is a public limited company and is authorised and regulated by the Financial Service Authority.

On the risk rating scales number 1 is 'Most Secure/Best' and the ratings at positions 21/22 on the scales are 'Most Risky/Worst'. In general the ratings 1 to 10 on the scale are considered investment grade and 11 to 22 are considered non-investment grade. The ratings are correct at 2 April 2013.

Remember these credit ratings can change at any time. It is not possible to anticipate what ratings may apply to **permanent tsb** or Barclays (or to any financial institution) over the term of the bond.

## Some other risks on this plan which you should consider carefully.

- The Irish Government, through the Irish Deposit Guarantee Scheme, currently guarantees 100% of deposits up to €100,000. Because this plan is a life-assurance contract, it does not qualify for this protection.
- You may not receive the potential returns as this depends on the performance of the EURO STOXX 50 Index.
- The potential returns are based on the performance of one index only.
- Your personal circumstances may change and you may need to withdraw your money.
- If you invest in Fund 2 you could lose 10% of the money you invest in this fund.

# 5

## Your questions answered

### How long is this product available for?

The closing date for the investment is 27 May 2013 (but could be earlier if we receive too many applications). The investment will start on 5 June 2013.

### What is the smallest amount I can invest?

The smallest amount you can invest is €20,000. You can split the €20,000 across the two funds.

### What happens if the index falls?

Over the final 12 months of both fund options we smooth out the ups and downs in the values of the EURO STOXX 50 Index. This can reduce the effect of any falls in the value of the index but can also reduce how much your investment grows in value.

### What charges do I pay?

The charges you pay include our costs of setting up and running your investment. Please read the customer information notice for full details of the effect these charges will have on your investment.

### Can I cash in my investment early?

No. Performance Tracker 2 is a fixed term investment. You cannot cash it in before the end of the investment period.

At your maturity date, Irish Life passes the value of the amounts it receives from **permanent tsb** and Barclays to you. Currently it can take up to 10 working days for a counterparty to send the amounts owed to Irish Life. This means that your cash-in value may not be available until 10 working days after the fund end dates.

**Warning: If you invest in this product you will not have any access to your money until 20 March 2018.**

## What happens at the end of the investment period?

At the end of your investment period, you can:

- cash in your investment; or
- take out a new investment (from a choice of other investments that will be made available at that time).

If you do not choose any of the options shown above, we will place the value of your investment (at the end of the investment term) into the Life Maturities Cash Fund for you.

The Life Maturities Cash Fund invests in bank deposits and short-term investments on international money markets. It is intended to be a low risk investment but you should be aware that this fund could fall in value. This could happen if, for example, a bank the fund has a deposit with cannot repay that deposit, or if the fund charge is greater than the growth rate of the assets in the fund.

## What tax do I pay?

You must pay tax on any profit your investment in Performance Tracker 2 makes. The rate of tax is currently 36% (April 2013). If the plan is owned by a company, the tax rate that applies may be different. We will pay this tax for you to the Revenue from any profit your investment makes.

We will pay this tax (if it is due) when you:

- ✓ cash in your investment at the end of the investment period; or
- ✓ die; or
- ✓ transfer ownership of your Performance Tracker 2 to someone else. There are some exceptions to this however; you must inform us if you transfer ownership of the investment to someone else.

If you do not cash in your investment when it matures, we will transfer it into the Life Maturities Cash Fund available at that time. If you have not cashed in your plan on the eighth anniversary of your investment, tax will be payable on any profit made on the investment at that date, and every eight years after that.

### Life Assurance Levy

We will collect any government taxes or levies and pass them directly to the Revenue Commissioners. The current government levy on life assurance payments is 1% (April 2013). We will pay this levy out of the money received from you. We will then add 1% extra to the amount you invest on your behalf into Performance Tracker 2. This will be your amount invested.



## What happens to my Performance Tracker 2 investment if I die?

If you die or, for joint-life cases, if either investor dies while the investment is still in force, we will switch the fund value into a cash fund when we receive notice of the death. The death benefit (before tax) we pay will be:

- your original amount invested (Fund 1) or 90% of your original amount invested (Fund 2); or
- 100.1% of the value of the funds you are invested in at that stage; whichever is higher.

We will pay this on the date we receive all documents we need for a death claim. Under law we will have to pay tax at 36% (April 2013) on your profit if we pay a death benefit (See section "What tax do I pay?").

## Who can invest in Performance Tracker 2?

You must be living in the Republic of Ireland and aged between 18 and 75 (next birthday). In the case of joint life policies, both investors must be aged 75 (next birthday) or under.

## What happens after I apply?

When we receive your application, we will send you;

- an investment schedule which sets out the details of your investment;
- an investment document which sets out the terms and conditions of your investment;
- a copy of this booklet; and
- a detailed customer information notice.

# 6

## Your Performance Tracker 2 Service

### Can I change my mind?

We want to make sure that you are happy with your decision to invest in Performance Tracker 2. As a result, you will have 30 days from the day that we send you your investment documents to change your mind and cancel the investment. If you decide to cancel at that stage, we will give you back the amounts invested in Performance Tracker 2 less any reduction in the value of your investment that may have happened while the investment was in place.

### How will you tell me about the progress my investment has made?

We will write to you each year with an update on your Performance Tracker 2. If you need an update on the performance of your Performance Tracker 2 at any other time, you can call our customer service team.

### If you have any problems

If you have any problems we will do our best to sort out your complaint fairly and as soon as possible through our internal complaints procedures. However, if you are not happy with our response to your complaint, you should contact the Financial Service's Ombudsman at:

3rd Floor,  
Lincoln House,  
Lincoln Place,  
Dublin 2.

Phone: 1890 882 090

(this is a lo-call number which means it will only cost you the price of a local call wherever you phone from).

Fax: 01 662 0890

E-mail: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

Website: [www.financialombudsman.ie](http://www.financialombudsman.ie)



## How to contact us

If you have any questions about your plan we are here to help. You can contact us in many different ways. It's your choice.

**Call us on** 01 704 1010

**Our lines are open:**

8am to 8pm Monday to Thursday

10am to 6pm Friday

9am to 1pm Saturday

In the interest of customer service, we will record and monitor calls

You can also contact us in the following ways.

**Email:** [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)

**Fax:** 01 704 1900

**Write to:** Customer service team, 1 Lower Abbey Street, Dublin 1.

**Website:** [www.irishlife.ie](http://www.irishlife.ie)

You can check your plan value online, send us a question, ask us to call you back or send us your feedback.



## Important notice

We have written this booklet to help you understand Performance Tracker 2. We cannot include all the specific details which apply to your investment. You will find these details in your terms and conditions booklet which is the legal contract with us. This contract is provided by Irish Life Assurance plc, and Irish law applies.

# 7

## customer information

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### INTRODUCTION

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3. How does the Performance Tracker 2 Bond work?
4. Where does my investment go?
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#### B. INFORMATION ON SERVICE FEE.

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

## Introduction

This notice is designed to highlight some important details about this investment and, along with the Performance Tracker 2 booklet, is meant to be a guide to help you understand your investment. Full details of the specific benefits and options that apply to you will be contained in your investment schedule, Terms and Conditions booklet and personalised customer information notice which you will receive in your welcome pack. 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.

## 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 Team, Lower Abbey Street, Dublin 1.

## A. INFORMATION ABOUT THE POLICY

### 1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

Performance Tracker 2 is a lump-sum investment that offers a fixed investment term at the end of a fixed investment period.

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

- a) This investment replaces in whole or in part an existing investment with Irish Life, or with another insurer. Your financial adviser will advise you as to the financial consequences of such 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 investment does not replace in whole or in part an existing investment with Irish Life or with any other insurer.

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

**You cannot cash in your Performance Tracker 2 before the relevant fund end date.**

The fund end date for Performance Tracker 2 is 20 March 2018. At this date, your Performance Tracker 2 investment will be transferred into the Life Maturities cash fund. It may be cashed in at any stage after that time. **Once invested in this cash fund your investment amount can go down as well as up.**

After the lump sum investment at the start of the plan, no further payments can be made.

## 3. HOW DOES THE PERFORMANCE TRACKER 2 TRACKER BOND WORK?

Performance Tracker 2 is a lump-sum investment with a fixed investment period.

**If you have chosen to invest in Performance Tracker 2 Fund 1**

The aim of this fund is to provide a minimum return of 100% of the amount invested.

If the stockmarket index rises, over the investment term the value of your investment before tax will be 100% of the amount invested plus 55% of the potential growth in the stockmarket index.

The growth at the end of the investment period is adjusted to reflect the average growth in the stockmarket index taken every month over the final 12 months of the investment period.

For your investment amount of €20,000 after the government levy in the Performance Tracker 2, you will receive a promised return before tax is €20,200. This corresponds to a minimum compound annual rate of return (CAR) of 0.20% a year. This means that even if the value of the stockmarket index falls over the term of your investment you will still receive back 100% of the original amount invested. If the value of the stockmarket index increases you will receive 55% of this growth, subject to an allowance for averaging of the stockmarket index.

**If you have chosen to invest in Performance Tracker 2 Fund 2**

The aim of this fund is to provide a minimum return of 90% of the amount invested.

If the stockmarket index rises, over the investment term the value of your investment before tax will be 90% of the amount invested plus 126% of the potential growth in the stockmarket index.

The growth at the end of the investment period is adjusted to reflect the average growth in the stockmarket index taken every month over the final 12 months of the investment period.

For your investment amount of €20,000 after the government levy in the Performance Tracker 2, you will receive a promised return before tax of €18,180. This corresponds to a minimum compound annual rate of return (CAR) of -1.99% a year. This means that even if the value of the stockmarket index falls over the term of your investment you will

still receive back 90% of the original amount invested. If the value of the stockmarket index increases you will receive 126% of this growth, subject to an allowance for averaging of the stockmarket index.

### Averaging

The growth at the end of your investment is adjusted to reflect the average growth in the stockmarket index taken every month over the final 12 months of the investment period. Doing this will smooth the value of your investment if the stockmarket index falls in value over the final 12 months. However, it will also reduce the growth in your investment if the value of the stockmarket index rises over the final 12 months.

For example, if the stockmarket index performs very strongly in the months before your investment matures; this growth will only be partially reflected in the maturity value you receive. If the stockmarket index performs poorly in the months before your investment matures, you will benefit in that the fall will only be partially reflected in the maturity value you receive.

### Dividends

The fact that the Performance Tracker 2 bond tracks the performance of the EURO STOXX 50 Index without directly investing in equities means that you will not receive any dividend payments on your investment. Your benefit tracks the stockmarket index, the value of which only reflects the capital growth of the underlying stockmarket index and not any dividends paid. As such, Performance Tracker 2 is suitable only as a capital growth investment. It is not suitable if you require a regular withdrawal from your investment.

### Currency

There is no currency risk associated with your Performance Tracker 2 bond.

## 4. WHERE DOES MY INVESTMENT GO?

The following table sets out how your investment amount will be used for a typical Performance Tracker 2 investment.

Premium amount paid in: €20,200

1% government levy payable: €200

Your investment amount: €20,000 (after the government levy)

In addition, Irish Life will invest an extra amount equal in value to the government levy you pay. In the examples that follow, the promised payments and returns allow for this extra investment by Irish Life.

### Performance Tracker 2

Your proposed investment of €20,000 will be used, at the date of investment, as follows:

|  |  |
|--|--|
| €17,466  | This is 87.33% of your proposed investment and will be used to secure the following promised payment of €20,200 payable at the end of the investment term. This is equivalent to a promised return on your investment of 0.20% a year. This means that even if the value the stockmarket index falls over the term of your investment you will still receive back the amount invested. |
| €1,340   | This is 6.70% of your proposed investment and will be used to secure the potential returns which may be payable at the end of the investment term.   |
| €1,194   | This is 5.97% of your proposed investment and will be taken in charges.  |
| €20,000  | Total  |
| If the potential returns are zero, the promised payment will represent a return of 0.20% a year over the investment term on your investment, before any tax is deducted. The potential returns are any returns locked in above the minimum fixed return of 0%. |  |

## Performance Tracker 2 Fund 2

Your proposed investment of €20,000 will be used, at the date of investment, as follows:

|   |  |
|---|--|
| €15,717   | This is 78.59% of your proposed investment and will be used to secure the following promised payment of €18,180 payable at the end of the investment term. This is equivalent to a promised return on your investment of -1.99% a year before tax on your total investment. This means that even if the stockmarket index falls over the term of your investment you will still receive back 90% of the amount invested. |
| €3,075  | This is 15.37% of your proposed investment and will be used to secure the potential returns which may be payable at the end of the investment term.  |
| €1,208  | This is 6.04% of your proposed investment and will be taken in charges.  |
| €20,000   | Total  |
| If the potential returns are zero, the promised payment will represent a return of -1.99% a year over the investment term on your investment, before any tax is deducted. |  |

## 5. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

The following table set out the costs and benefits for a typical Performance Tracker 2 investment.

Premium amount paid in: €20,200

1% government levy payable: €200

Your investment amount: €20,000 (after the government levy)

In addition, Irish Life will invest an extra amount equal in value to the government levy you pay. In the example that follows, the projected policy values allow for this extra investment by Irish Life.

### If you have chosen to invest in the Performance Tracker 2 Fund 1

#### Projected benefits

|         | A   | B                                   | C                                      | D                | E                                       | F = A + B - C - D - E                            |
|---------|---|-------------------------------------|--|------------------|---|--|
| Year    | €   | €                                   | €                                      | €                | €                                       | €  |
|         | Total amount of premiums paid into the policy to date | Projected investment growth to date | Projected expenses and charges to date | Taxation to date | Projected Withdrawals to date after tax | Projected policy value after payment of taxation |
| 1       | 20,000  | 573                                 | 1,194                                  | 0                | 0                                       | 19,379   |
| 2       | 20,000  | 1,163                               | 1,194                                  | 0                | 0                                       | 19,969   |
| 3       | 20,000  | 1,772                               | 1,194                                  | 208              | 0                                       | 20,370   |
| 4       | 20,000  | 2,399                               | 1,194                                  | 434              | 0                                       | 20,771   |
| Fd End* | 20,000  | 2,882                               | 1,194                                  | 608              | 0                                       | 21,080   |

Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.

\*Fd End = Fund End Date

IMPORTANT: THIS ILLUSTRATION ASSUMES AN INCREASE OF 3.0% PER ANNUM IN THE STOCKMARKET INDEX THIS INVESTMENT TRACKS. THE GROWTH OF THE STOCKMARKET INDEX DETERMINES THE RETURN YOU WILL RECEIVE ON YOUR



INVESTMENT ON THE FUND END DATE. THIS GROWTH RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL GROWTH MAY BE MORE OR LESS THAN ILLUSTRATED.

**Note:** The investment values for years one to four are notional cash-in values which are shown for illustration purposes only. It is not possible to cash in this bond before the end of the investment term.

The premiums shown in Column A do not include the extra amount invested by Irish Life to equal the government levy. The figures shown in the other columns do allow for this extra amount.

The above return corresponds to an annual compound growth rate (CAR) of 1.72% before tax on your total investment amount over the investment term.

The premiums shown in Column A do not include the government levy.

Based on the assumed growth in the stockmarket index above, the effect of the expenses and charges shown is to reduce the assumed return on your investment by 1.35% per annum.

If you have chosen to invest in the Performance Tracker 2 Fund 2

#### Projected benefits

|         | A   | B                                   | C                                      | D                | E                                       | F = A + B - C - D - E                            |
|---------|---|-------------------------------------|--|------------------|---|--|
| Year    | €   | €                                   | €                                      | €                | €                                       | €  |
|         | Total amount of premiums paid into the policy to date | Projected investment growth to date | Projected expenses and charges to date | Taxation to date | Projected Withdrawals to date after tax | Projected policy value after payment of taxation |
| 1       | 20,000  | -1,322                              | 1,208                                  | 0                | 0                                       | 17,470   |
| 2       | 20,000  | -749                                | 1,208                                  | 0                | 0                                       | 18,043   |
| 3       | 20,000  | -159                                | 1,208                                  | 0                | 0                                       | 18,633   |
| 4       | 20,000  | 449                                 | 1,208                                  | 0                | 0                                       | 19,241   |
| Fd End* | 20,000  | 2,796                               | 1,208                                  | 572              | 0                                       | 21,016   |

Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.

\*Fd End = Fund End Date

IMPORTANT: THIS ILLUSTRATION ASSUMES AN INCREASE OF 3.0% PER ANNUM IN THE STOCKMARKET INDEX THIS INVESTMENT TRACKS. THE GROWTH OF THE STOCKMARKET INDEX DETERMINES THE RETURN YOU WILL RECEIVE ON YOUR INVESTMENT ON THE FUND END DATE. THIS GROWTH RATE IS FOR ILLUSTRATION PURPOSES ONLY AND IS NOT GUARANTEED. ACTUAL GROWTH MAY BE MORE OR LESS THAN ILLUSTRATED.

**Note:** The investment values for years one to four are notional cash-in values which are shown for illustration purposes only. It is not possible to cash in this bond before the end of the investment term.

The premiums shown in Column A do not include the extra amount invested by Irish Life to equal the government levy. The figures shown in the other columns do allow for this extra amount.

The above return corresponds to an annual compound growth rate (CAR) of 1.62% before tax on your total investment amount over the investment term.

The premiums shown in Column A do not include the government levy.

Based on the assumed growth in the stockmarket index above, the effect of the expenses and charges shown is to reduce the assumed return on your investment by 1.36% per annum.

The charges shown in column C in the above table include the cost of intermediary/sales remuneration incurred by Irish Life, as described in section 6.

The value shown in column A includes the cost of all charges, expenses, intermediary remuneration and sales remuneration associated with your investment.

The value shown in column A is a single payment at the start of your investment. No future payments are allowed into the investment.

Exit tax of 36% is assumed in the above tables.

## 6. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?

### ILLUSTRATIVE TABLE OF INTERMEDIARY/SALES REMUNERATION

The levels of payment are based on the typical investments outlined in section 5 above.

| Year | €                            | €  |
|------|------------------------------|--|
|      | Premium payable in that year | Projected total intermediary / sales remuneration payable in that year |
| 1    | 20,000                       | 575  |
| 2    | 0                            | 0  |
| 3    | 0                            | 0  |
| 4    | 0                            | 0  |
| 5    | 0                            | 0  |

The projected intermediary/sales remuneration shown above includes the costs paid by Irish Life in giving sales advice, service and support for the investment. These costs are included in the investment charges set out in column C of the illustrative table of projected benefits and charges in section 5.

## 7. RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?

**The values illustrated are not guaranteed.** What you get back depends on how the value of the stockmarket index this investment tracks changes over the term of the investment. You could get back more or less than these projected benefits.

However, there is capital protection and potential returns in respect of your investment in this fund. **permanent tsb plc** (referred to as **permanent tsb** below), provides the capital protection. The potential returns are provided to us by Barclays Bank plc (referred to as Barclays below). Irish Life does not provide the capital protection or potential returns on this fund.

### The fund returns explained

If you have chosen to invest in Performance Tracker 2 Fund 1

#### Capital protection

**permanent tsb** has contracted to provide to us the capital protection amount for Performance Tracker 2. This means they will provide to Irish Life the capital protection of 100% in Performance Tracker 2 Fund 1 at the end of the investment term.

#### Growth potential – potential returns

If, over the investment term, the Performance Tracker 2 Fund 1 returns are greater than the capital protection, then Barclays has contracted to provide to us the potential returns for the fund. This means that at the end of the investment period Barclays are to provide to Irish Life 55% of

the additional growth that takes place in the stockmarket index above the amount invested. The growth over the investment term is adjusted to reflect the average growth in the stockmarket index taken every month over the final 12 months of the investment period.

If you have chosen to invest in Performance Tracker 2 Fund 2

#### Capital protection

**permanent tsb** has contracted to provide to us the capital protection amount for Performance Tracker 2. This means they will provide to Irish Life the capital protection of 90% in Performance Tracker 2 Fund 2 at the end of the investment term.

#### Growth potential – potential returns

If, over the investment term, the Performance Tracker 2 Fund 2 returns are greater than the capital protection, then Barclays has contracted to provide to us the potential returns for the fund. This means that at the end of the investment period Barclays are to provide to Irish Life 126% of the additional growth that takes place in the stockmarket index above the amount invested. The growth over the investment term is adjusted to reflect the average growth in the stockmarket index taken every month over the final 12 months of the investment period.

This averaging will smooth the value of your investment if the value of the stockmarket index falls over the final 12 months. However, it will also reduce the growth in your investment if the value of the stockmarket index rises over the final 12 months.

Your contract is with us, Irish Life Assurance plc (Irish Life). Separately Irish Life has contracted with **permanent tsb** and Barclays to provide the capital protection or potential returns to Irish Life in relation to the fund in which we invest your money. Irish Life's commitment to you is to pass on the full amounts it receives from **permanent tsb** and Barclays in respect of your investment. Our commitment to you is restricted to the amounts we actually receive from them. No other assets of Irish Life will be used to meet these commitments. This means that if either **permanent tsb** or Barclays are unable to meet their commitment to Irish Life, then you may not receive the capital protection amount or potential returns. Both **permanent tsb** and Barclays commitment is restricted to their contract with Irish Life. You do not have a contract with **permanent tsb** or Barclays.

## 8. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?

If the cost of administering your Performance Tracker 2 investment increases unexpectedly we may need to increase the charges on your investment. Also, we can alter the investment (or issue another investment in its place) if at any time it becomes impossible or impracticable to carry out any of the rules of your investment because of a change in the law or other circumstances beyond our control. If we alter your Performance Tracker 2 investment (or issue another in its place), we will send a notice to your last known address explaining the change and your options.

## 9. INFORMATION ON TAXATION ISSUES

Any taxes or levies imposed by the government will be collected by Irish Life and passed directly to the Revenue Commissioners.

Under current Irish tax law (April 2013), tax is payable on returns made on this investment. The tax rate is currently 36%. We will pay you the after tax amount. If the plan is owned by a company the tax rate that applies may be different.

Tax is payable on your investment returns (if it is due):

- When you cash in your investment after the investment term
- If we pay the benefit amount when you die
- If you transfer all or part of your investment to someone else. There are some exceptions to this however you must inform us if you transfer ownership of the investment to someone else.
- If your benefit amount is not cashed in on the fund end date, it will be transferred to a cash fund available at that time. If your policy is still invested on the eighth anniversary of your initial investment, tax will be payable on any profit made on the investment at that date. Tax will be payable on each subsequent eighth anniversary. Where tax is deducted from your fund on each eighth anniversary, it can be offset against any tax that is payable on a subsequent full encashment.

Tax legislation means Irish Life must deduct the correct amount of tax payable. Irish Life retains absolute discretion to determine, in accordance with all relevant legislation and guidelines, its application and interpretation, the tax treatment of this investment.

In some circumstances, additional tax may be due after death. For example, if the death benefit is paid to your estate, your beneficiaries may have to pay inheritance tax. There is no inheritance tax due on an inheritance between a married couple or registered civil partners. In certain circumstances inheritance tax due may be reduced by any tax paid on a death under this investment.

If payments are made by anyone other than the legal owner of the investment, for example from a company or business account, there may be other tax implications.

Any levies imposed by the government will be collected by Irish Life.

We recommend that you seek independent tax advice in respect of your own specific circumstances. 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 investment. You should ensure that you have met your revenue reporting requirements and understand the implications of non-disclosure to the Revenue Commissioners.

## 10. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY

### What are the benefits and options provided under this plan?

Your Performance Tracker 2 bond is an investment which aims to meet your medium-term investment needs with investment options that offer potential returns at the fund end date.

Your investment will end if you die (or, for a joint life case, when the first of the investors dies). If this occurs for Performance Tracker 2 Fund 1 the death benefit (before tax) we pay will be the higher of:

- The original amount invested.
- or
- 100.1% of the value of your fund at that stage.

For Performance Tracker 2 Fund 2 the death benefit (before tax) we pay will be the higher of:

- 90% of the amount invested.
- or
- 100.1% of the value of your fund at that stage.

The procedure for paying the benefits on death is set out in your Terms and Conditions booklet.

### What is the term of the investment?

The term of your Performance Tracker 2 investment is from 5 June 2013 to 20 March 2018.

### Are there any circumstances under which the investment may be ended?

Your Performance Tracker 2 investment will end if you die.

### How are the payments invested?

Your Performance Tracker 2 is a unit-linked investment. In return for your investment amount we allocate units to your Performance Tracker 2 investment from the relevant funds according to your choice of options. The value of your investment is linked to the value of these units. The value of a unit will go down as well as up 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 investment at any date. The value of your investment at any date will be equal to the total of the number of units allocated to your investment from the funds multiplied by the unit price for units of that fund on that date. The value of your investment will therefore go down as well as up over time as the unit prices change to reflect the value of the underlying assets.

### Is there an opportunity to change your mind?

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

### Law applicable to your investment

Irish Law governs the investment 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 investment is not right for you, or if you have any questions, you should contact the Irish Life Customer Services Team, Lower Abbey Street, Dublin 1 who will deal with your enquiry. Our Customer Services Team also 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/ INSURANCE INTERMEDIARY

### Insurer

Performance Tracker 2 is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland. 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](mailto:customerservice@irishlife.ie). In the interest of customer service, we will record and monitor calls.

### Insurance Intermediary

The financial 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.



No delegated or binding authority is granted by Irish Life to your financial 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 are obliged by law to 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.

# 8

## Application form

### Performance Tracker 2

Irish Life Assurance plc is regulated by the Central Bank of Ireland.

LARC No.

#### For Office Use Only

Branch No.  Date

Single  Joint

I.D. and address inspected and verified by

### FIRST PROPOSER DETAILS (PLEASE USE BLOCK CAPITALS)

Title  Surname

First name(s)

Male ☐ Female ☐ Date of birth

Occupation

PPS number        -

(should contain 7 digits and 1 or 2 letters)

Phone number

Relationship status Single ☐ Married ☐

Registered Civil Partnership ☐

Separated ☐ Divorced ☐ Widowed ☐

Home address



Nationality  Country of Residence

### Second Proposer Details

Title  Surname

First name(s)

Male ☐ Female ☐ Date of birth

Occupation

PPS number  -

(should contain 7 digits and 1 or 2 letters)

Phone number

Relationship status    Single ☐    Married ☐  
   Registered Civil Partnership ☐  
   Separated ☐    Divorced ☐    Widowed ☐

Email

Home Address

Country of Residence

Nationality

We will not accept a 'care of' address. We only accept addresses in the Republic of Ireland.

We will assume that you are taking out this plan on your own behalf and for your own benefit unless you tell us otherwise. If this is not the case, please fill in the following details:

Name of other party

Relationship or connection to you (if any)

### First Life Assured (if different from First proposer)

Name

Date of birth

Gender    Male ☐    Female ☐

### Second Life Assured (if different from Second proposer)

Name

Date of birth

Gender    Male ☐    Female ☐

INVESTMENT DETAILS

I want to invest the amount shown below in Performance Tracker 2

€  Fund 1 (PT02)

€  Fund 2 (PS02)

Minimum investment €20,000, maximum investment €1,000,000.

**Warning: If you invest in this product you will not have any access to your money until 20 March 2018.**

**Warning: If you invest in Fund 2 you could lose 10% of the money you invest.**

The capital protection that applies at maturity on Performance Tracker 2 is provided by **permanent tsb** p.l.c. The potential returns that could apply at the fund end date is provided to us by Barclays Bank plc (Barclays).

**NOTE:** Please enclose your cheque made payable to Irish Life Assurance plc. We will need the following documents to fulfil money laundering regulations: An original valid Irish/UK driver's licence (full or provisional) or valid Passport and original recent utility bill with your name and address. These documents will be returned to you immediately.

SOURCE OF FUNDS

- Personal cheque from proposer(s) bank account ☐
- 3rd Party Cheque ☐
- EFT ☐
- Direct Debit from proposer(s) bank account ☐
- 3rd Party Direct Debit ☐
- Bank Draft ☐

Please give details of account drawn from

Name and address of bank:

Account holders name:

Account holders number: Sort code

Bank account number

Or

Encashment/Maturity proceeds of existing policy ☐

Other (eg Employer's Payroll scheme, Postal or Money order etc) ☐

Please give details

# SOURCE OF WEALTH

**Please complete for all Bonds and single premium top ups on Savings plans of €2,500 or more.**

To comply with the current Anti Money laundering and Terrorist Financing legislation, Irish Life Assurance plc is required to ask you about the original source of your wealth in respect of this application. Please tick the relevant box(es) and indicate the source of your investment amount.

| Source of Wealth  | Please tick<br>as appropriate |
|---|-------------------------------|
| 1. Salary, bonus or regular savings   | <input type="checkbox"/>      |
| 2. Early retirement or redundancy payment   | <input type="checkbox"/>      |
| 3. Proceeds from the sale of investments or other assets                              | <input type="checkbox"/>      |
| 4. Proceeds from maturity / encashment of Irish Life plan                             | <input type="checkbox"/>      |
| 5. Proceeds from maturity / encashment of plan with<br>another life assurance company | <input type="checkbox"/>      |
| 6. Inheritance  | <input type="checkbox"/>      |
| 7. Windfall /compensation payments  | <input type="checkbox"/>      |
| 8. Other (give details) <input type="text"/>  |                               |
| <input type="text"/>  |                               |

# DECLARATION UNDER REGULATION 6(3) OF THE LIFE ASSURANCE

(Provision of Information Regulations, 2001)

Please complete this section by ticking the appropriate box.

- Yes, this plan is replacing an Irish Life (or Progressive Life) plan ☐
- Yes, this plan is replacing a plan form another life company ☐
- No, this plan is not replacing another plan ☐

## WARNING

If you propose to take out this plan in complete or partial replacement of an existing plan, please take special care to satisfy yourself that this plan meets your needs. In particular, please make sure that you are aware of the financial consequences of replacing your existing plan. If you are in doubt about this, please contact your insurer or insurance intermediary.

Ref. Plan Number

## Declaration of Insurer or Intermediary

I hereby declare that in accordance with Regulation 6(1) of the Life Assurance (Provision of Information) Regulations, 2001

(Client name and address)

has been provided with the information specified in Schedule 1 to those Regulations and that I have advised the client as to the financial

consequences of replacing an existing plan with this plan by cancellation or reduction, and of possible financial loss as a result of such replacement.

Signed

Date

Irish Life Assurance plc

## Declaration of Client

I confirm that I have received in writing the information specified in the above declaration.

Signature of customer

Signed (Joint signature)

Date

DATA CONSENTS

I consent to Irish Life Assurance plc (Irish Life):

- A. Processing and holding (online or otherwise) all information disclosed by me, or on my behalf, including personal data for the purposes of issuing and administering all aspects of the plan. ☐
  - B. Disclosing my personal data to persons necessary in connection with the above purposes, to regulatory authorities or as required by law, to other companies in the Irish Life Group and to any person to whom the plan may be assigned. We will use this information you give here to process your application. You have the right to access, update and rectify your personal details by writing to the Customer Service Team at Irish Life, Lower Abbey Street, Dublin 1. ☐
- 

DECLARATION

**(If this is a joint application, please both read and sign the declaration below).**

I/we acknowledge and agree that my/our investment will not begin until Irish Life Assurance plc has received and accepted a fully completed application form, any other documentation or information requested and until it has received the investment proceeds. The investment will not occur until 5 June 2013. I/We have read and understood the contents of this booklet, terms and conditions and customer information notice. I understand that this declaration, together with the other declarations and consents I have given in this application, is my application for a plan and will form the basis of any contract accepted by Irish Life. I understand and agree that my contract with Irish Life will be based on:

- The declarations and consents in this application
- All personal details given by me, and which will be recorded and sent to me on my Plan Schedule
- The plan terms and conditions
- Payment by me of the agreed premium (s)

Please note that if you are signing on behalf of a company you should precede your signature with 'for and on behalf of 'company name'.

Signature of Proposer

Signature of joint proposer (if applicable)

Date

## YOUR PLAN COMMUNICATIONS

How would you like to receive your plan communications from us? (for example, your welcome pack, letters and regular statements).

Please tick one option:

Online at [www.irishlife.ie](http://www.irishlife.ie) ☐

By paper post ☐

Your plan communication will be securely stored in your personal online account at [www.irishlife.ie](http://www.irishlife.ie). You will be notified by text and email when communications are added to your account. If you do not choose an option we will assume you want to receive communications by paper post.

## DIRECT MARKETING CONSENTS (ONLY TO BE COMPLETED IF THE PRODUCT IS BEING TAKEN OUT THROUGH AN IRISH LIFE FINANCIAL ADVISER OR TIED AGENT)

Based on the information you provide in your application form or during a Financial Review, we may use your data to give you information and marketing materials about other products and services offered by the Irish Life group of companies which may be appropriate to you. For this purpose, we may pass your information to other companies within the group.

I agree you may give me this information by:

|                  |                      |
|------------------|----------------------|
| Post             | <input type="text"/> |
|                  | <input type="text"/> |
| Phone - landline | <input type="text"/> |
| Phone - mobile   | <input type="text"/> |
| e-mail           | <input type="text"/> |
| Text             | <input type="text"/> |

The option to decline this service may be exercised at any time in the future by simply writing to the Irish Life Customer Service Centre, Finnabair Business Park, Dundalk, Co. Louth or emailing [unsubscribe@irishlife.ie](mailto:unsubscribe@irishlife.ie).





# Irish Life

## Contact us

Phone: 01 704 10 10  
8am to 8pm Monday to Thursday  
10am to 6pm on Fridays  
9am to 1pm on Saturdays

Fax: 01 704 19 00

e-mail: [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)

Website: [www.irishlife.ie](http://www.irishlife.ie)

Write to: Irish Life Assurance plc, Lower Abbey Street, Dublin 1.



From sustainably managed forests -  
For more info: [www.pefc.org](http://www.pefc.org)

Irish Life Assurance plc is regulated by the Central Bank of Ireland.

In the interest of customer service we will record and monitor calls.  
Irish Life Assurance plc, Registered in Ireland number 152576, Vat number 9F55923G.