Complete Solutions

approved retirement funds 2

Irish Life

More Options for Your Future

product snapshot

Approved Retirement Fund

Aim	€	To allow you to control your retirement fund and give you stock market and property based investment options.
Risk		Low to very high depending on option or mix of options chosen
Capital protected	No	No
Funds available	33	Thirty Three
Time period	5	You can invest for as long as you like - we recommend 5 years or more.
Jargon-free		Yes

Our guarantee to you

There is no financial jargon in this booklet and everything you need to know is written in an upfront and honest way.

Complete Solutions

A clear plan with an unrivalled range of options so you can control your investment.

contents

1 introduction

Retirement is your time. It is the start of a new and exciting part of your life and you have the chance to enjoy the freedom it presents. You can control what you want to do and when you want to do it.

Until now, your investment goal was probably to save the biggest possible nest egg for your retirement by using a pension plan. When you retire, you will need to make sure that you use this retirement fund wisely. You want to give yourself financial security, so that you can get on with enjoying a very fulfilling retirement.

The most important decision you will have to make is what to do with your retirement fund.

When you retire, you can usually take a part of your pension fund as a tax-free lump sum. Then, if you meet certain conditions, you may be able to choose what you want to do with the rest of your fund. You can:

a use it to buy an annuity (that is, a regular income for the rest of your life);

b re-invest it in an approved minimum retirement fund or approved retirement fund; or

c take the rest of the fund as taxable cash.

This booklet will give you more information on the approved minimum retirement fund and the approved retirement fund options and will show how they are different from buying an annuity.

We explain about annuities in a separate booklet which is available on request

You should talk about the taxable cash option with your financial adviser.

You should consider all options carefully as there are advantages and disadvantages to these options, depending on your investment approach and where your priorities lie in terms of goals and investment risk during your retirement.

2 Approved retirement funds and approved minimum retirement funds

What is an approved retirement fund (ARF)?

An approved retirement fund is a special investment fund which can give you flexibility in terms of how you use your retirement fund. With an ARF you manage and control your retirement fund and can invest it in a wide range of different investment funds. You can also make withdrawals as you need them. And because you own your fund, you can leave it to your dependants when you die.

Before you invest in an ARF, you must meet one of the conditions below.

- You must set aside up to €63,500 in an approved minimum retirement fund until you reach 75 (see below).
- Or, you must buy a pension (annuity) with this money (€63,500).
- Or, you must have a guaranteed income of €12,700 a year.

€63,500 is currently the minimum the Revenue say you must invest in an AMRF before you can invest in an ARF. This may change in the future.

You will find full details of these conditions on page 32.

What is an approved minimum retirement fund (AMRF)?

You must take out an AMRF if you have chosen the ARF route but do not have a guaranteed income of at least €12,700 a year already in place. See the ARF section above.

The main difference between an AMRF and an ARF is that you cannot withdraw your AMRF fund until you reach age 75. You can withdraw any gain you make within the AMRF over and above the original investment amount. You can buy an annuity with the fund at any stage during the term of your AMRF plan.

The funds you choose and the plan charges are the same for the ARF and the AMRF.

Example of how an AMRF and ARF work together

Your retirement fund	€500,000
Tax-free lump sum (say 25%)	€125,000
Remainder	€375,000
Invest in an AMRF (if you do not have a guaranteed income of €12,700 a year)	€63,500
Invest the rest in an ARF	€311,500

3

Your Complete Solutions ARF and AMRF

With a **Complete Solutions** ARF 2 or AMRF 2, you can manage and control your retirement fund to suit your needs. Below we describe some of the features of our **Complete Solutions** investments.

A wide range of funds to choose from

Complete Solutions offers a wide range of investment options. Because everyone has different needs and views on how they would like to invest their retirement fund, each option has a different level of expected potential returns and expected risk of ups and downs.

Regular updates

Each year we will send you a statement showing:

- the original value of your fund;
- the growth you have made; and
- your regular income from the fund.

You can also check the value of your fund at any time by phoning 01 704 1111 or checking on-line on www.irishlife.ie.

Inheritance tax planning

The money in your ARF and AMRF is your money. When you die you can pass it on to your family or other beneficiaries. Your tax adviser can explain the tax implications which may arise if you die while an AMRF/ARF is in place. A summary is outlined on page 34.

Access to your money (ARF only)

Your ARF is your money. You can take out cash lump sums from your fund whenever you need to. If you do take cash out you may have to pay income tax and PRSI on the withdrawals you make.

Taking a regular income (ARF only)

You can choose to take a regular income from your Complete Solutions ARF 2 based on a percentage of your fund value. Your income can be paid to you every month, every three months, every six months or every year. Income tax and PRSI will be deducted before we pay this to you. It will be applied at the highest rate, unless you send us a certificate of tax credits and standard rate cut off point for the year.

We will pay your chosen income less income tax and PRSI directly into your bank account or through the post by cheque.

Where you do not choose to take an income or where the income taken is below a certain amount, Irish Life will pay you a minimum amount on a yearly basis, less income tax and PRSI. This is explained under 'Minimum income amounts' on page 24. This will be paid to you through the post by cheque unless advised otherwise.

Unlike an annuity, a regular income may not be paid for life. Paying a regular income from your ARF 2 may reduce the original amount you invested. If your ARF 2 grows at a lower rate than the level of income you have chosen, this will reduce your original investment.

Withdrawing the funds from your AMRF 2

You can withdraw your original investment when you reach age 75. You are allowed withdraw any profit you make before that date which is over and above the original amount. It is not possible therefore to set up a regular income from your AMRF 2.

You can at any stage use your AMRF 2 to buy an annuity (which is a guaranteed income paid for life).

When you reach age 75, your AMRF 2 will become an ARF and you can then withdraw your fund as if it were an ARF. Where you do not choose to take an income or where the income taken is below a certain amount, Irish Life will pay you a minimum amount on a yearly basis, less income tax and PRSI. This is explained under 'Minimum income amounts' on page 24. This will be paid to you through the post by cheque unless advised otherwise.

4

Investment options

Summary

There is wide a range of funds available for you to choose from. The fund that is right for you depends on:

- the amount of risk you are willing to take,
- the amount of control you want on where your pension invests.

Generally funds that offer the highest growth potential have the biggest ups and downs.

You can switch to a higher-risk or lower-risk investment fund.

Your Financial Adviser will help you decide what is best for you.

Complete Solutions offers a wide range of investment options, because everyone has different needs and views on how they would like to invest.

Where, and how, you invest will depend on the following:

1. The **amount of risk** you are willing to take

Depending on which fund or asset you invest in, its value can fall as well as rise over the period of investment. By choosing a low-risk investment, you are protecting your initial investment but the potential for large gains is lower than if you choose a higher-risk investment.

Higher-risk investments such as company shares do not protect your initial investment but you do have the potential to gain significantly, especially over the long term. If you invest in these types of investments, or equity based funds, you should realise that, in wanting a higher return, they could lose some of the value of your investment.

Think about how you feel about the risks associated with investing. Everyone's situation is different, and everyone handles risk differently. With the help of your financial adviser, you are the best person to decide how much risk you are comfortable with.

2. Choice of investments

We have brought together a number of different types of funds under Complete Solutions which invest in property, shares, commodities or fixed interest stocks. You can choose to invest in funds run by some of the most successful fund managers in the world such as Irish Life Investment Managers, Fidelity, PI Investment Managers and Bloxham. Or you can choose to invest in our 'indexed' managed funds which aim to track the performance of particular stock markets. These funds are likely to suit the majority of people investing in an ARF or AMRF.

For those investors who do not wish to invest in pooled funds, Irish Life offers the Self-Invested Fund. This fund is aimed at specific investors who have the expertise to decide on asset selection themselves and who are aware of the risk that such investment carries. This fund gives a large degree of control over where to invest but with this control greater responsibility for your future fund performance. More information is available on page 19.

Think about how much investment experience you have and to what extent you want to be involved in the detailed investment decisions of your fund. Are you comfortable in selecting the individual assets your fund invests in or are you happy to leave this to a fund manager.

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

Comparing the options

Once your financial adviser has helped you decide where you stand on all these questions, they can help you build your personalised investment plan using any combination of the funds outlined on the next page.

We have divided the fund options into high-risk funds with the potential for higher returns, medium-risk funds with medium potential return and low-risk funds with lower potential for returns.

We have also rated the potential levels of risk and return for each option on a range of 1 to 7. A fund rated 1 will be very low risk, such as our Cash Fund. A fund such as the Fidelity India-China Fund is very high risk and is therefore rated as a 7. Rating the funds in this way should help you to compare the levels of risk that different types of funds have. For example, Global Opportunities is invested in the shares of companies from a wide range of different industries from around the world. Global Opportunities is rated as a 5 on this scale. However, Indexed Commodities, which invests only in Commodities, is rated as a 7.

Investment risk guide

Think about how you feel about the risks associated with investing. Everyone's situation is different, and everyone handles risk differently. With the help of your financial adviser, you can decide how much risk is right for you.

Warning : You should note that if your ARF grows at a lower rate than the level of income you are taking, your original investment will be reduced.

Fund Name	Asset class	Risk Rating	Risk
Cash Fund	Secure Funds	1	low risk
Capital Protection Fund		1	
Secured Performance Fund		1	
Consensus Fund	Mixed-Asset Funds	3	medium risk
Irish Life Active Managed Fund		3	
Diversified Assets Fund		2	
Logic		4	
Irish Life Pension Property Fund	Property Funds	3	medium risk
Irish Life Property Portfolio Fund		4	
Irish Life UK Property Fund		4	
Pension Protection Fund	Fixed Interest Funds	2	medium risk
Fixed Interest Indexed Fund		2	
Irish Life Global Opportunities Fund	Actively Managed Equity Funds	5	high risk
Fidelity Managed International Fund		6	
Fidelity Global Special Situations Fund		6	
Fidelity Global Property Shares Fund		6	
Fidelity European Opportunities Fund		6	
Fidelity India China Fund		7	
Bloxham High Yield Fund		5	
Bloxham Contrarian Fund		6	
Bloxham Intrinsic Value Fund		5	
Bloxham Global Alpha Fund		6	
PIIM International Share Fund		5	
Indexed Global Equity Fund	Indexed Equity Funds	5	high risk
Irish Equity Indexed Fund		6	
UK Equity Indexed Fund		6	
European Equity Indexed Fund		6	
North American Equity Indexed Fund		6	
Japanese Equity Indexed Fund		7	
Pacific Equity Indexed Fund		7	
Ethical Global Equity Fund		5	
Indexed Commodities	Indexed Commodities Fund	7	high risk
Self-Invested Fund	N/A	7	high risk

Low-risk funds

low risk

Secured Performance Fund

You can invest in the Secured Performance Fund if you already invest in an Irish Life pension and that plan had been invested in this fund for at least 5 years. Only the part of your pension fund already in the Secured Performance Fund can continue to be invested in this fund. You cannot invest money from other funds in the Secured Performance Fund.
We have designed the Secured Performance Fund to:

- deliver consistent managed fund performance over the longer term;
- always protect the value of your fund because the value will never fall; and
- provide a return which is announced every year and then is guaranteed.

The fund invests in the same assets as the Consensus Fund (see page 13). We smooth the return so that you do not run the risk of losing any of the value of your pension fund because of short-term changes in market returns. We provide this smoothed return in the form of a declared rate every year, and it is locked into your fund once we declare it.

To protect other investors in the fund we can reduce the value of your fund if you leave the Secured Performance Fund at any time other than every fifth anniversary of the date your investment started. We call this reduction a market value adjustment. We will not reduce the value of the money you take out as part of a regular withdrawal or when you die.

You will find full details in our plan terms and conditions which you can ask us for.

Capital Protection Fund

This fund does invest in equities, but most of the fund is invested in cash deposits and fixed-interest assets, mainly in Ireland. It is guaranteed not to fall in value. To protect other investors in the fund we can reduce the value of your fund if you leave the Capital Protection Fund at any time other than every fifth anniversary of the date your investment started. We call this reduction a market value adjustment. We will not reduce the value of the money you take out as part of a regular withdrawal or when you die.

You will find full details in our plan terms and conditions which you can ask us for.

Cash Fund

This fund invests in deposits and short-term investments on international money markets. It is guaranteed not to fall in value.

Medium-risk funds
Mixed-Asset

medium risk

Consensus Fund
This innovative fund is Ireland's most popular fund, currently managing over €6 billion in pension assets. It is so successful because its approach is based on the combined wisdom of the main pension investment managers in Ireland. The fund matches the investments they make in shares, property, bonds and cash. The Consensus Fund aims to provide performance that is consistently in line with the average of all funds in the market.

The main advantages of this fund are that:

- there is no risk of choosing the wrong investment manager; and
- it is more cost-effective than actively-managed funds, which could mean better long-term performance.

Irish Life Diversified Assets Fund
The Diversified Assets Fund aims over the long term to give around three quarters of the return potential of a typical managed fund but with about half the level of potential risk. By combining a balanced mix of commercial property, shares, bonds and commodities, the fund aims to give steady returns through different market conditions. The fund could appeal to investors who are not comfortable with the higher equity content of many managed funds.

Logic
Logic is a new service that is actively managed by Bloxham. Logic will be invested across a mix of the funds in Complete Solutions. The fund manager can blend this mix choosing funds from Irish Life Investment Managers, Bloxham, Fidelity or PI Investment Managers. Logic will typically have a core holding in the Consensus Fund, supported by exposure to funds with an income generating focus - for example property funds or high yielding equities. The remainder will be invested typically across some of the other equity funds. You will therefore have exposure to a wide range of assets and different investment manager styles. Bloxham will change the mix as investment markets or economic conditions change.

Irish Life Active Managed Fund
This fund is managed by Irish Life Investment Managers – one of Ireland's top investment companies. Like most actively-managed funds, this fund invests mainly in shares, with some investment in bonds, property and cash.

Medium-risk funds
Property

We offer three commercial property funds. Property has always been a popular asset for Irish investors and these funds give you the opportunity to benefit from the expertise and experience of our property team. This team has been managing property for over 30 years and is the biggest property manager in Ireland.

Because of the nature of property investment, and the way Property Funds are constructed, you should be aware of the Additional points on Property Funds set out on page 16.

Irish Life Pension Property Fund
This fund invests in a wide range of Irish retail, office and industrial property that has the potential to provide a good income from rent, and the possibility of increasing your initial investment.

Irish Life UK Property Fund
The Irish Life UK Property Fund gives you access to the UK commercial property market. This fund is unique in that it invests directly in UK property and indirectly, through property partnerships (external fund managers). Approximately 75% of the fund is invested directly in retail, office and commercial properties in the UK.

The remaining 25% is invested in one or more indirect property vehicles. These are usually limited partnerships structures that invest in commercial properties. One such property partnership is managed by UK Based fund manager, CB Hilier Parker.

Borrowings by the partnership
One of the main attractions of this is the partners' ability to borrow. They will add to the money invested in the limited partnerships using borrowing which allows the fund to invest in a larger number of properties.

An example of how this works is set out below: €100,000 invested in the fund will usually be invested in the following way

Directly held property		€75,000
Investment in partnerships	€25,000	
Partnership borrows	€50,000	
Indirect exposure		€75,000
Total exposure:		**€150,000**

This would mean that for every €10 you invest in the UK Property Fund, you would get exposure to €15 worth of property.

The example assumes 67% gearing by the indirect property vehicle and does not take account of currency. The actual level of borrowing could be between 67% and 80%.

Irish Life Property Portfolio Fund
This fund invests in a wide range of prime commercial property investments, initially in the Irish, UK and European markets.
Initially the fund will invest one third of its assets in each market. One third will be invested through Irish Life's Irish Property Fund; one third through Irish Life's UK property Fund (see page 14) and the remaining third will be invested in european

property. The property split may change from time to time.

For the European part of the fund, we have chosen Henderson Global Investors as our initial European property partners. They will select and manage a mix of indirect property investments from across Europe. By using their extensive European-wide research resources, they will identify and invest in some of the leading property managers from across Europe. The European property funds will use borrowings to increase the amount of property that they will invest in.

Actively Managing the Mix

We will actively manage the mix of property investments to give you the higher growth potential that a well diversified commercial property portfolio can provide over the long-term. This will mean that we can increase or reduce the amount that we invest in each market. We would do this, for example, to take advantage of stronger growth prospects, or if there is a greater supply of quality investment opportunities, in one or more markets.

Borrowing in indirect property investments

One of the main attractions of the indirect property investments is that they can use borrowings, to add to the money we initially invested with them, to increase the amount of property in the fund.

An example of how this will work is set out below :

€100,000 invested in the fund will usually be invested in the following way

Directly investment in Irish Property	€33,333
Directly investment in UK Property	€25,000
Total Direct Property Investment	**€58,333**
Indirect investment in UK Property	€8,333
Indirect investment in European Property	€33,333
Borrowings by indirect vehicles	€41,666
Total indirect property investment	**€83,332**
Total property exposure:	**€141,665**

This would mean that for every €10 you invest in the Property Portfolio Fund, you would get exposure to over €14 worth of property.

The example assumes 50% gearing by the indirect property vehicle and does not take account of currency. The actual level of borrowing could be between 30% and 70%.

Additional points to note on Property Funds

Selling costs and delays

Selling property can take time and involve costs. If in the future, for example, there are more investors who want to cash out of property than new investors, we will apply the costs involved if we need to sell off the direct, or indirect, property investments in a property fund. To do this, and to ensure that all investors pay their fair share of costs the fund has to pay, we reserve the right to :

1. Introduce a six-month delay in cashing out of a property fund. This is to allow for time that may be needed in selling property. The amount your fund will receive will be based on the value of the fund at the end of the notice period.

2. Reduce the value of the fund. This is to reflect the overall costs incurred by the fund in buying and selling properties. If this reduction applied to all the properties of a particular fund it could be in the region of 7%. This reduction could be higher or lower as it is based on current costs and the initial mix of investments in the fund. It is possible that this reduction could take place in stages.

   As property investments tend to follow a cycle you should expect that these charges will take place at some point in the future.

Availability of investments

From time to time, if we cannot find the quality of commercial property investments that meet the levels of income and growth potential that we are looking for, the level of cash in property funds may increase.

Borrowing by indirect property vehicles

While the feature of matching your investment with borrowings gives the potential for improved returns, it also increases the level of risk associated with the investment. The fund will benefit from improved returns when the return from the properties goes over the level of interest payments on the borrowing. Borrowing can also result in an increased drop in the value of investments if the return from the properties falls. The value of the fund at any time will be net of any amount borrowed.

Currency Risk

Your investment is in euros. Irish property and property within the Eurozone will be valued in Euro. The UK Property investments will be valued in Sterling. We will protect the value of your investment in UK Property Fund, Diversified Assets Fund and Property Portfolio Fund due to changes in the value of Sterling against the Euro.

The Property Portfolio Fund can invest outside the Euro Zone. The European fund managers can also use currency protection against any changes in the value of those local currencies against the Euro. However, there may be times where they decide not to. If that happens there may be some currency risk on those investments. We will charge the cost of any currency protection to the fund on an ongoing basis.

Tax

You may have to pay tax on funds that invest in property outside of Ireland. Diversified Assets, Property Portfolio and UK Property Funds invest in UK and European Funds. The Logic Fund may also invest in these funds. Any UK rental profit from property not held directly by Irish Life i.e. profit from UK property companies, is subject to tax 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.

Medium-risk funds
Fixed Interest

medium risk

Pension Protection Fund

This fund invests in long-term Irish Government securities to protect the buying power of your retirement fund. This makes it an attractive fund if you want to protect your pension as you come close to retiring.

Fixed Interest Indexed Fund

The aim of this fund is to provide reasonable long term returns with low risk. The assets of this fund are mainly invested in government stocks (gilts) and other fixed-interest securities in the Eurozone and overseas.

High-risk funds
Actively-managed equity

high risk

These equity based funds aim to do better than other managed funds by using active investment strategies. Based on the investment managers' view of the world economies and stock markets, they will decide:

- which countries to invest in; and
- which shares to buy.

You can choose between the following fund managers.

Irish Life

Irish Life Global Opportunities Fund

Irish Life Investment Managers (ILIM) is one of the Ireland's largest investment managers, managing over €21.5 billion. The **Global Opportunities Fund** focuses on identifying opportunities in companies where ILIM sees hidden value not yet recognised by the markets. The fund will invest in a range of shares across all geographic and industry sectors. ILIM identifies opportunities based on strong research and in-depth company analysis by their team of industry specialists. ILIM's particular strength in industry expertise has contributed to this fund's strong performance.

Fidelity™ INTERNATIONAL

Fidelity is the world's largest investment company and manages over €800 billion on behalf of 19 million customers around the world. They have an exclusive relationship with us in Ireland and manage certain funds for us.

Fidelity Managed International Fund

This fund invests purely in company shares from around the world, and so is a suitable choice for someone who wants to increase their returns as much as possible, and is comfortable with short-term rises and falls in the market.

Fidelity Global Special Situations Fund

This fund can invest anywhere in the world in any mix of companies. The fund manager looks for stocks that meet criteria such as companies going through a restructuring phase or where specific industries are going through major change. This often means the fund will invest in companies that other fund managers may not own. This fund is likely to have higher levels of ups and downs than some other Global equity funds.

Fidelity Global Property Shares Fund

This fund invests in property companies from around the world and in real estate investment trusts (REITS). The fund offers some of the attractions of property investing with the benefits of liquidity and enhanced diversification. This fund will have a higher level of ups and downs than a fund that invests directly in properties.

Fidelity European Opportunities Fund

This fund can invest across the full range of companies within continental Europe. This fund gives access to a range of investment opportunities that aren't always available to Irish investors.

Fidelity India China Fund

This fund invests in two potential growth areas of the Asian economy. China and India's markets offer exposure to companies in the early stages of their life cycle. This fund suits someone looking for long term growth potential from emerging markets and who is comfortable with rises and falls in the markets also.

BLOXHAM

Bloxhams Stockbrokers have been around for over 100 years and are Ireland's largest independent stockbroking firm. They offer three different styles of active investment that you can choose from individually or combined to add value to your investments. Bloxham also provide the Fund Management for the unique logic service that we offer as part of complete solutions

Bloxham Intrinsic Value Fund

This fund invests in shares where there is a 'built in' value in their share price, as long as they have strong brands or products, a long-term business model, strong management record and proven strong return on your initial investment.

Bloxham High Yield Fund

This fund fund invests in shares which pay higher than average dividends. The thinking behind this is that companies who can pay higher dividends over the long-term, generally provide stable growth opportunities.

Bloxham Contrarian Fund

The aim of this fund is to benefit from quality stocks which are temporarily out of favour, aiming for a rise in the share price.

Bloxham Global Alpha Fund

This fund invests in a portfolio of equity funds which are chosen to achieve regional diversification, a blend of investment styles with a focus on skilled managers. This fund is suitable for conservative equity investors seeking to spread risk while retaining the potential for out-performance.

PI Investment Management

PI Investment Management - is a wholly owned subsidiary of Perpetual Trustees Australia Limited, an independent financial services group. PI Investment Management was set up in September 2004. The core members of PI Investment Management were recruited from Bank of Ireland's Asset Management award winning equity team - Des Sullivan, John Nolan, Richard Kelly and John Forde.

The International Share Fund invests in a targeted, actively managed range of international shares - focusing on companies that firstly pass rigorous quality tests and then offer the best value. The fund is not restricted by any benchmark weightings.

High-risk funds

Indexed equity

high risk

Indexed funds simply invest in all the shares that make up a particular stock market's index. These funds aim to match the average returns of all the shares that make up the index. For example, the Irish Equity Indexed Fund will invest an equal percentage in all of the companies that make up the Irish stock exchange (ISEQ index) and so the performance of this fund should reflect the performance of the Irish stock market.

Indexed Global Equity Fund

This fund aims to achieve good growth by investing in the Irish and international equities that the Consensus Fund invests in. Because this fund only invests in shares, it offers the possibility of excellent growth over the long term, but it also carries the risk of significant ups and downs. However, because it is more broadly based than the other index funds, it spreads the risk more.

Specialist Indexed Funds

The specialist index funds available are:

- Irish Equity Indexed Fund;
- Japanese Equity Indexed Fund;
- European Equity Indexed Fund;
- North American Equity Indexed Fund;
- Pacific Equity Indexed Fund;
- UK Equity Indexed Fund; and
- Ethical Global Equity Fund.

High-risk funds

Indexed Commodities

high risk

The Irish Life **Indexed Commodities Fund** aims to track the performance of the overall commodities market. It currently tracks an equal mix of the Goldman Sachs Commodity Total Return Index (GSCI) and the Goldman Sachs Non-energy Total Return Index (GSNE).

Commodities have historically given similar levels of returns to equities over the long-term but they tend to behave differently to all assets. For example in the past commodities have often given good returns at times when stock markets or property markets have not. For this reason commodities are often added to portfolios that already have exposure, say to equities and bonds, to help reduce risk over the long-term.

High-risk funds

Self-Invested

high risk

self invested

This fund gives you ultimate control over where your pension fund is invested. When you opt for this fund we will add a Self-Invested Fund, that is unique to you, to your Complete Solutions plan. We will continue to manage your plan for you, but you can tell us what investments you want held in your fund.

For example, if you like a particular company's share you can ask us to buy that share. Or if you want to invest in a property we can arrange to buy that property for your fund. If necessary we can also arrange for your fund to borrow money to finance the purchase.

We have briefly outlined how Self-Invested Funds work below as well as summarising the main types of investments they can invest in. However, there are some investment rules, charges and potential risks you will need to be aware of before setting up a Self-Invested Fund. If you are interested in this fund it is important that you read Irish Life's "Your Guide to your Complete Solutions Self-Invested Fund" carefully as it describes how the fund works in detail.

How does the fund work ?

You will need a minimum of €50,000 to set up a Self-Invested Fund. Once you ask us to set up the fund we will add it to your Complete Solutions plan and move the money you want to invest into it. This money will be held in a non-interest bearing cash account in your Self-Invested Fund until you tell us what you want to invest in.

You can ask us to set up a Self-Invested Fund when you first take out your Complete Solutions plan, but you don't have to. In many cases it makes sense to build up your pension fund in some of our other funds first. For example, you might only need a Self-Invested Fund when your pension fund is big enough to allow you to hold a diversified portfolio of assets or, perhaps, to buy a property. Once you are ready to take control of your investments you can let us know and we will add your Self-Invested Fund to your plan.

Once set up, the fund becomes another fund option on your plan. You can split your pension fund between your Self-Invested Fund and the other funds on the plan. You can switch money into your Self-Invested Fund and if you are holding cash in your Self-Invested Fund you can also switch this cash into one of the other funds.

What can my Self-Invested Fund invest in ?

Generally you can ask us to invest your fund in any of the following types of investments.

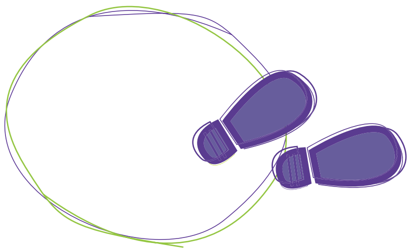
- Irish and UK commercial or residential property
- Deposit accounts from a panel of approved deposit takers
- Shares in publicly quoted stock and other traded securities such as Government fixed interest bonds and Exchange traded Funds
- Collective investments such as mutual funds or unit trusts

The **guide** "Your Guide to your Complete Solutions Self-Invested Fund" goes through each of these investment types in detail. It sets out how you should instruct us to make a particular investment and any particular restrictions you should be aware of. In particular the Revenue Commissioners have specific rules governing direct property investment and borrowing that are covered in the guide.

You should note that this ARF allows you access to a Self-Invested Fund and that as fund provider, Irish Life does not take responsibility for any investment decision you make. We will check that your investment meets the criteria set down through legislation and for business reasons but our acceptance of your asset choice does not mean that we have approved the quality of the investment or its suitability for your needs.

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 your Self-Invested Fund then your income payments will be paid from the cash element of the Self-Invested Fund.

5 Income options



Your Complete Solutions gives you the option to take a regular income from your ARF 2 of between 3% and 9% of your value of your fund every year. Unlike an annuity however, this income may not be paid for life. Your fund can fall as well as rise and the income you take could reduce your fund quicker than expected if market conditions are poor.

Before deciding to invest in an ARF in order to take a regular income, you should consider the advantages of buying an annuity or an ARF.

If you choose to buy an annuity with your pension fund, you are changing your retirement fund into an income for life. Depending on the type of annuity you choose, it does not matter if returns from investment markets are poor, or if you live for a very long time, because you will be paid a known income for the rest of your life.

The aim of the table on the next page is to compare the advantages of buying an annuity or an ARF with your pension fund to provide a regular income. The table shows the yearly income you could receive from an investment of €100,000 if you retired at age 65.

The income from an ARF or an annuity is subject to Income tax and PRSI.

A The annuity option

An annuity is a guaranteed income payable to you for your life, no matter how long you live for. The figures in the table are based on a single-life annuity and use Irish Life's current annuity rates.

The payment in this case increases by 3% each year, to give your income some protection against inflation. There is no cash-in value once you have bought the annuity. There may be a value payable on death depending on the guarantees that were selected on the annuity.

B The ARF option - a regular income from age 65

The estimate shows the effect of taking the same level of income from the approved retirement fund as the annuity would pay, using two different growth rates as fund returns can go up and down. The example shows how taking the same level of income as an annuity might pay could reduce the value of your fund over time. On the other hand, you (or your dependants if you die) still own the value of the fund, which is left. In reality, the income from the ARF may go up and down in line with market conditions and the tax that applies. Please note that even if you don't choose a regular income or where the income you take is below a certain amount, Irish Life will pay you a minimum amount on a yearly basis, less income tax and PRSI. This is explained on page 24.

You can get a quotation giving future estimated fund values based on your initial investment from your financial adviser.

	Annuity with payments increasing at 3% each year for male life		ARF growing at 3% a year		ARF growing at 6% a year	
Age	Annual income before tax	Cash in value	Annual income before tax	Cash in value before tax	Annual income before tax	Cash in value before tax
65	5,059	-	5,059	94,053	5,059	96,873
66	5,211	-	5,211	90,886	5,211	96,583
67	5,367	-	5,367	87,491	5,367	96,119
68	5,528	-	5,528	83,858	5,528	95,465
69	5,694	-	5,694	79,976	5,694	94,608
70	5,865	-	5,865	75,834	5,865	93,531
71	6,041	-	6,041	71,423	6,041	92,218
72	6,222	-	6,222	66,730	6,222	90,652
73	6,409	-	6,409	61,745	6,409	88,812
74	6,601	-	6,601	56,453	6,601	86,680
75	6,799	-	6,799	50,844	6,799	84,234
76	7,003	-	7,003	44,903	7,003	81,452
77	7,213	-	7,213	38,618	7,213	78,310
78	7,430	-	7,430	31,974	7,430	74,783
79	7,652	-	7,652	24,957	7,652	70,844
80	7,882	-	7,882	17,551	7,882	66,465
81	8,119	-	8,119	9,741	8,119	61,615
82	8,362	-	8,362	1,511	8,362	56,264
83	8,613	-	1,517	-	8,613	50,378
84	8,871	-	-	-	8,871	43,920
85	9,137	-	-	-	9,137	36,854
86	9,412	-	-	-	9,412	29,139
87	9,694	-	-	-	9,694	20,733
88	9,985	-	-	-	9,985	11,592
89	10,284	-	-	-	10,284	1,668
90	10,593	-	-	-	1,679	-

The above figures are based on an investment of €100,000. The annuity rate used is the current Irish Life rate at September 2007, it is not guaranteed and it may change in the future. Female annuity rates will be lower. The growth rates used to indicate future ARF values are not guaranteed and the actual return will depend on future investment returns, which could be higher or lower than this. The income levels in the ARF in this table are the same as the annuity levels. However, if you choose a regular income from your ARF, you must choose a percentage of your fund value every year, which can go up or down. The fund within the ARF is assumed to be Consensus.

Warning : The income you get from this investment may go down as well as up.

Regular income option

You can choose to take a regular income of between 3% and 9% of your accumulated fund each year. This can be paid to you every month, every three months, every six months or every year. We won't apply any early withdrawal charge to these payments. You can decide whether you want your income to be paid by cheque through the post or to your bank account directly.

Minimum income amounts

The Finance Act 2006 introduced an obligation on all Qualifying Fund Managers to deduct income tax and PRSI from ARF funds every year as if a minimum income had been taken. So, where you decide not to take a regular income or where you take an income which is less than this minimum income amount, Irish Life is obliged to deduct income tax and PRSI from your fund as if you had.

Each December, Irish Life will review the income you have taken during the year. If you haven't taken any income, or if the income you have taken is lower than the minimum income amount, we will pay you the minimum income amount less income tax and PRSI. Please note that we will only take the minimum income amount from your ARF if you are aged 60 or over.

The current minimum income amounts are as follows:

In December 2007:
1% of the value of your fund during December

In December 2008:
2% of the value of your fund during December

In December 2009 and each year thereafter
3% of the value of your fund during December

We will pay these amounts to you less income tax and PRSI in December of each year by cheque, or if you advise, through your bank account. You can choose to take a higher income than these amounts, as explained in the 'Regular Income Options' Section.

AMRFs are not subject to this rule. However, when you reach age 75, your AMRF becomes an ARF and your fund will be treated in the same way as explained under 'Minimum income amounts'.

Lump-sum withdrawals

You can also take one-off lump sums out of your ARF. The smallest amount you can take is €350 and the value of the investment after the withdrawal must be €1,000. You may have to pay income tax and PRSI on any withdrawals you make.

With your AMRF, you can only withdraw any growth over and above the original investment amount. The smallest amount you can take is €350 and the value of the investment after the withdrawal must be €1,000.

Taking withdrawals if you have a Self-Invested Fund

If you have a Self-Invested Fund there are additional rules on taking cash out of your ARF which you should note. These are because we can only take funds out of your Self-Invested Fund if there is cash available. Depending on the assets held in your fund it can take time to sell these assets to make cash available.

Regular Income

If you have a Self-Invested Fund the regular income payments will be taken from the rest of your funds excluding the 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 your Self-Invested Fund.

Lump-sum withdrawals

You can take a lump-sum withdrawal from your Self-Invested Fund. However, there is likely to be a delay between when you ask us for the withdrawal and when you will receive it. This is because we must first sell assets in your fund to realise the cash needed to give you your withdrawal. The length of this delay will depend on the type of asset your fund is holding. If your Self-Invested Fund falls below €1,000 your policy will cease.

Conclusions

The annuity option pays a known income for life, no matter how long you live. This is especially important if your pension fund is your only form of income when you retire. The ARF is ideal if you want to keep control of your money, but there is more risk. As the table on page 23 shows, if investment returns are poor, or you take your income at too fast a rate, your fund could run out before you die.

In making withdrawals you should remember the following points :

- Making regular withdrawals may reduce the value of your ARF, especially if investment returns are poor or you choose a high rate of withdrawal (or both).
- Regular withdrawals over a long period may use up all of your ARF.
- The higher the level of regular withdrawal you make, the higher the chances are that you will use up your ARF in your lifetime.
- If your pension fund will provide your only or main source of income after you retire, you should consider investing some or all of it in an annuity so you have an income for life.

6 Charges

This section will show the charges applying to your ARF/AMRF contract.

The same charges apply to both the **Complete Solutions** ARF 2 and AMRF 2 plans.

Initial charge

We will use your investment (your retirement fund) to buy units in one or more funds. The amount of your investment used to buy units depends on the size of your retirement fund.

If your initial investment is	**We will invest**
less than €25,000	95% of your investment into the fund or funds you choose
between €25,000 and €49,999	96%
between €50,000 and €249,999	97%
between €250,000 and €499,999	97.5%
€500,000 or more	98%

If, for example, your initial investment is €20,000, we will use €19,000 or 95% of this amount to buy units in the funds you choose. The 5% is a charge.

Fund Charge

We make this charge based on the value of the fund at a given time. The actual charge depends on the fund you have chosen. The fund charge is deducted in the fund and is reflected in each funds unit prices. The annual fund charge for each fund is shown on page 28.

Plan charge

We make a charge equivilant to 0.5% a year of the value of your fund. We will cancel units in your plan every month to pay for this charge.

Self-Invested Fund Costs & Charges

If you set up a Self-Invested Fund there may be additional charges and costs. These will depend on the type of investments you ask us to hold and are detailed in our Guide to Self-Invested Funds.

The minimum initial investment in the Self-Invested Fund is €50,000. If the value of the fund falls below €50,000 the annual fund charge will be based on an assumed value of €50,000.

External Fund Managers' charge

Some of the funds may be partly or fully managed by external fund managers. These external managers will also apply an annual fund charge. Where this applies, we have shown the expected external manager charge as a separate amount. The actual charges may vary from the amounts shown. Some of the external managers may also be paid an incentive fee if they receive superior returns on their fund on a long term basis. For incentive fees to be paid, the investment returns would have to exceed a certain level each year - currently at least 8% a year.

Fund Charges

Fund Name	Asset class	Irish Life Annual Charge	Expected Average External Managers Variable Charge	Total Annual Charge
Cash Fund	Secure Funds	0.75%	-	0.75%
Capital Protection Fund		1%	-	1%
Secured Performance Fund		1.25%	-	1.25%
Consensus Fund	Mixed-Asset Funds	0.75%	-	0.75%
Irish Life Active Managed Fund		0.75%	-	0.75%
Diversified Assets Fund*		0.55%	0.4%	0.95%
Logic*		1.2%	-	1.2%
Irish Life Pension Property Fund	Property Funds	1%	-	1%
Irish Life Property Portfolio Fund*		0.55%	1.10%	1.65%
Irish Life UK Property Fund*		1%	0.375%	1.375%
Pension Protection Fund	Fixed Interest Funds	0.75%	-	0.75%
Fixed Interest Indexed Fund		0.75%	-	0.75%
Irish Life Global Opportunities Fund	Actively Managed Equity Funds	0.75%	-	0.75%
Fidelity Managed International Fund		1.50%	-	1.50%
Fidelity Global Special Situations Fund		1.50%	-	1.50%
Fidelity Global Property Shares Fund		1.50%	-	1.50%
Fidelity European Opportunities Fund		1.50%	-	1.50%
Fidelity India China Fund		1.50%	-	1.50%
Bloxham High Yield Fund		1%	-	1%
Bloxham Contrarian Fund		1%	-	1%
Bloxham Intrinsic Value Fund		1%	-	1%
Bloxham Global Alpha Fund		1.75%	-	1.75%
PIIM International Share Fund		1%	-	1%
Indexed Global Equity Fund	Indexed Equity Funds	0.75%	-	0.75%
Irish Equity Indexed Fund		0.75%	-	0.75%
UK Equity Indexed Fund		0.75%	-	0.75%
European Equity Indexed Fund		0.75%	-	0.75%
North American Equity Indexed Fund		0.75%	-	0.75%
Japanese Equity Indexed Fund		0.75%	-	0.75%
Pacific Equity Indexed Fund		0.75%	-	0.75%
Ethical Global Equity Fund		0.75%	-	0.75%
Indexed Commodities*	Indexed Commodities Fund	0.55%	0.53%	1.08%
Self-Invested Fund*	-	1%	See page 27	1%

*Before investing in these funds please read the notes relating to these funds on pages 9-29.

Logic Fund Charges

The actual yearly fund charge for the Logic Fund will depend on the underlying fund mix chosen by Bloxham from the range mentioned on page 9 and also on whether one or more of the funds has an external manger. We will change the yearly fund charge on Logic on an ongoing basis to take account of the charges on its underlying fund which can be higher or lower than 1.2%. This charge is based on a current mix of: Irish Life Consensus/Indexed: 40%, Bloxham/PI Investment Management: 35%, Fidelity: 15%, Property Portfolio: 10%.

Notes about your investment

Currency

The funds that invest outside of the Eurozone carry a risk related to currency. This is because these funds are priced in euros but they invest in assets outside the eurozone that are valued in their local currency. This can increase or reduce your returns depending upon how those local currencies perform compared to the euro. For example, the North American Indexed fund aims to track the performance of the FT North American Index of US shares. These shares are bought in US dollars. The value of the Indexed US fund will be affected by:

1. How those shares perform in their local currency;and
2. Any movements in the euro and US dollar exchange rates.

For example, if there has been no change in the value of the shares in US dollars, but the US dollar falls in value compared to the euro, the Indexed US fund would fall in value. In the same circumstances, a rise in the value of the US dollar would result in a rise in the value of the Indexed US fund.

PI Investment Management can protect currency in their PI International Share fund to reduce the effect of any falls in the value of assets in their local currency compared to the Australian dollar. If they do this, any increase in the value of the Australian Dollar against the euro could increase your returns and any fall could reduce your returns.

Warning : This Complete Solutions product may be affected by changes in currency exchange rates.

Timing

If you invest in the Fidelity or PI Investments funds, it is likely that the performance of your investment in those funds through your Complete Solutions will differ slightly from the performance of the Fidelity or PI Investments funds. This could be due to any possible delays in transferring your investment into those funds and any changes in the values of currencies. (Please see the Currency section above).

7 keeping you informed

As this is a major long-term investment, we make sure that we will keep you informed about your **Complete Solutions** ARF or AMRF and how it's doing so that you can review it regularly. We're here to give you the information you need, when you need it.

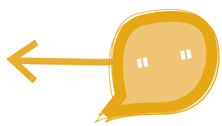
- You can phone 01 704 1111 to check the value of your **Complete Solutions** plan.

- Every year we write to you to let you know how your ARF or AMRF plan is doing. We will show you what you've paid and what your plan is worth. This will contain a report of how your investment is performing.

- By logging onto our website (www.irishlife.ie), you can see how each of the funds is doing and get answers to frequently asked questions.

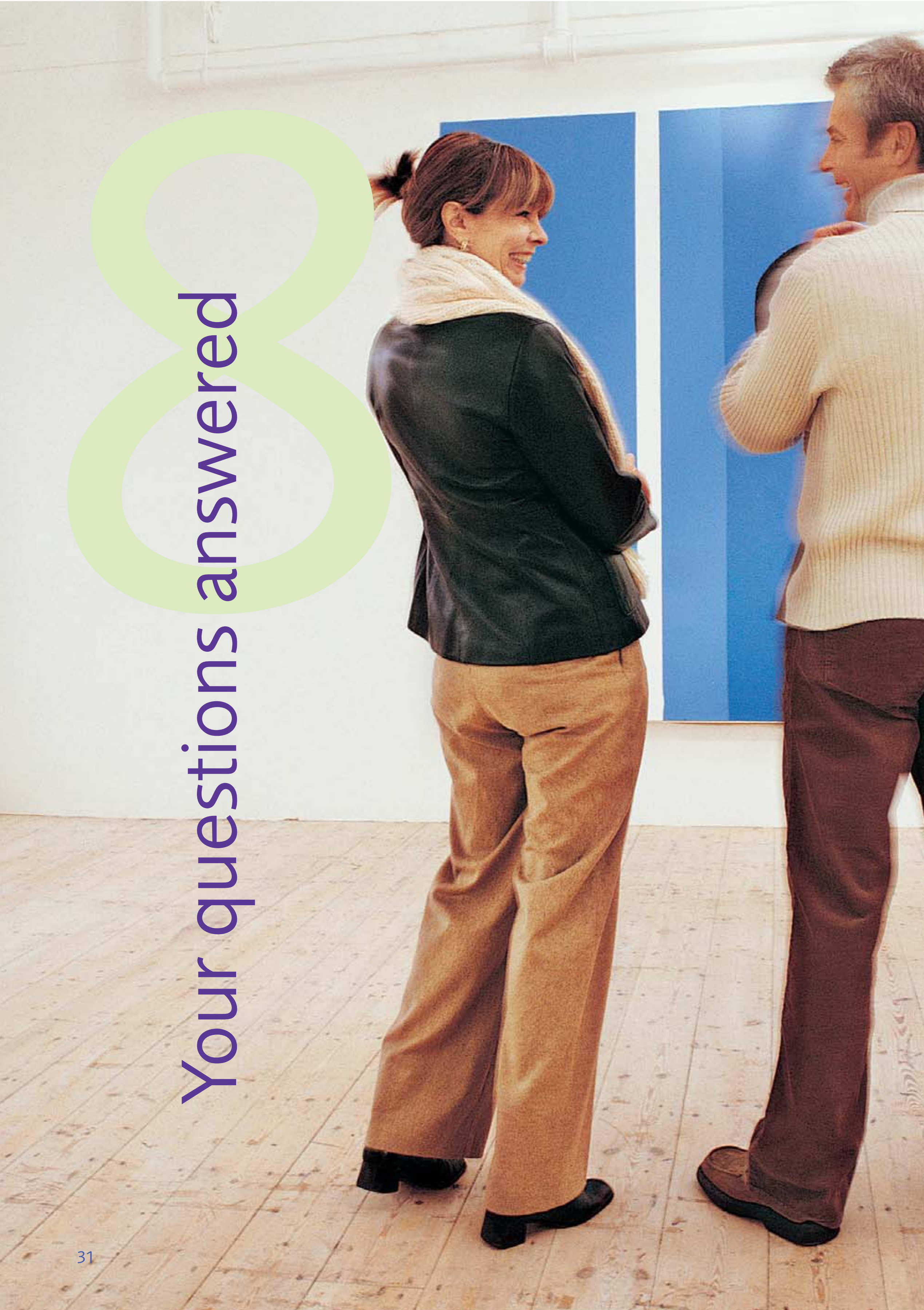
  You can also see the value of your plan and even switch funds free of charge. If you have a Self-Invested Fund you will also be able to see detailed fund accounts. These will show the investments you will hold in your fund, cash-flows in and out of the fund as well as expenses and charges deducted. Values quoted for the Self-Invested Fund will be current nominal values.

- There is no substitute for one-to-one advice and we would recommend that you regularly review the progress of your **Complete Solutions** ARF or AMRF plan with your financial adviser.



To help improve customer service we will record or monitor calls.

8 Your questions answered



Am I eligible to invest in an approved retirement fund or an approved minimum retirement fund?

Whether or not you can invest in an ARF or an AMRF depends on what type of pension plan you already have. The option to invest in an ARF or an AMRF will apply if you are using the funds from one or more of the following contracts.

Personal pension plan

If you took out your pension plan when you were self-employed, a sole trader, a partner, or you worked for a company that did not have a pension scheme, you most likely have a personal pension plan.

Director's pension plan

If you are a director of the company and have a company pension plan where the company has made some or all the contribution. You must control more than 5% of the voting rights of the employer to use the AMRF or ARF options.

Additional Voluntary Contribution (AVC) plan

If you contributed extra amounts to top up your company pension plan, you can invest the money, built up in your pension fund from your Additional Voluntary Contributions, in an ARF or AMRF.

Personal Retirement Savings Plan (PRSA)

The ARF and AMRF options are available using the fund built up in the PRSA. However, there is the option to leave your fund under your PRSA and apply the same rules as if it were an ARF or an AMRF. For example, you can make withdrawals from your PRSA fund whenever you want. **You do not have to move your funds from a PRSA to take advantage of ARF-type benefits.**

Whether you decide to move your fund from a PRSA to an ARF or AMRF depends whether the ARF or AMRF offers different options. For example, what investment choices do you have in that new product (in other words, is it different from your existing PRSA)? You should also consider the charges under the new product versus the existing charges under your PRSA. There may be more considerations and you should discuss this choice with your financial adviser.

Are there any restrictions to investing in an Approved Retirement Fund?

To invest in an ARF, you must be able to show that you have a guaranteed income for life from other sources of at least €12,700 a year. Examples of the types of guaranteed income that the Revenue Commissioners will accept include:

- your state pension benefits;
- any pensions paid from occupational pension schemes; or
- an annuity guaranteed for life which you have bought with the proceeds of another pension fund.

If you do not have a guaranteed income for life of €12,700 a year, you must invest the first €63,500 in an approved minimum retirement fund or buy an annuity for the same amount.

An AMRF is similar to an ARF, except that there are restrictions on what you can take from the fund. You cannot take any money from your initial investment in an AMRF until you reach 75, unless you do this to buy an annuity. However, you can make withdrawals from any growth that has built up in your fund.

The most you can invest in an AMRF is €63,500. When you reach 75, the restrictions on your AMRF cease to apply.

Will I have access to my money?

Yes. You can make withdrawals from your ARF as often as you need to. With your AMRF you can only take income from the growth made above the original investment amount. After age 75 you can make withdrawels from your AMRF as often as you need to.

Will I have to pay tax on my ARF or AMRF ?

Irish Life is obliged to deduct a minimum amount of income tax and PRSI on an annual basis relating to withdrawals made from the fund. See page 24 for further details. Where a greater withdrawal is made during the year, tax will be paid on the greater withdrawal amount.

What happens to my fund if I die?

One of the main differences between an ARF, or AMRF, and an annuity is that with an ARF or AMRF you own your own retirement fund.

This means that when you die, you can leave the funds in your ARF or AMRF to your next of kin or other beneficiaries.

When you die, we will pay 101% of the value of your **Complete Solutions** ARF fund.

If you leave the funds to your husband or wife, your spouse can transfer the funds to an ARF in their name. In all other cases, the funds are wound up and we pass the proceeds to your estate.

What about tax if I die?

If your funds are transferred to an ARF in your husband's or wife's name, there is no income or capital acquisitions tax (CAT) due.

If you leave your funds to anyone else, they may have to pay income tax or CAT depending on who they are and their circumstances.

If your estate has to pay income tax, we must take this before paying the proceeds of your fund to your estate.

Table A – summary of the tax rules after your death (based on rates at October 2007)

ARF inherited by	Income tax due	Capital Acquisitions Tax due?
Surviving husband or wife	None if transferred into an ARF in the husband's or wife's name. Subsequent withdrawals are subject to PAYE.	No
Your children if 21 or over	Yes, at standard rate of 20%	No
Your children if under 21	None	Yes. Can inherit up to €496,824 each without paying CAT. Then must pay CAT at 20% on any inheritance over this.
Anyone else	Yes, at marginal rate of either 20% or 41%	Yes. Can inherit up to a certain threshold amount depending on their relationship to you. Then they must pay CAT at 20% on any inheritance over this.

If you leave the ARF to your surviving husband or wife, the funds would be taxed on their death as follows.

Table B – summary of the tax rules after the death of your surviving husband or wife (based on rates at October 2007)

ARF inherited by	Income tax due	Capital Acquisitions Tax due?
Your children if 21 or over	Yes, at standard rate of 20%	No
Your children if under 21	None	Yes. Can inherit up to €496,824 each without paying CAT. Then must pay CAT at 20% on any inheritances over this.
Anyone else	Yes, at standard rate of 20%	Yes. Can inherit up to a certain amount depending on their relationship to you. Then they must pay CAT at 20% on any inheritance over this.

What level of potential returns can I expect to receive?

It is important to realise that the value of ARF/AMRF investments will go up and down and that there is the possibility that, at any time, the value of your ARF/AMRF can be lower than your initial investment. Any returns shown are examples only and are not a guide to future performance. Any returns will depend on investment and economic conditions at the relevant time in the future.

Who is my plan provided by?

Your plan is provided by Irish Life Assurance plc. Your Terms and Conditions will set out the details of your contract with us. This booklet tells you about our approved retirement fund and approved minimum retirement fund and answers the questions that you may have. It is only meant to be a guide to help you understand your investment and does not give all the details of your plan. These details will be in your plan schedule. We will include more specific details and rules in your plan terms and conditions, which you should also read carefully.

Can I cancel my plan?

You have 30 days after we send you this information to cancel your plan. If you decide to do this, we will return any contributions you have made in line with Revenue rules, less any reduction in investment values during the period. The information in this booklet is based on our understanding of current law, tax and Revenue practice in October 2007.

Your application form, terms and conditions and schedule will be your legal contract with us. The contract will be governed by Irish law. The Irish courts are the only courts that are entitled to hear disputes.

Who should I talk to if I have any questions or complaints?

If you have any questions about your ARF or AMRF plan, you should talk to your financial adviser or phone our customer service department. We will do everything possible to sort out your query.

If you have a complaint and feel that you have not got satisfaction by contacting the above, you should write to:

Customer Service Department
Irish Life
Lower Abbey Street
Dublin 1.

If you are still not satisfied, you can contact:

Financial Services Ombudsman's Bureau
3rd Floor
Lincoln House
Lincoln Place
Dublin 2

Lo-call: 1890 88 20 90
Fax: 01 6620890
Email: enquiries@financialombudsman.ie
Website: www.financialombudsman.ie

Family law and pensions

If you legally separate or divorce, you can apply to the court for a pension adjustment order, covering the benefits paid under this policy for your husband or wife. Please contact us or your solicitor for more details. If a pension adjustment order has to be granted on your plan, you must let us know.

notes

Products we offer

Investments	Protection	Pensions
Low risk options • Tracker bonds • With-profit bonds Higher growth options • Property bonds • Unit-linked share investments	• Term life cover • Mortgage protection • Flexible family protection • Income protection • Inheritance tax planning **Savings** • Savings plan	• Personal pensions (including PRSAs) • Company pensions • (AVC) pensions • Pension life cover • Post-retirement options

Keeping in contact

Each year, we will send you a statement, which keeps you up to date on your plan, explaining the benefits, cash-in values (where appropriate) and other relevant information concerning your plan.

You can call us six days a week on our customer helpline where we will do our best to answer your question. Our websites are available 24 hours a day, seven days a week. At www.irishlife.ie, you can, among other things, find our online customer service forms and information on your nearest financial adviser.

Personal financial advice

It takes just a short time for a professional financial adviser to sit down with you and review your personal finances. An adviser will tell you the most suitable ways for you to get the most benefit from your money, taking account of all your existing financial commitments.

How to contact our Customer Service Department

Call or fax us at:

tel: 01 704 1010 fax: 01 704 1900

Email us at:

customerservice@irishlife.ie

Visit our website at:

www.irishlife.ie

Or write to us at:

Irish Life Assurance plc, Irish Life Centre, Lower Abbey Street, Dublin 1.

Lines are open between 8am and 8pm Monday to Thursday, 8am and 6pm on Fridays and from 9am and 1pm on Saturdays. Calls will be recorded or monitored to help improve customer service.

Contact us

Phone: 01 704 1010
8am - 8pm Monday to Thursday
8am - 6pm Friday
9am - 1pm Saturday
Fax: 01 704 1900
email: customerservice@irishlife.ie
website: irishlife.ie
write: Irish Life Assurance plc, Lower Abbey Street, Dublin 1.