September 2010

Irish Life

Web User Guide

Irish Life's execution-only online trading platform

Online Execution-Only Account
User Guide

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Please Note: The Sections above have links attached to them. Cover the page number on the right hand side of the contents table above with your cursor and the follow prompt will appear

Current Document
CTRL + click to follow link

Press CTRL + left button click to jump to the relevant section. This avoids having to scroll through the document to get to the area you need.

Introduction

The execution-only trading account is provided by Irish Life via the Self-Invested Fund linked to your pension plan. This user guide covers typical scenarios which may arise when you are using the execution-only on-line trading account. It provides step by step instructions on how to use the on-line service and should be read together with our 'Frequently Asked Questions' (FAQ's). Before you commence trading via this service, you are also advised to read your product booklet, your 'Guide to your Self-Invested Fund' and your Terms & Conditions booklet. These documents outline charges and restrictions when investing through your Self-Invested Fund in general and specifically in relation to your on-line trading account.

This user guide covers:

- Logging onto the Online Execution-Only Account / SSO (single sign on)
- User access – View or trading
- User front screen information
- Dealing an order
- Portfolio screen
- Deal placement
- Secure message types and view
- Transaction history
- Corporate Action tab

For more information on our execution-only trading service please see "Your Guide to your Self-Invested Fund" available on My Online Services on the Irish Life website, www.irishlife.ie.

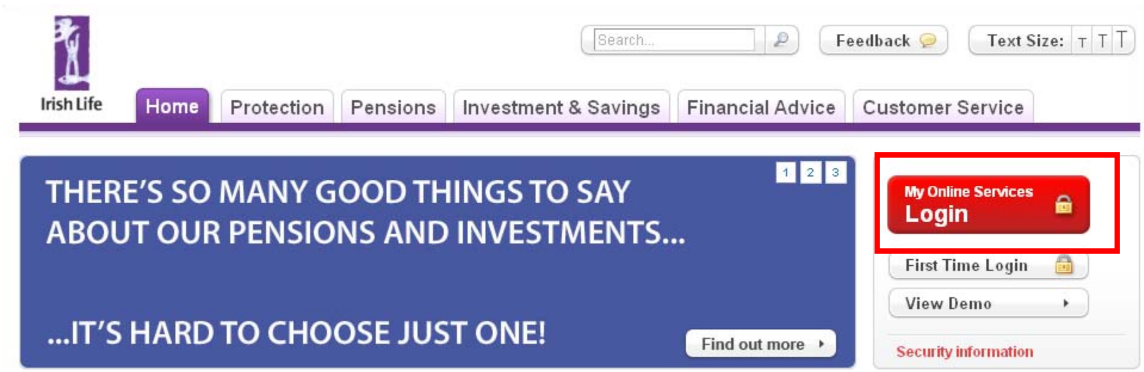
Warning: The value of your investment may go down as well as up. The value of your investment may be affected by changes in currency exchange rates.

Please note Irish Life will not be held liable for any acts, errors or omissions of our third party service providers or any other third party.

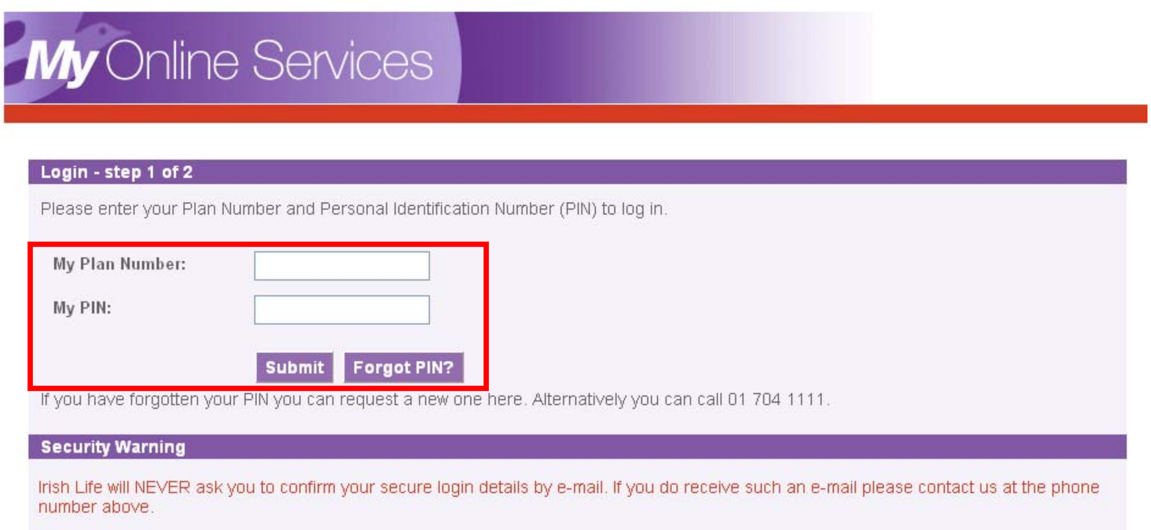
1 Logging Onto the Online Execution-Only Account

1.1 Single Sign On – Customer Experience

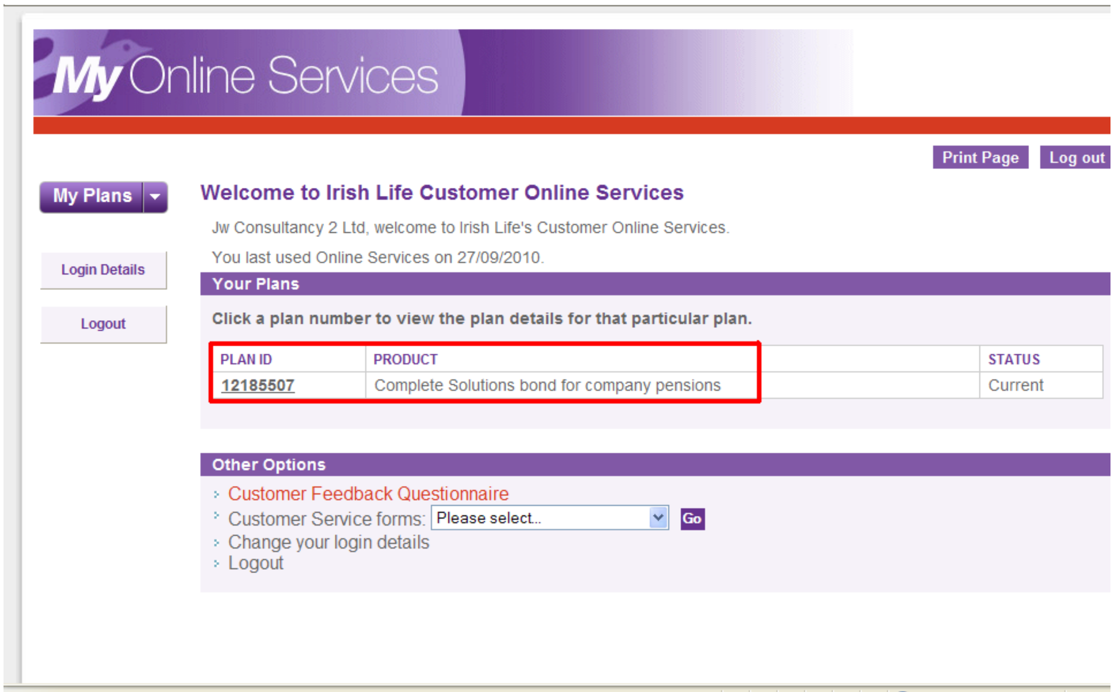
You will access the Online Execution-Only Account dealing platform directly from the Irish Life website without the need for re-authentication. This will be achieved by using the single sign on (SSO) functionality of the Online Execution-Only Account. The initial page visited will be the Irish Life homepage –



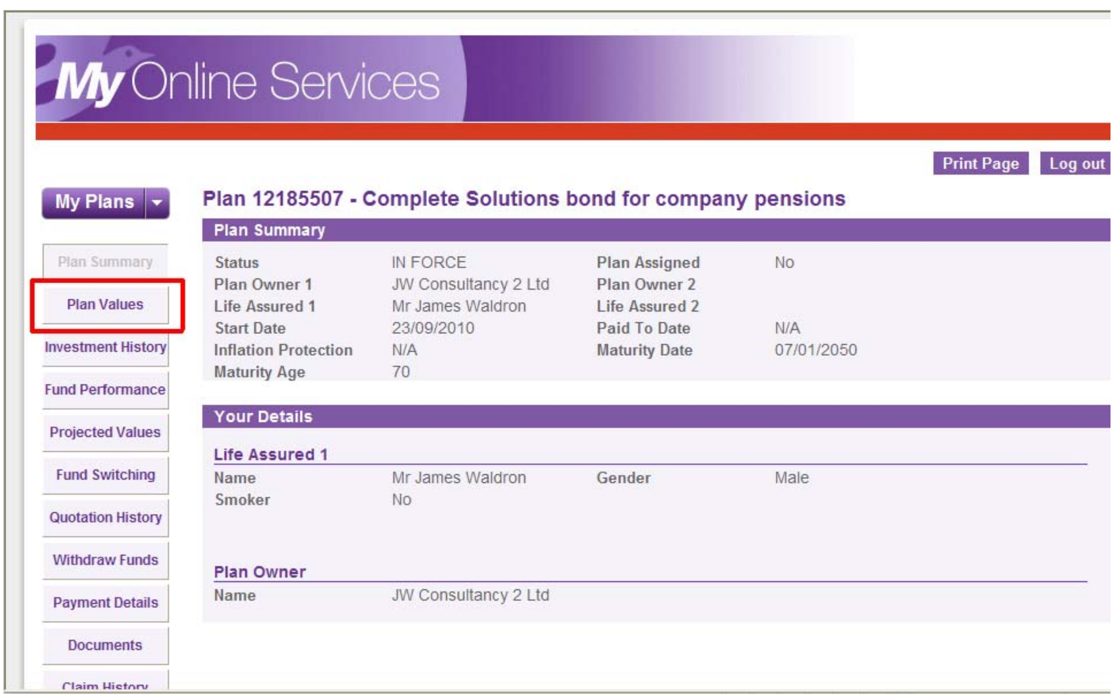
You can then click onto the Online Services Login as highlighted. You then enter your Irish Life Policy Number and PIN number as highlighted below and clicks submit



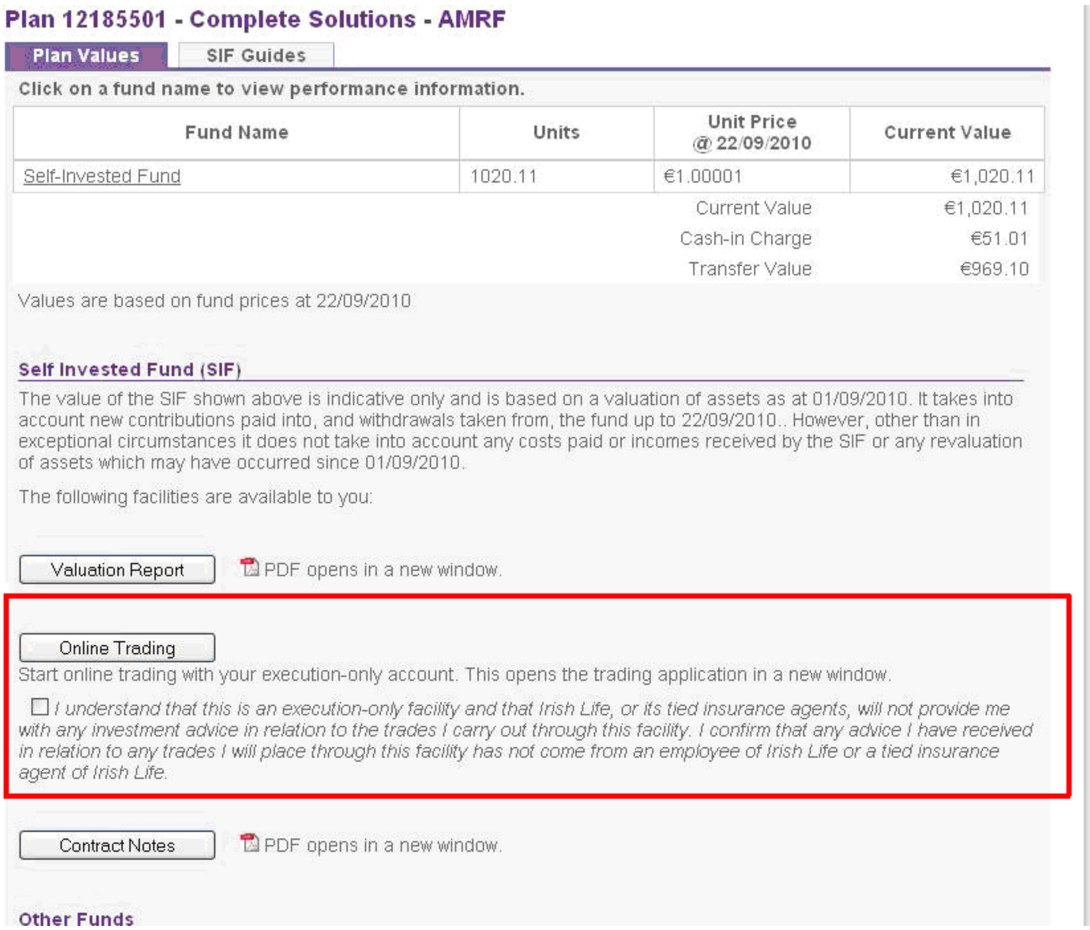
You can then click on the plan into which they wish to trade –



From the menus on the left of the page you should click on 'Plan Values' as highlighted below –



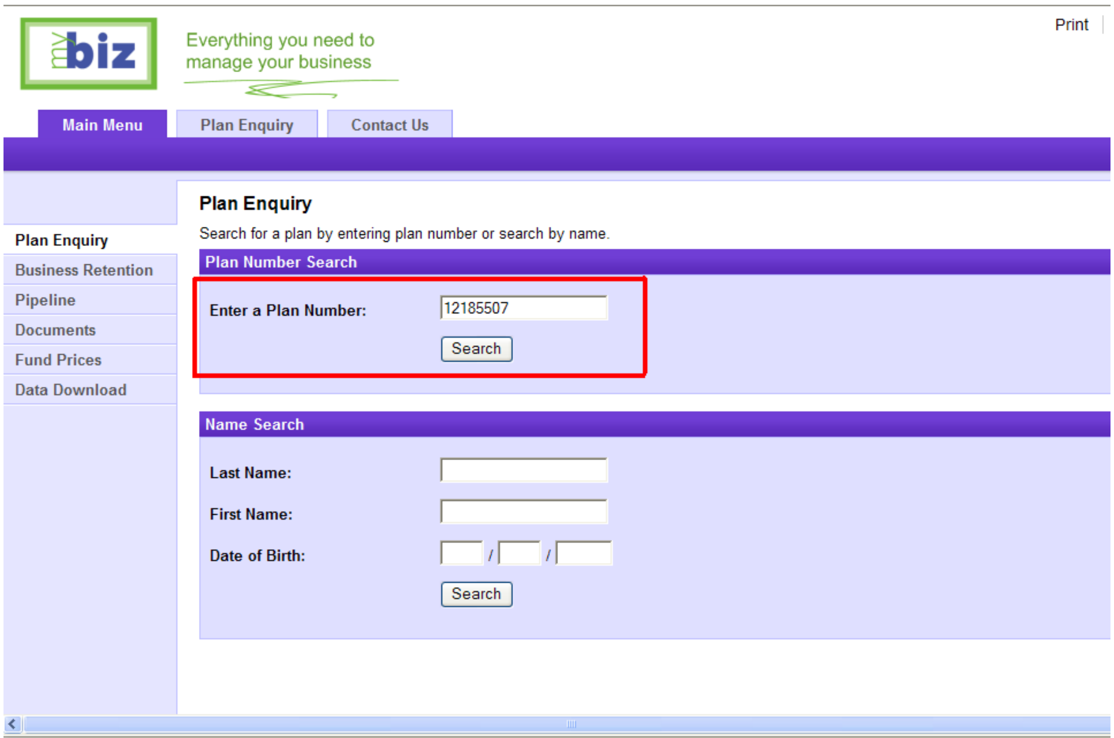
The screen overleaf is then shown.



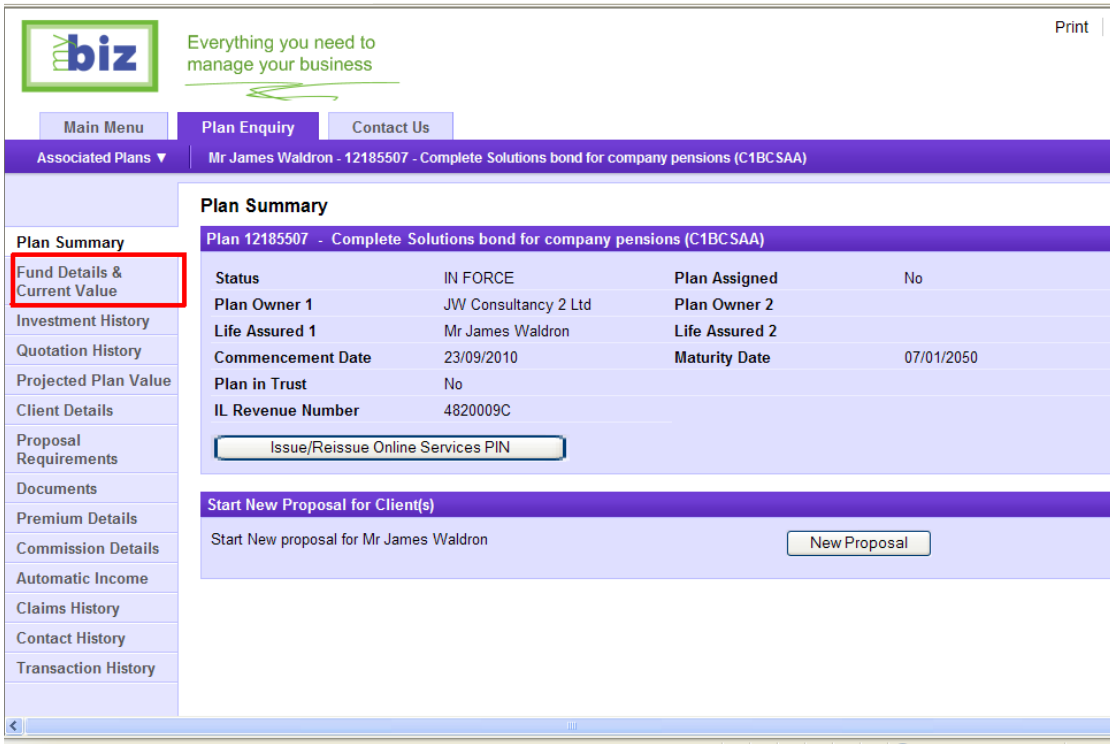
At the bottom of the page (as highlighted) is the link through to the Online Execution-Only Account platform. As this system utilises a single sign on validation system there will be no need for you to re-enter any log on details. You only need to click on 'Online Trading' and the application will pop up in a new window as shown in section 2.1.

1.2 Logging On –Broker Access

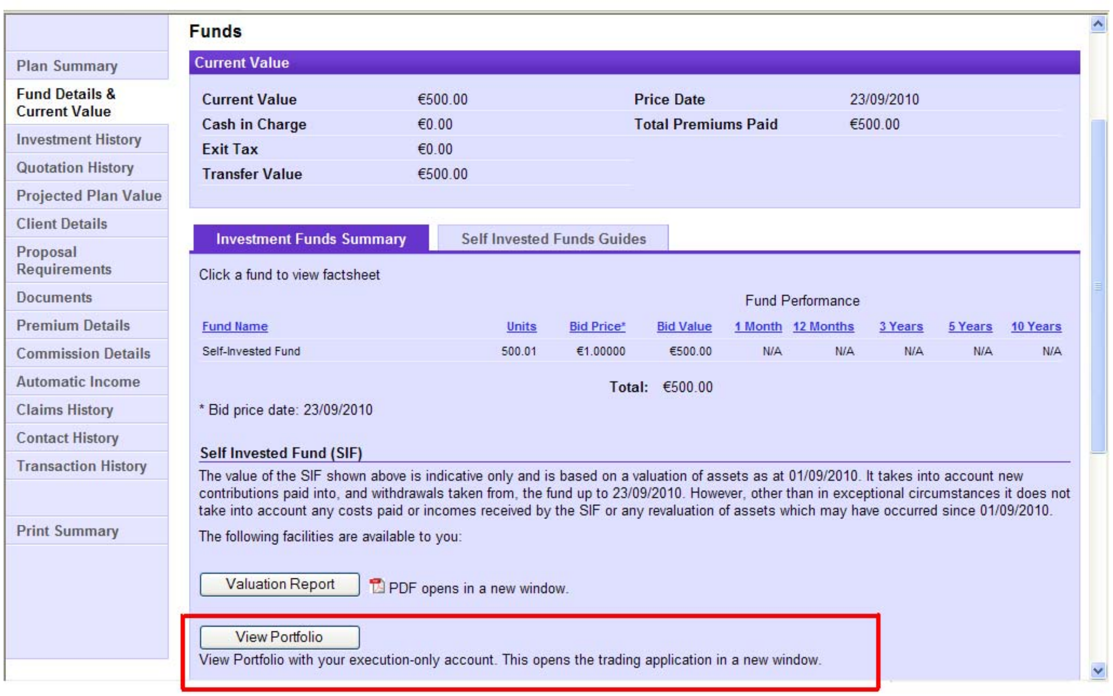
Broker access the site through the bline web site. In the first instance you should input the customers 8 digit plan number and search to find the relevant details.



Having identified the customer the following screen will be displayed –



You should then click on the ‘Fund Details and Current Value’ menu option as highlighted above. This then progresses you onto the screen shown overleaf.



At the bottom of the page (as highlighted) is the link through to the Online Execution-Only Account platform. As this system utilises a single sign on validation system there will be no need for you to re-enter any log on details. You will only need to click on 'Online Trading' and the application will pop up in a new window

In both instances the customer or broker will move into the overview screen which is broken down in section 2.1.

2 Initial Account View

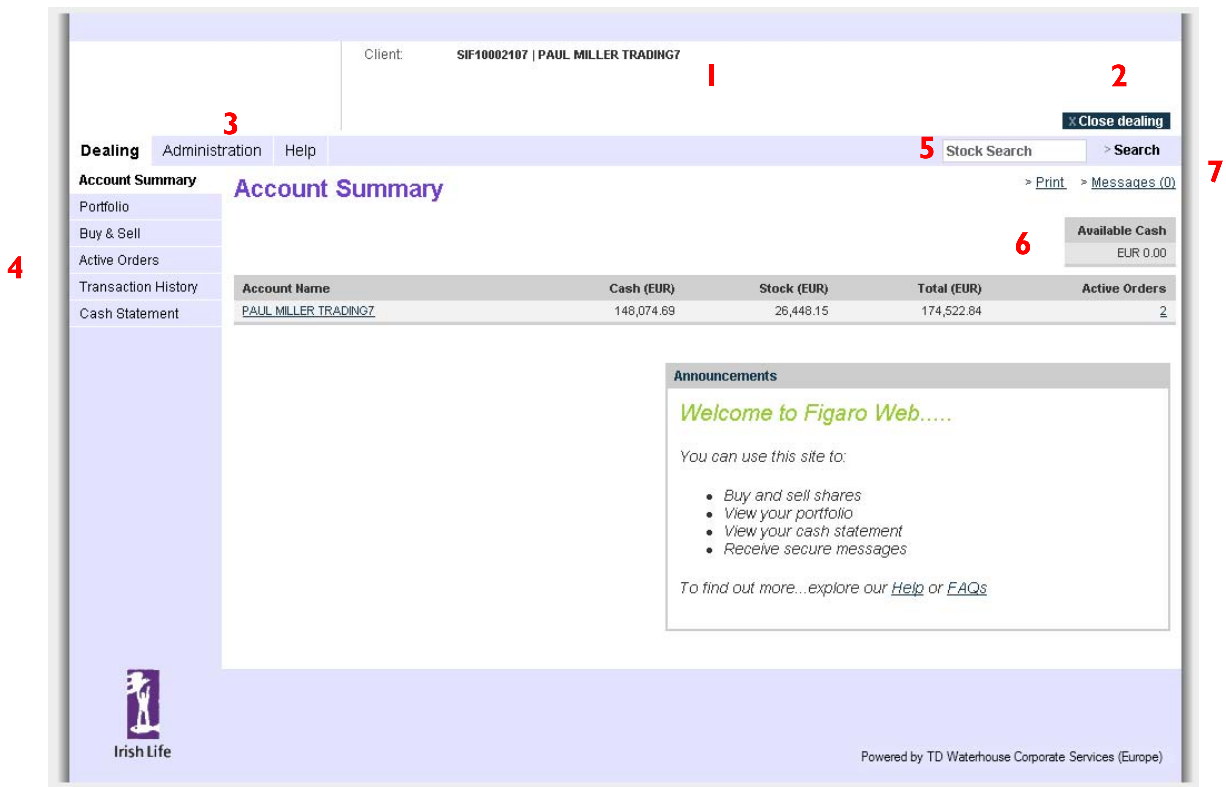
The user has two possible access levels having entered the system. These are 'view' and 'trading' access. A client and broker will have either trading access or viewing access. Please note that both a broker and client cannot have trading or viewing access together.

The default position is that customers will have trading authority over their accounts while brokers will have viewing access only. If you are interested in giving your broker delegated authority to trade on your account please contact your broker.

This section of the guide will concentrate on moving through the screens as displayed in 'view' access mode. Section 4 concentrates on placing and trading options via the web site. This functionality will not be available to those users with 'view' access.

Additional broker level functionality is covered in section 8.

2.1 Account Summary



1. The customer's person reference number and broker reference are contained in this area for viewing.
2. This box prompt exits the user from the web function and returns them to the relevant area of the Irish Life web site.
3. The main menu options are listed across the horizontal toolbar. The associated sub-menu options under these titles and displayed in **4.**

4. The sub menu and main options are displayed as shown in the table below –

Dealing Tab	Administration Tab	Help Tab
Account Summary	Client Details	FAQs
Portfolio	Secure Messages	Contact Us
Buy & Sell	Corporate Actions	
Active Orders		
Transaction History		
Cash Statement		

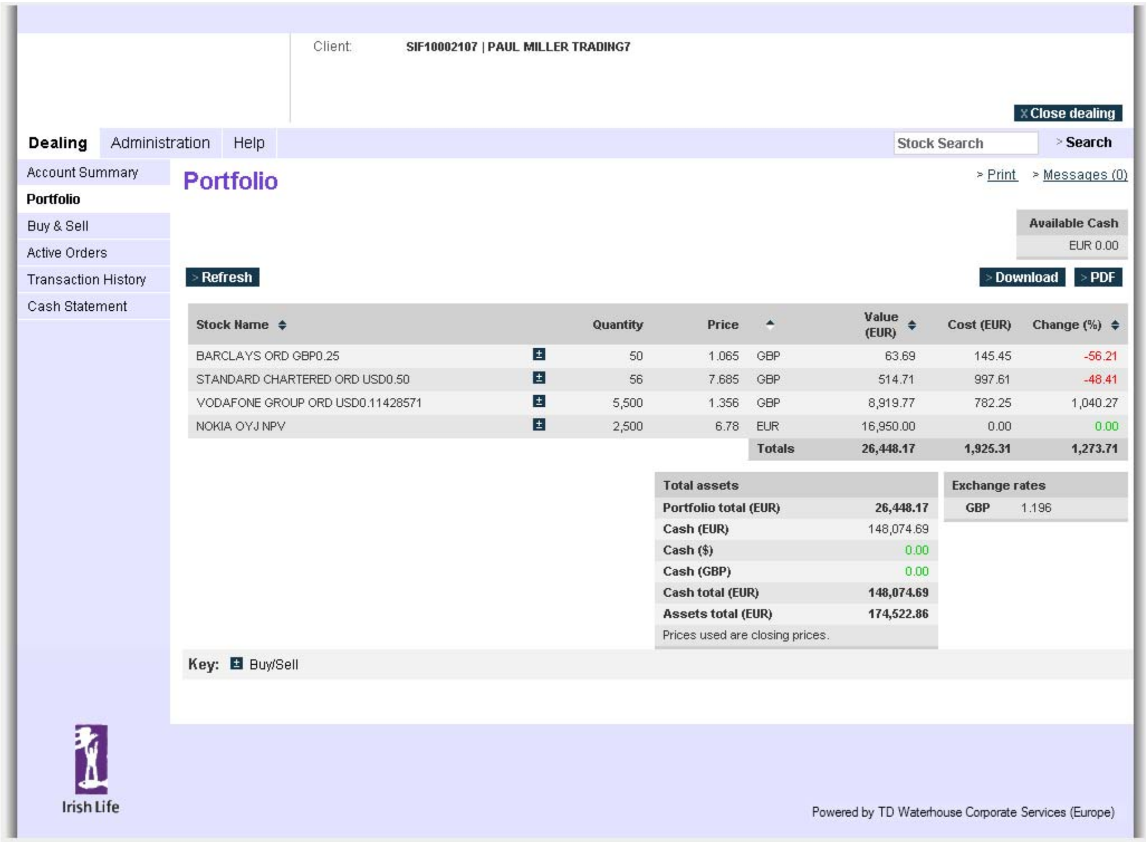
5. The stock search option is displayed on the main tool bar. Part or all of a stock name can be entered to search for tradable instruments. A stock search option is available on all the main screens.
6. The Account Summary area will show the user their available cash, the account name, cash amounts held, stock value held a total of both and the number of 'active orders'. All values displayed will be in the customer's portfolio currency (Euro). Available cash is displayed on all screens listed in the table above.
7. There is an option to print the information displayed and the number of applicable secure messages (i.e. relating to corporate events or lapsed limit orders) is shown and is linked to the relevant area of the website. These functions are displayed on all main screens.

3 Dealing Menu Options

In addition to the initial screen as broken down in section 2.1, the following options are available to the user under the main dealing tab option

3.1 Portfolio

The portfolio page is accessed through the dealing menu. The portfolio shows details of the current stock and cash that is held on the policy.



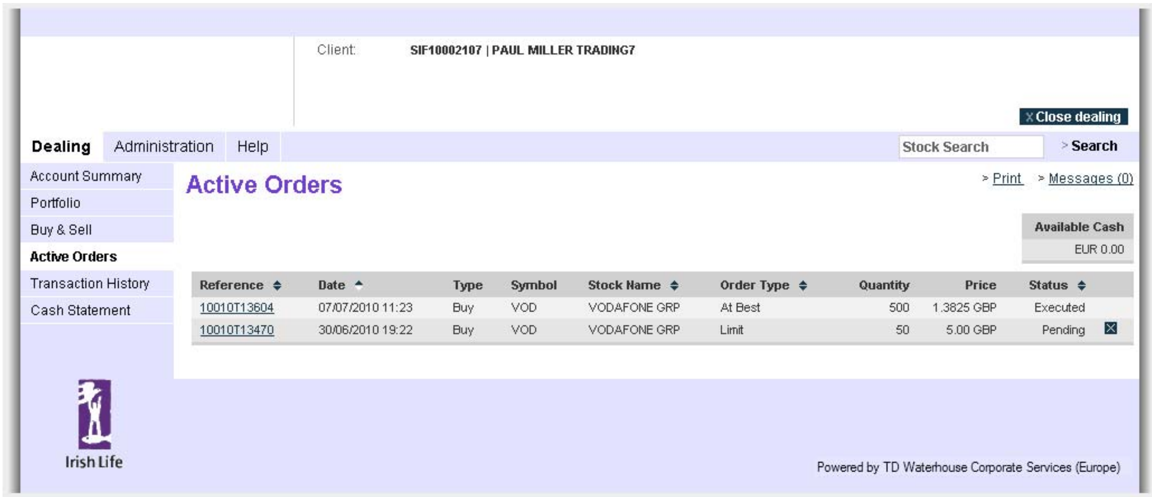
Field	Description
Stock Name	The stock name.
Quantity	The quantity held.
Price	The price of the stock based on previous days closing bid price (in market currency) or based on 15 minute delayed prices (Irish and UK stocks)
Value	The current value of the holding (in Euro).
Cost	The cost of the holding (in Euro) including charges incurred for the trade.
Change	The percentage change between the current value and the cost.

The totals show the total value of the portfolio in terms of the cash and stock held.

The portfolio can be downloaded as a CSV file by clicking on the 'Download' button or as a PDF file by clicking on the 'PDF' button. The columns can be sorted in ascending or descending order.

3.2 Active Orders

The Active Orders page is accessed through the Dealing menu. The Active Orders page displays details of all orders that have not yet settled.



Field	Description
Reference	The Online Execution-Only Account reference (contract) number.
Date	The date that the order was placed.
Type	Buy or Sell.
Symbol	The short symbol code for the stock.
Stock Name	The stock name.
Order Type	At Best, Limit, Market or Fund order.
Quantity	The quantity of stock being bought/sold.
Price	If an order is at status 'executed' then this is the price that the order has been executed at. If this is a pending limit order then the limit price. If this is a market or fund order then the price displayed will be 0.00 followed by the relevant currency code (GBP, EUR, USD etc).
Status	Pending – Awaiting capture by a dealer. In Progress – Captured by a dealer in the progress of being executed. Executed – The order is fully executed. Cancelled – Cancelled Cancel Pending – Awaiting cancellation. Rejected – Rejected Expired – Expired limit order.

Note that the contract reference number attributed to any bargain uses the following convention –

100 | 10 | A | 12345

The 100 is the broker code (London Stock Exchange member id) used by TD Waterhouse Corporate Services (Europe). The following two digits indicate the year of trade placement. Therefore the use of 10 shows the trades was placed in 2010. The letter A indicates the month of placement. In the example above the A therefore shows the trade was placed in January. B would indicate February and so on through the year.

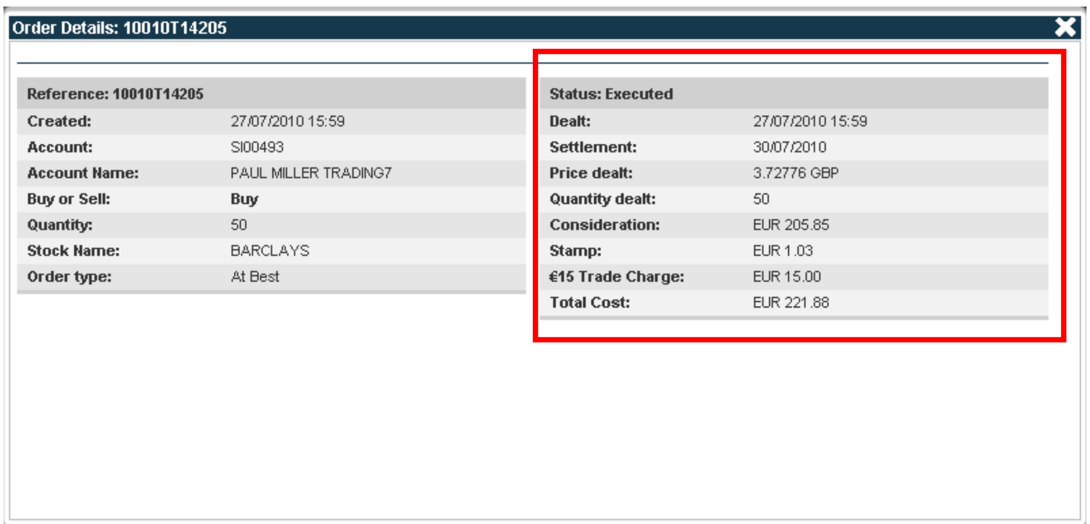
The final five digits are attributed uniquely to the bargain and it is these numbers, along with the preceding letter that should be quoted in any dealings with the execution-only telephone service.

An order at pending status may be cancelled if that order has a cancel icon to the right of the order status. Pending orders without the icon cannot be cancelled as they are in the process of being dealt.

3.3 Order Details

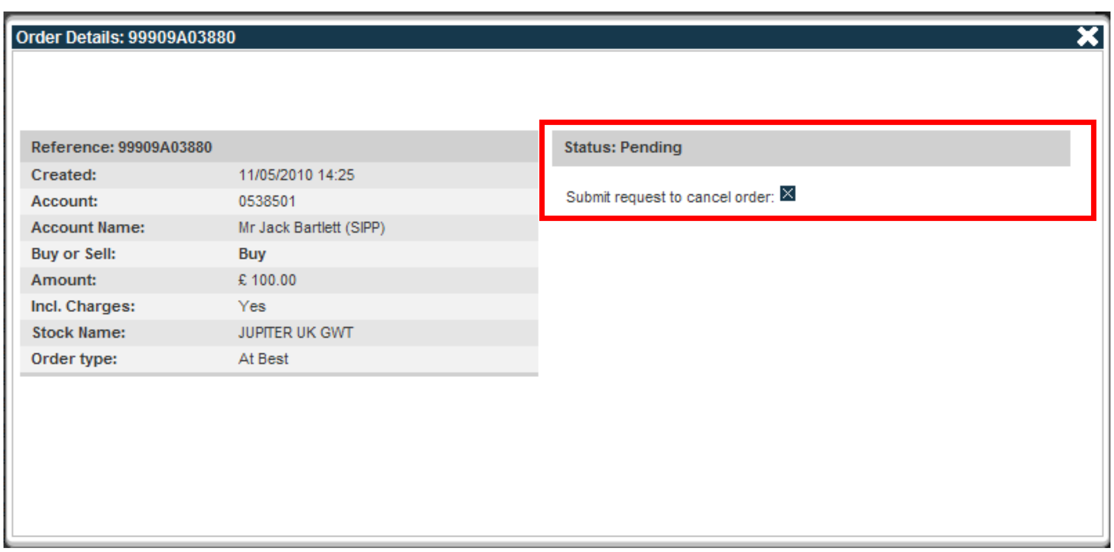
The Order Details popup is displayed when a user clicks on a contract reference in the Active Orders page.

If the order has been executed then details of the charges are shown:


Order Details: 10010T14205

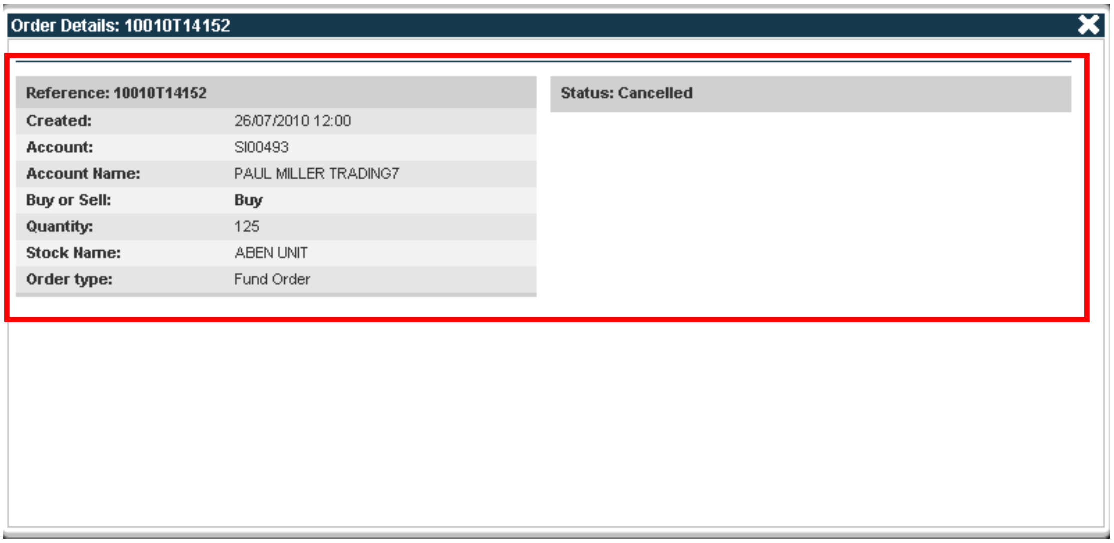
Reference: 10010T14205		Status: Executed	
Created:	27/07/2010 15:59	Dealt:	27/07/2010 15:59
Account:	SI00493	Settlement:	30/07/2010
Account Name:	PAUL MILLER TRADING7	Price dealt:	3.72776 GBP
Buy or Sell:	Buy	Quantity dealt:	50
Quantity:	50	Consideration:	EUR 205.85
Stock Name:	BARCLAYS	Stamp:	EUR 1.03
Order type:	At Best	€15 Trade Charge:	EUR 15.00
		Total Cost:	EUR 221.88

If the order is pending then the user is given the option to cancel the order from the order details:


Order Details: 99909A03880

Reference: 99909A03880		Status: Pending
Created:	11/05/2010 14:25	Submit request to cancel order:
Account:	0538501	
Account Name:	Mr Jack Bartlett (SIPP)	
Buy or Sell:	Buy	
Amount:	£ 100.00	
Incl. Charges:	Yes	
Stock Name:	JUPITER UK GWT	
Order type:	At Best	

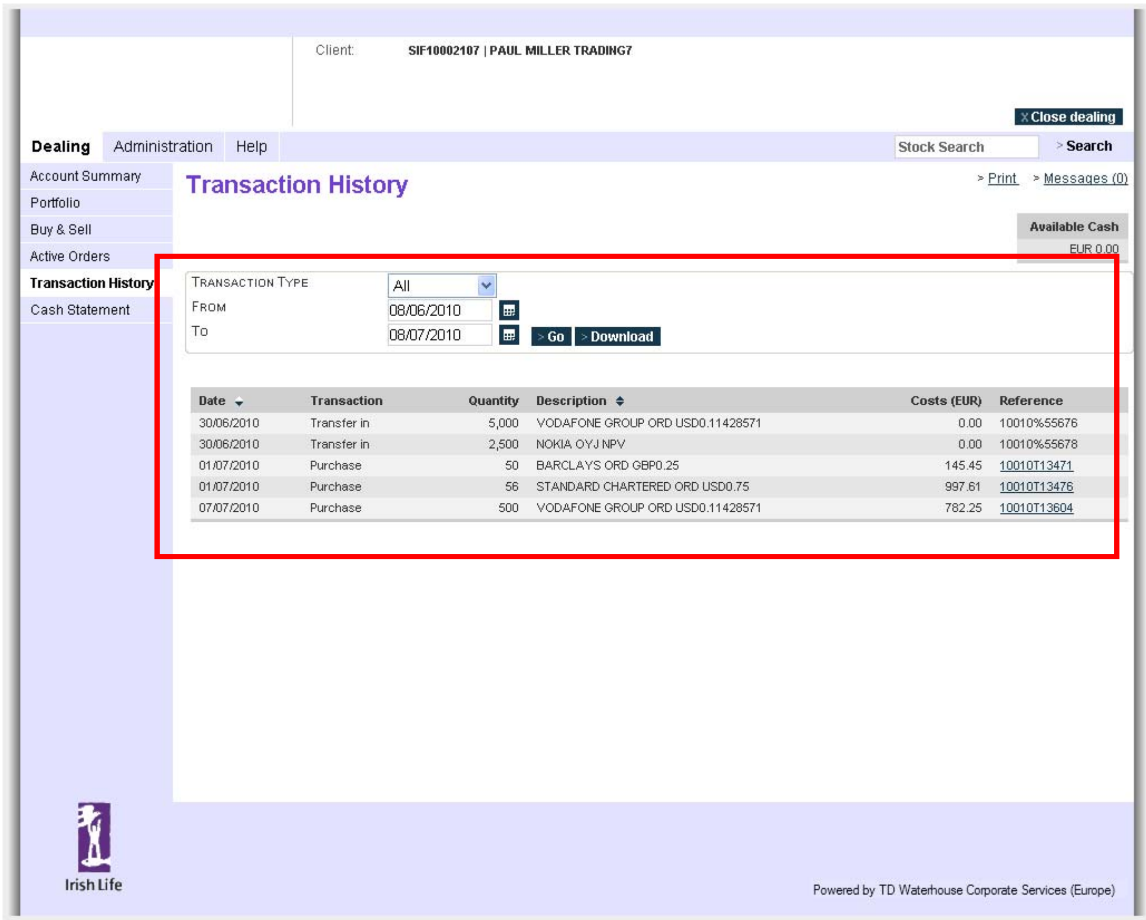
For orders with any other status (Rejected, Cancelled, In Progress) basic order details are shown with the status:



If an order is at status Pending then it may be cancelled from either the Active Orders page or the Order Detail popup by clicking on the cancel icon (if this icon is displayed). This will display a dialog box requesting that the user confirms the cancellation:

The order will be cancelled immediately and the status will go to ‘Cancelled’.

The Transaction History page is accessed through the Dealing menu. The Transaction History page shows details of completed stock movements. Search criteria for the Transaction History page includes Acquisitions, Disposals or All and date.

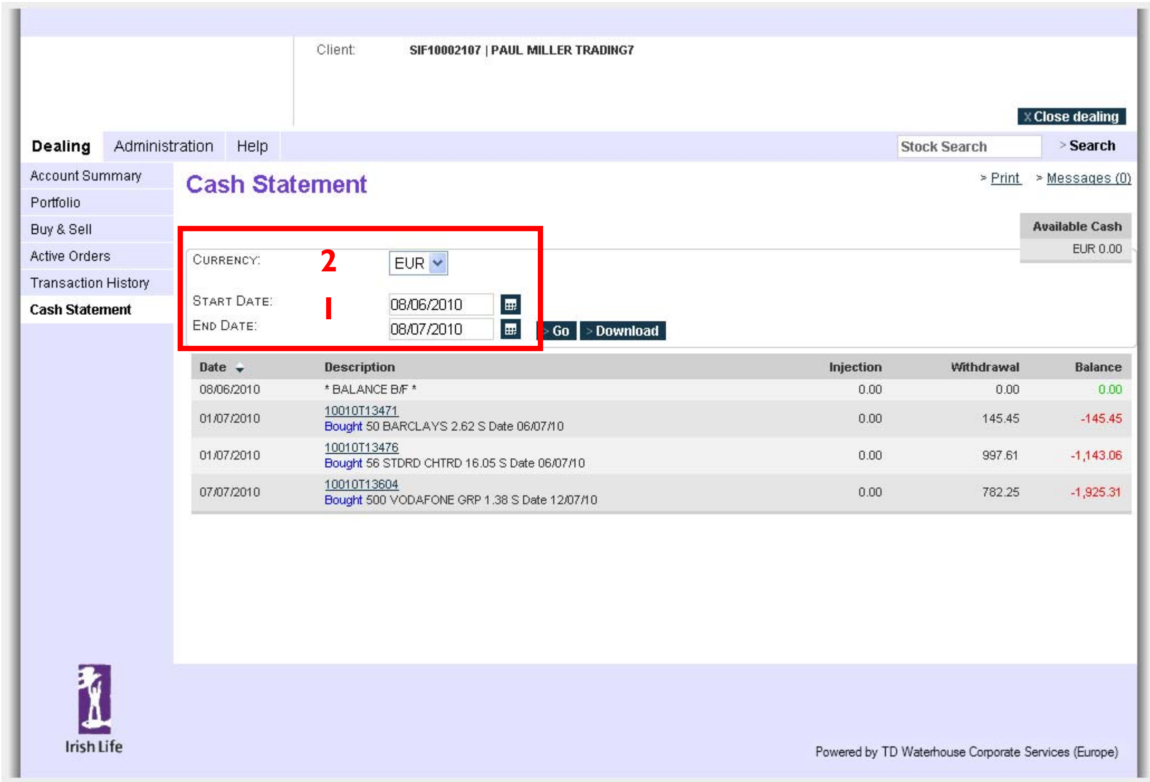


Field	Description
Date	The date of the transaction.
Transaction	The type of the transaction.
Quantity	The quantity involved.
Description	A description of the stock transacted.
Costs	The costs in Euro.
Reference	The transaction reference.

Clicking on the transaction reference link will bring up the order details page as previously shown.

The transaction list may be downloaded as a CSV file by clicking on the 'Download' button.

The Cash Statement page is accessed through the Dealing menu. The Cash Statement page shows details of cash movements. The Cash Statement may be searched by date (1).

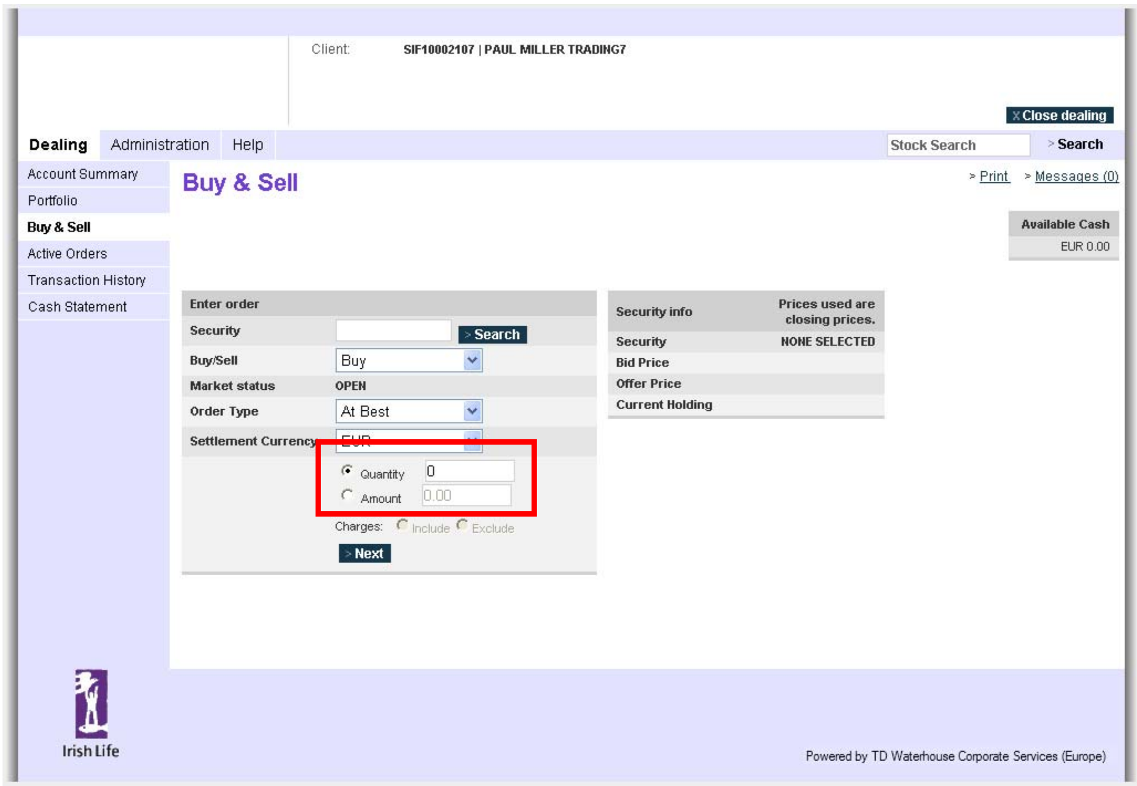


Field	Description
Date	The date of the transaction.
Description	A description of the cash movement. If this relates to an order then clicking on the contract reference will open a window displaying the contract.
Injection	The amount received in Euro.
Withdrawal	The amount paid out in Euro.
Balance	The running balance in Euro.

If a user holds more than one currency then details of the different currency accounts may be selected from the Currency drop down (2).

The download button allows the cash statement to be downloaded as a CSV file. Should there be records for bargains executed online on the account, the reference will be hyperlinked to show the full bargain details.

If a user has trading access to a policy then they will be able to execute at best and limit orders through the Buy & Sell page (this option will not be available for view-only access).



Users can input buy and sell orders by both quantity and amount. To choose the amount options constitutes the placement of a raise and invest order. In this instance the user must choose to include or exclude charges.

For a buy order the user must have enough cash for the purchase. If the user does not have enough cash then an error message is shown and the user may not place the order.

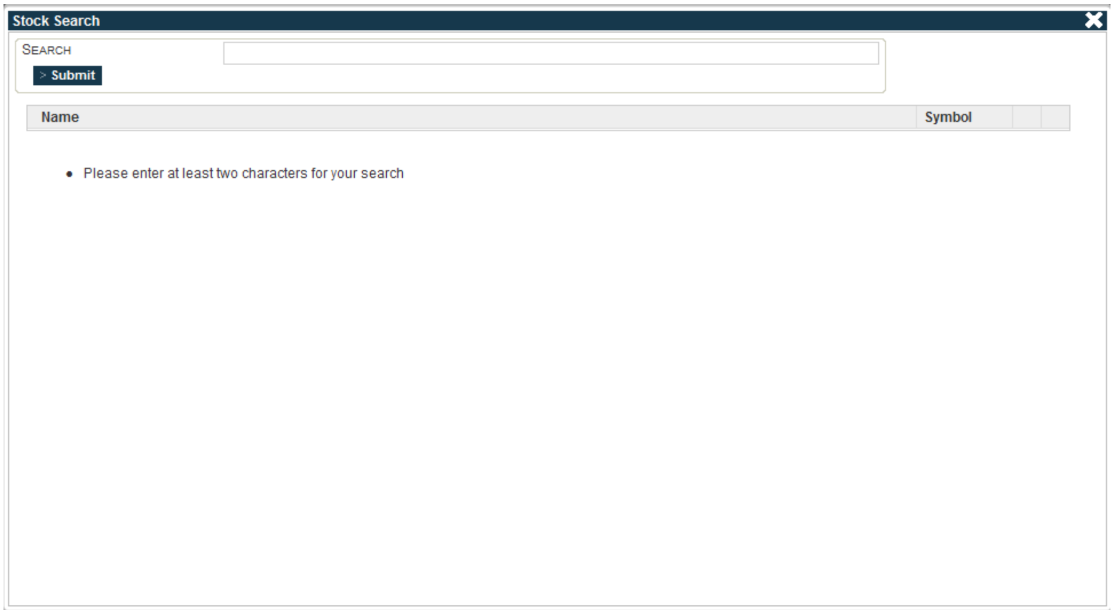
For a sell order the user must have enough stock for the sale. If the user does not have enough stock then an error message is shown and the user may not place the order.

There will be dealing restrictions placed on some stocks e.g. Irish Life shares or bonds. If a user attempts to place an order for a stock where there is a dealing restriction then an error message will be displayed and the user will not be able to place the order. For further details on permitted assets please refer to "Your guide to your Self-Invested Fund" available on My Online services on the Irish Life website www.irishlife.ie.

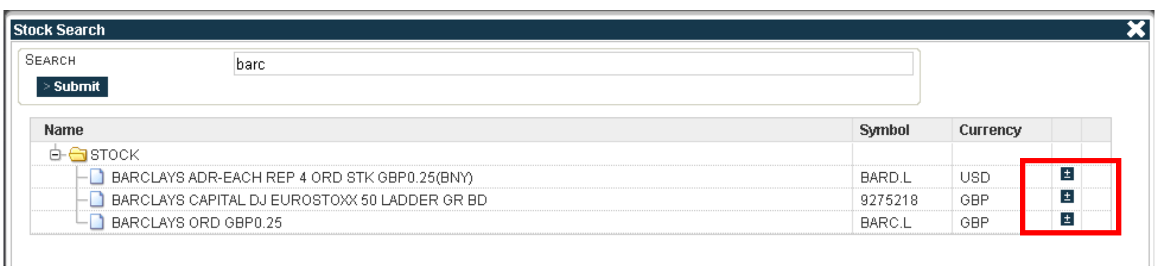
When the markets are open the user will be able to place an at best or limit order. When the markets are closed the user will only be able to place a limit order. Further detail and dealing options are covered in section 4.

3.7 Stock Search

Clicking on Search brings up the stock search window:



Typing in the name (full or partial) of a stock will bring up a list of all stocks matching the search criteria, based upon the range of permitted assets.



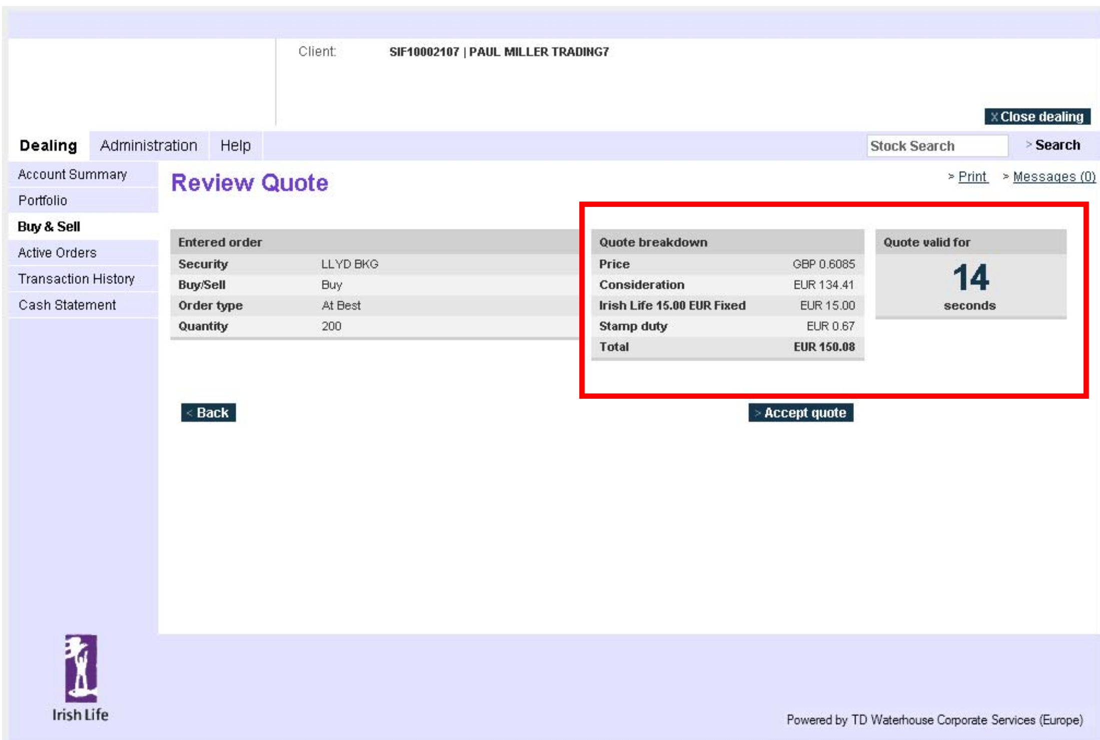
A stock is selected for trading by clicking on the trade icon to the right of the stock symbol.

4 Deal Placement – Equities, Funds and International Stocks

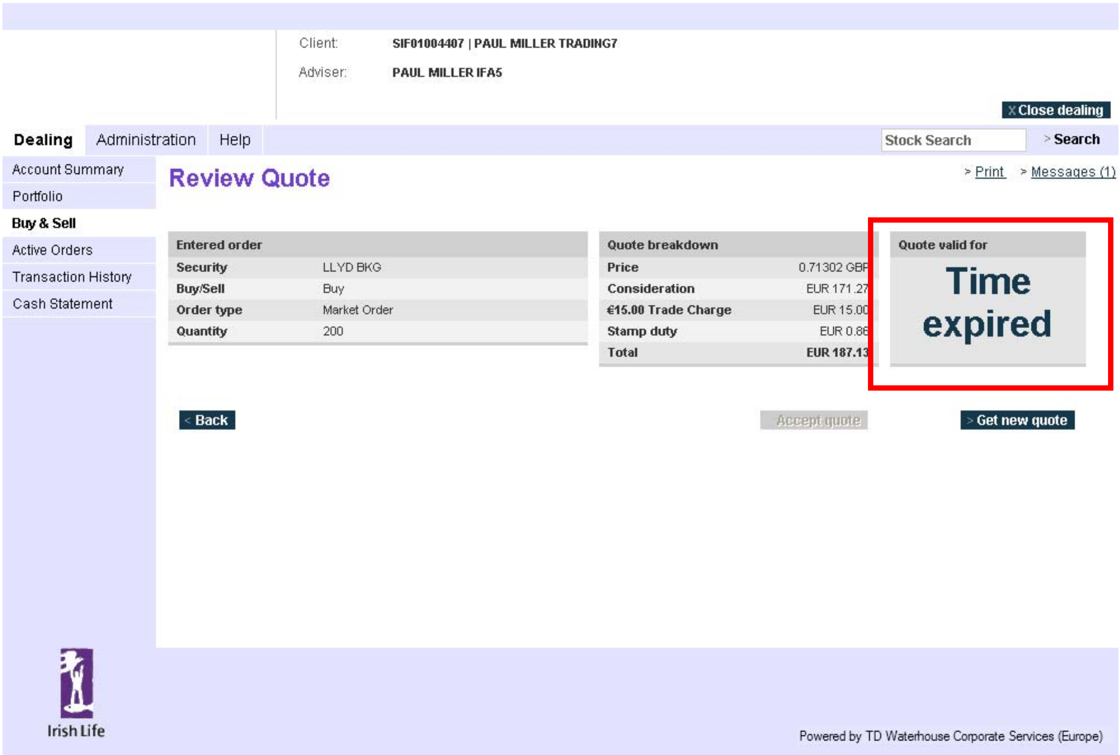
The following section covers the screens shown after the placement of a successful order request, as covered in section 3.6

4.1. Market/At Best order

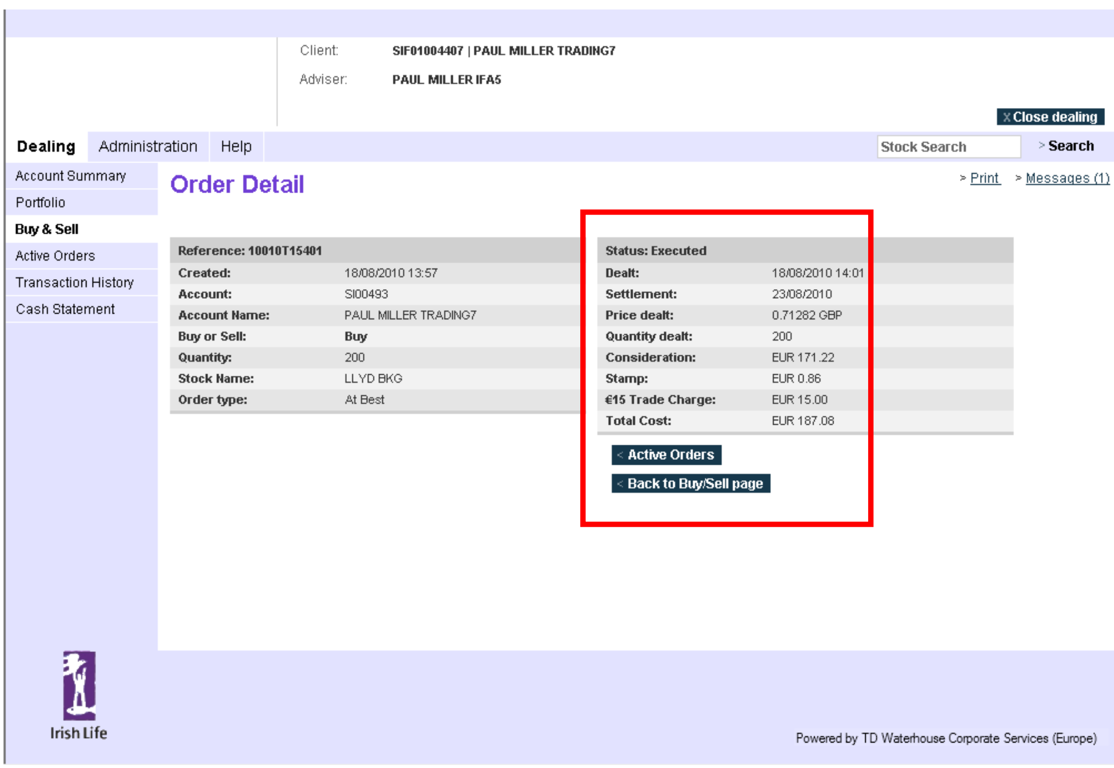
When placing an at best order for an equity the Online Execution-Only Account will attempt to find the best price available (subject to certain geographical confines and electronic dealing capabilities). If a price can be found then the user is given 15 seconds to confirm or reject the price offered:



You may either go back and amend the order or accept the quote that they have been offered. If you do not accept the quote within 15 seconds then the quote will expire. At this point you may go back and revise the order or request a new quote:



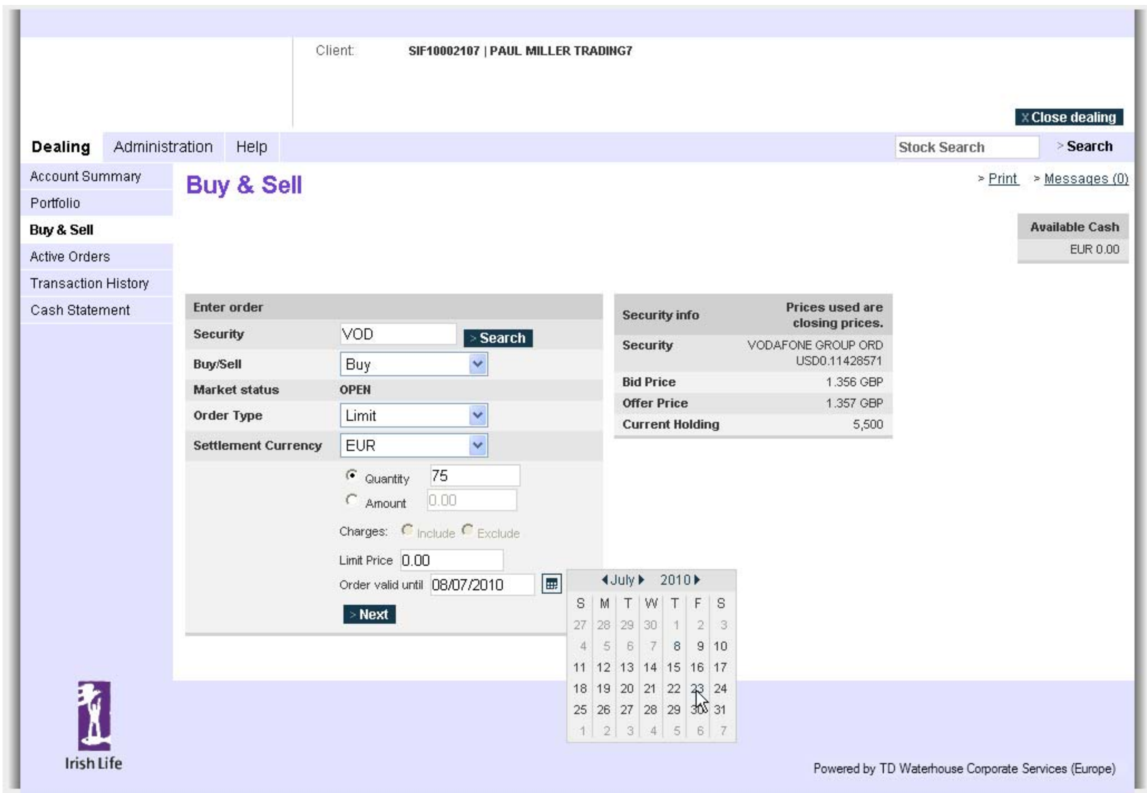
If the user chooses to accept the quote then the order will be executed and if successful then the trade confirmation window is shown:



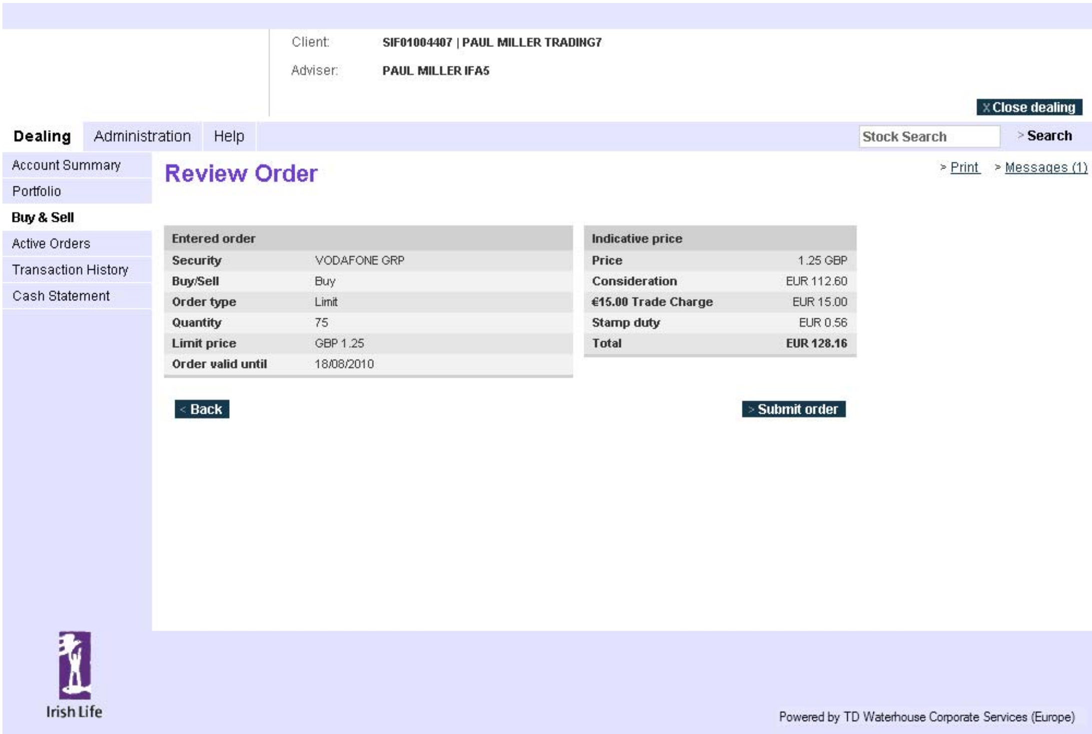
4.1. Limit order

When placing a limit order the user must enter a limit price in the currency of the underlying stock. This should be entered in unit values, i.e. a limit of €10 would be entered as 10, a limit of 50 cents should be entered as 0.50.

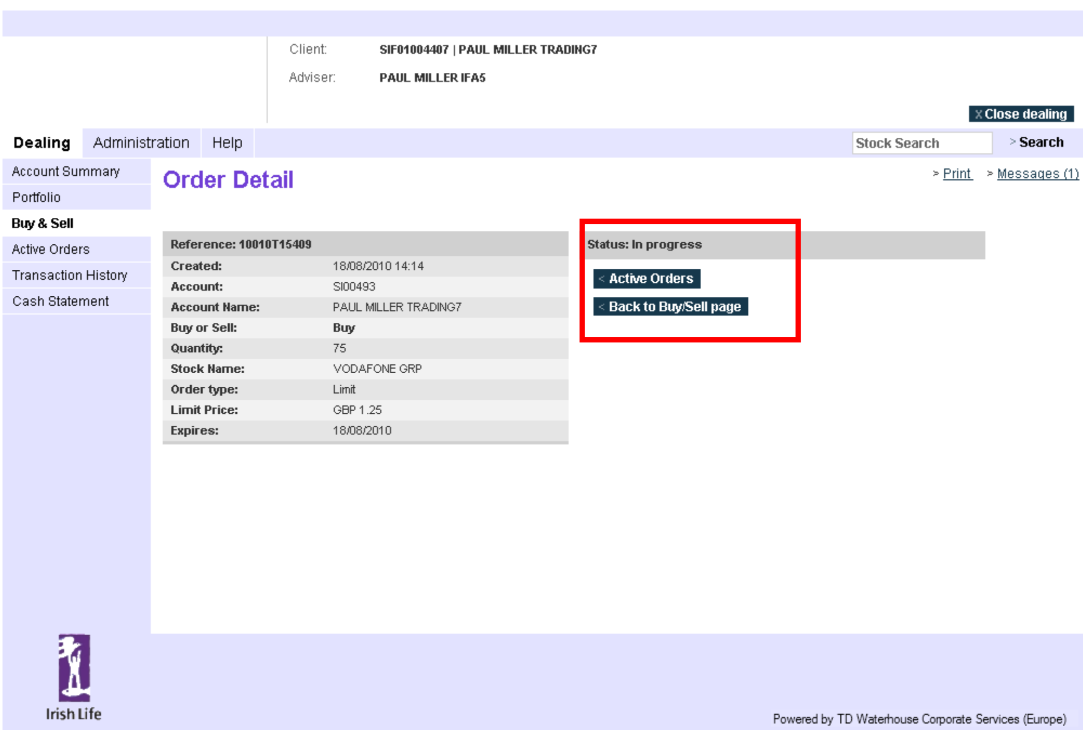
They must also enter the date that the limit order is to be valid until. This may either be typed in directly or chosen from the calendar popup and must be a valid working day. Limit orders are valid up to 90 days:



Before a limit order is committed the user is presented with a trade confirmation window from which they may either go back and amend the order details or place the order.



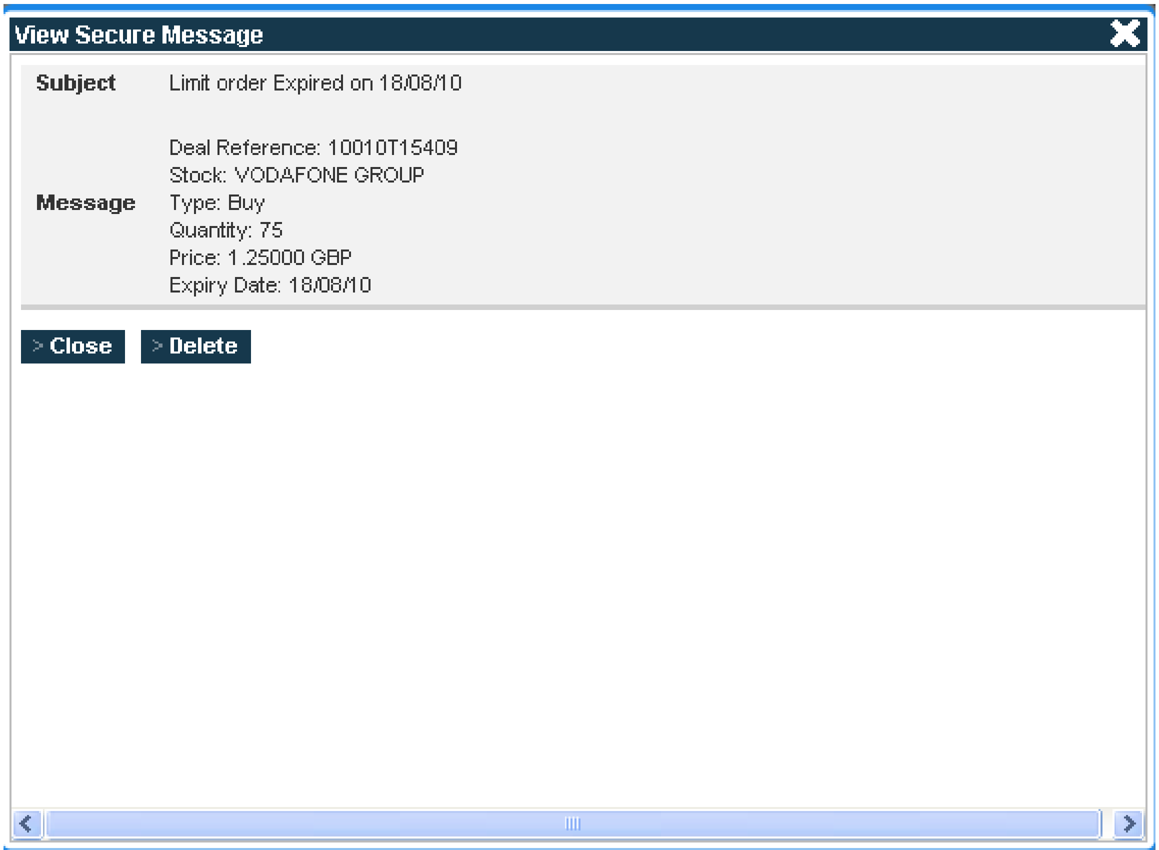
From here the user may either go back and amend the order or submit the order for placement. If the order is successfully placed then the Trade Confirmation page is shown:



From here the user may go to the Active Orders page or back to the Buy & Sell page.

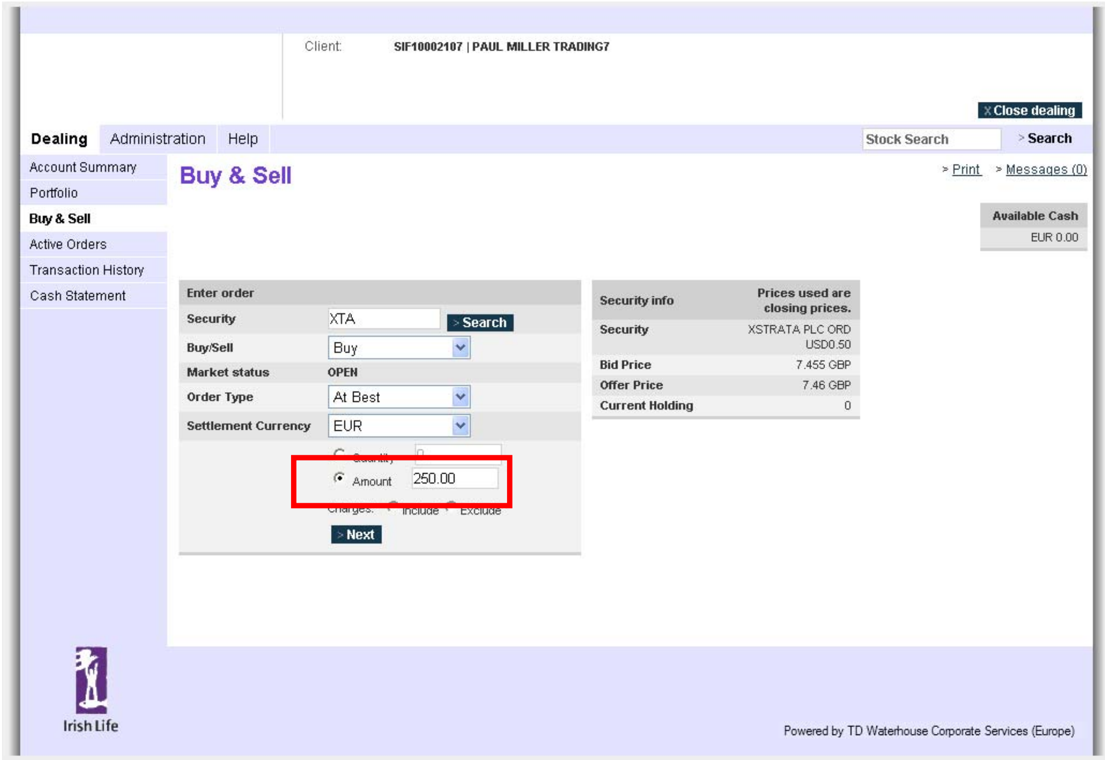
4.2 Limit Order Expiry

When a limit order expires a secure message will be sent to the client showing details of the order:



4.3 Raise and Invest Orders (Not Funds)

Raise and invest orders may be entered by specifying an amount for the order rather than a quantity;

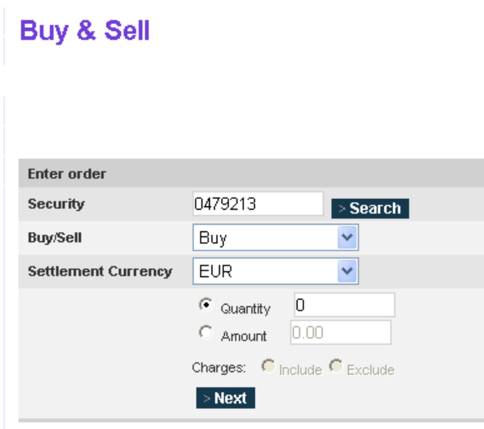


When entering a raise and invest order a user must specify whether or not to include any dealing charges when calculating the raise and invest amount.

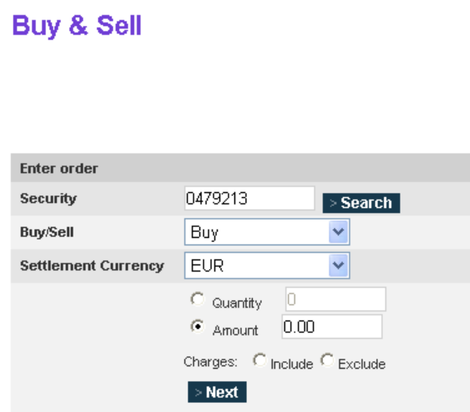
Trade review and confirmation from this point are the same as for an at best/limit order.

As with equity orders, the user may enter a fund order as a ‘raise and invest’ or ‘unit amount’ trade request. There is no limit offering on this order type.

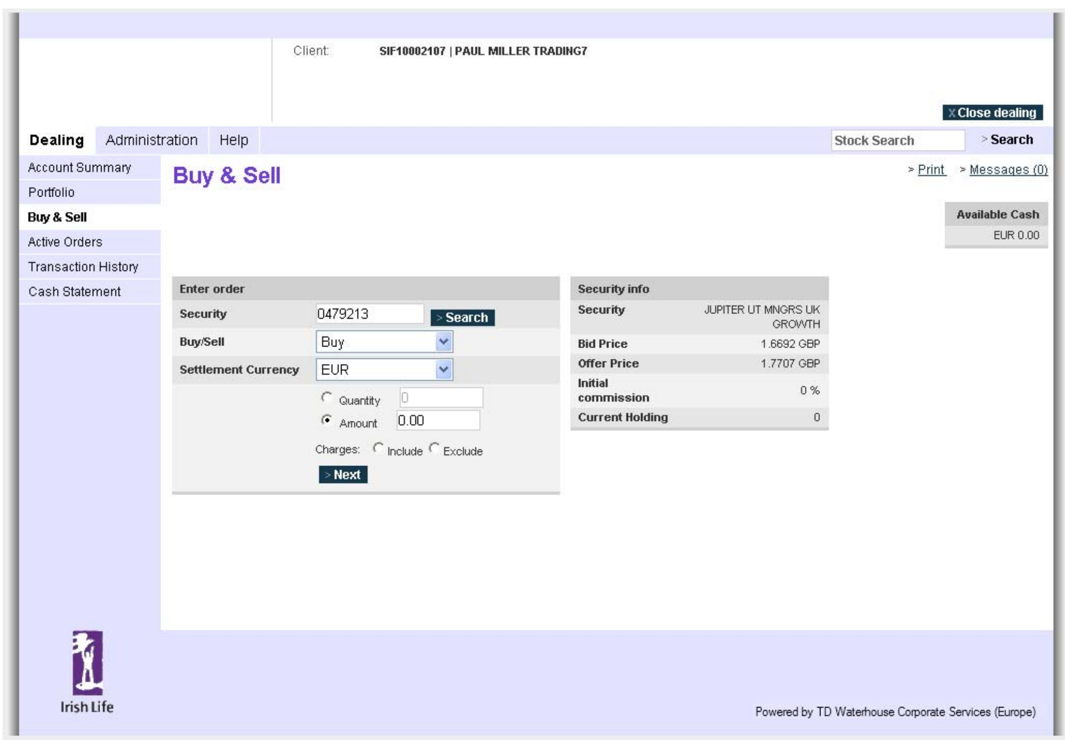
Quantity based order



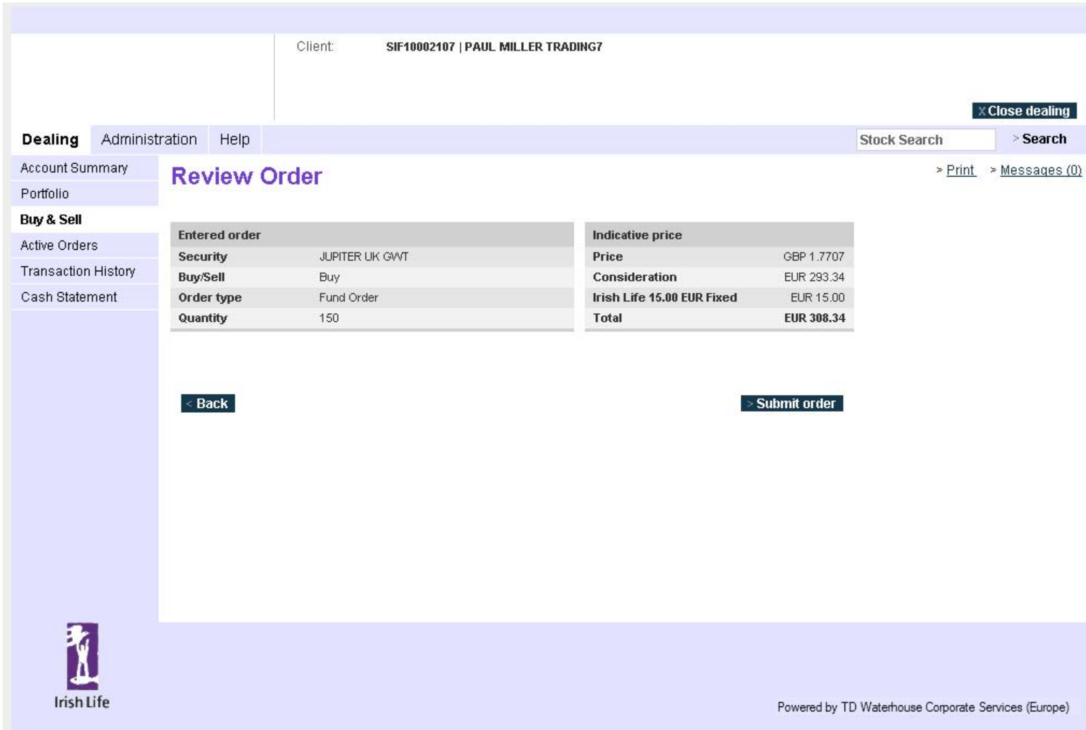
Raise and Invest Order



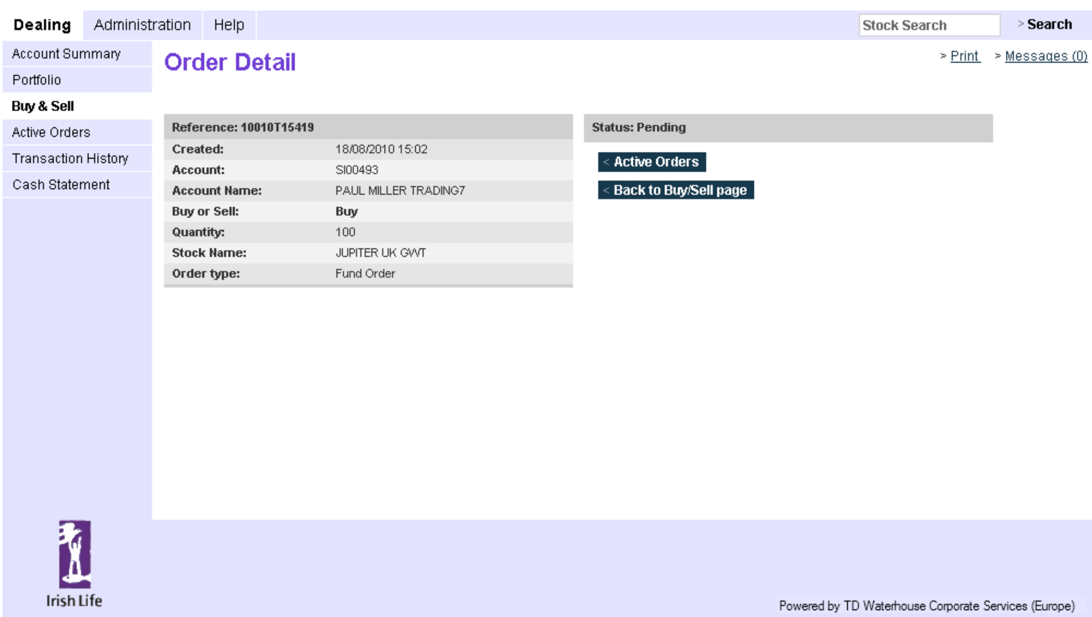
Full Order Input Screen



Clicking on Next brings up the Review Order window:



From here the user may either go back and amend the order or choose to submit the order. If the order is successfully placed then the Trade Confirmation window is shown:

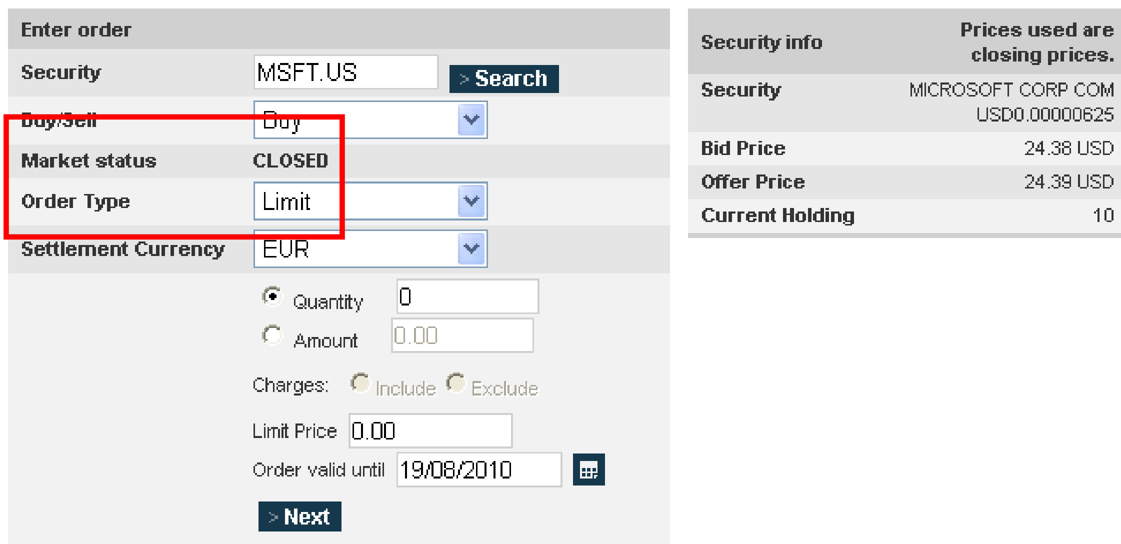


There are slight differences in the way the Online Execution-Only Account handles trades for international stocks (non-UK and Irish stocks).

- Prices are displayed in the underlying currency of the stock.
- If the market is open then an at best order or limit may be placed. This will not be executed immediately but will go onto a dealer queue for execution by a dealer.
- A corresponding FX order will automatically be generated if required.

If the user enters an order for a stock where the underlying market is closed:

- The Market Status is shown as 'Closed'
- The user may only enter a limit order.



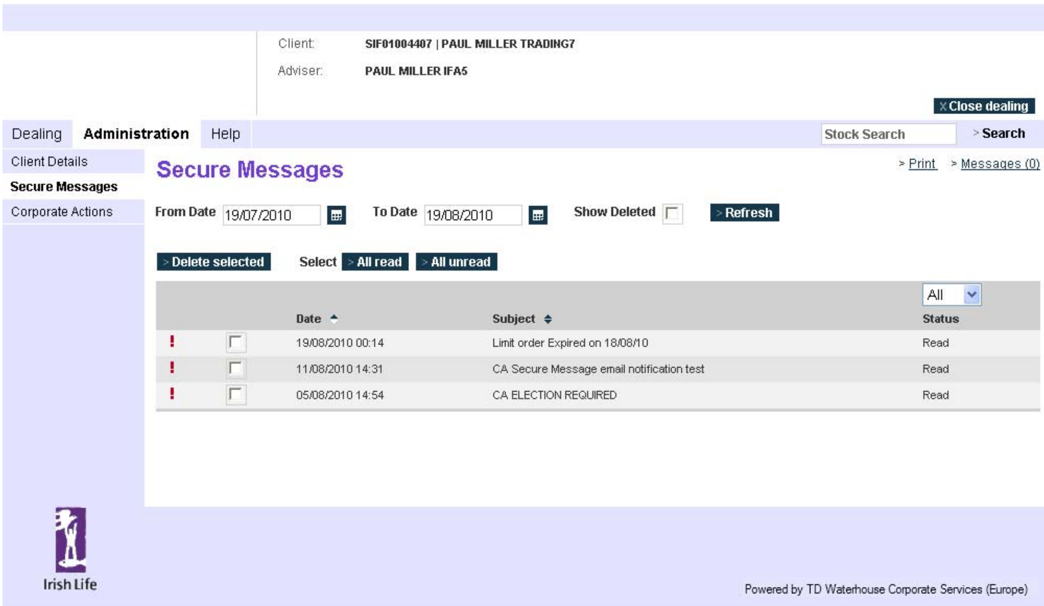
This will go onto a dealer queue for manual execution once the markets open. Until the order is executed the order will display as pending in the Active Orders List and may be cancelled:

Reference	Date	Type	Symbol	Stock Name	Order Type	Quantity	Price	Status	
10010T15443	19/08/2010 08:36	Buy	MSFT	MICROSOFT CORP	Limit	50	22.00 USD	Pending	

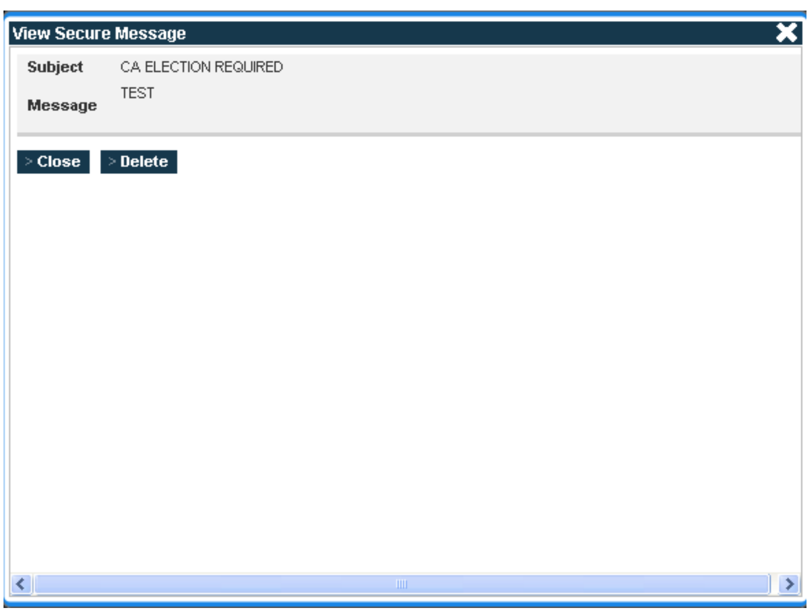
5 Capturing Corporate Actions Responses

5.1 Notification of a Corporate Action

Notification that a user is required to respond to a corporate action will come through a secure message. The user may access their secure messages through the Administration menu:



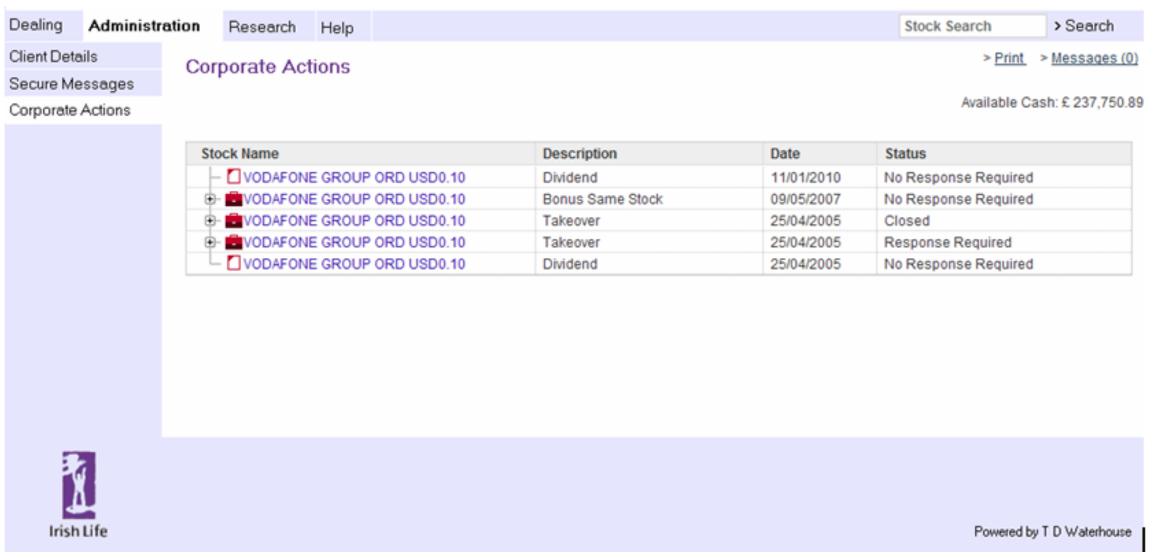
To view a secure message the user double clicks on the message line:



To delete the secure message the user can either click on the Delete button when viewing the message or the user may delete multiple secure messages by selecting them in the Secure Message page.

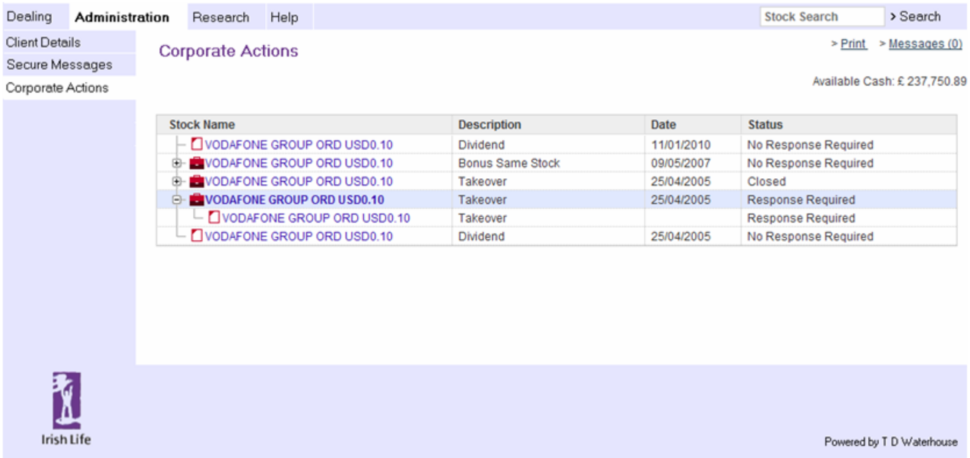
5.2 Viewing and Responding to Corporate Actions

A user may view any corporate actions that relate to their policy through the corporate actions page. This is accessed through the Administration menu.

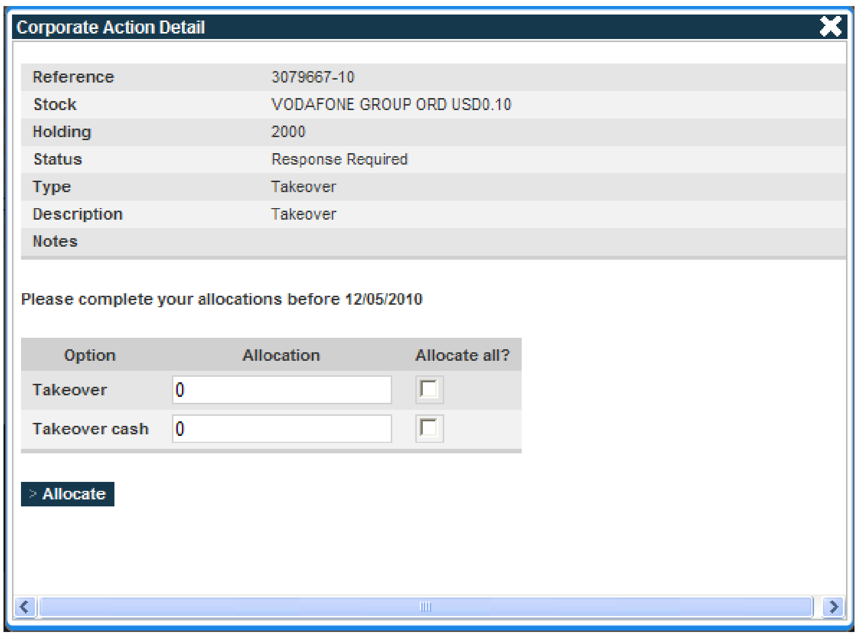


Field	Description
Stock Name	The name of the stock.
Description	The description of the corporate action.
Date	Corporate Action date.
Status	The current status, one of: **No Response Required** – no response is required from the user. **Closed** – The corporate action is closed. **Response Required** – the user is required to make a response. **Response Received -** the response to the corporate action has been received.

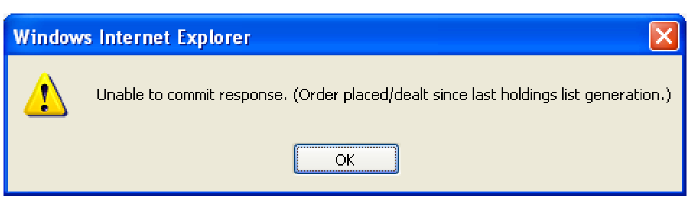
This shows the details of all corporate actions that are relevant to the client. Clicking on one of the actions expands the action to show the options:



Clicking on the underlying option will show details of the option. If the user is required to make a response then they may enter their response from this window:



Please note that when you click on allocate it will not close the Corporate Action Detail window. To close the window, please click on the X on the window. The action should have a status of "Response Received" if you have made an allocation. If for any reason the response fails to be committed then an error dialog is shown with an appropriate error message:

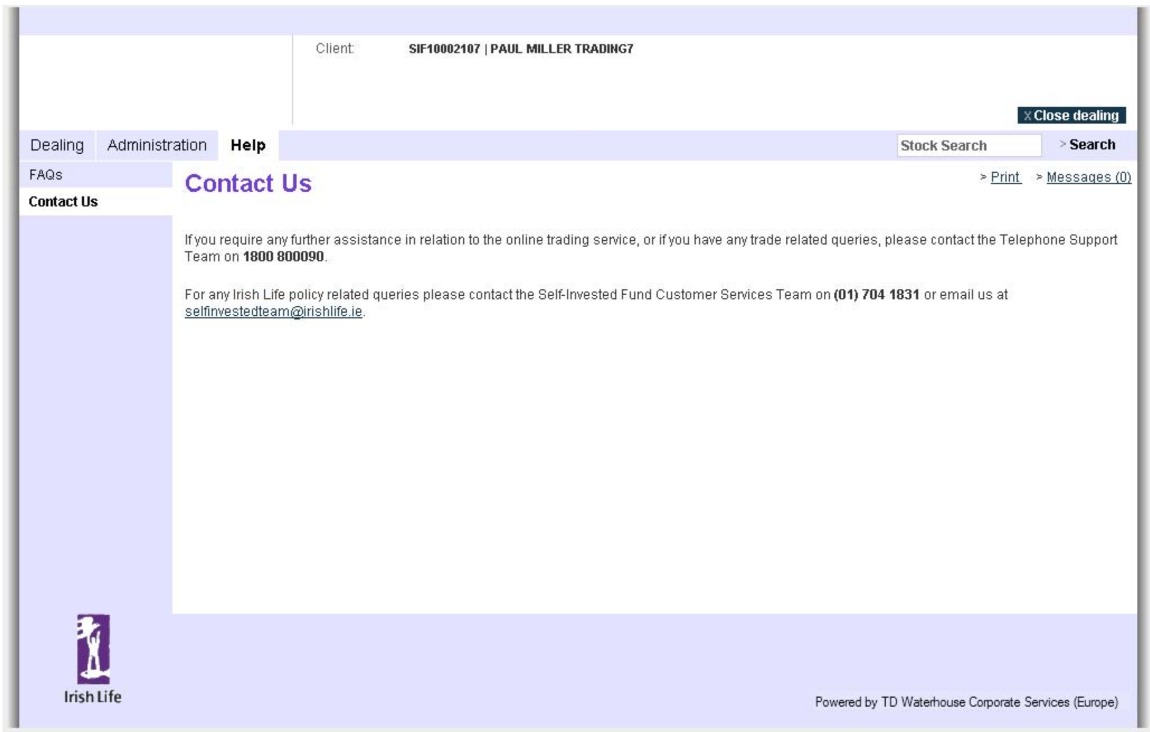


6 Contact Us Page

The Contact Us page is accessed through the Help menu. This page allows a user to view contact details for the client without having to leave the Online Execution-Only Account.

Two sets of contact details will be displayed (group email address and phone number):

- Trade queries
- Non trade queries

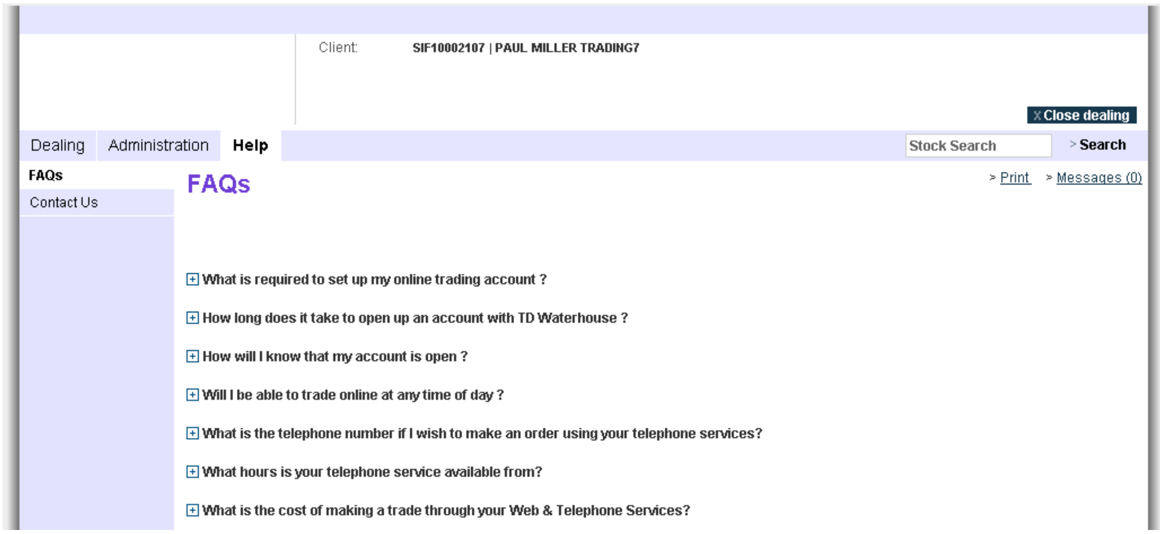


7 Other Pages

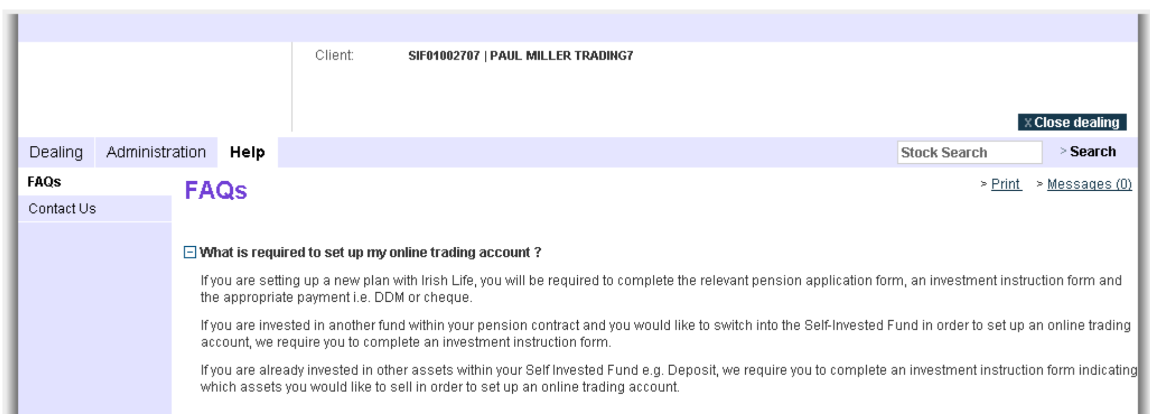
7.1 Client Details

The Client Details page is accessed from the Administration menu. It shows some basic client information. It is a view only page and the customer may not edit the information displayed. Amendments must be requested through the Irish Life Self Invested Fund Customer Service team.

The FAQs page is accessed through the Help menu. It is designed to aid the Irish Life customer through some of the questions that may arise through their usage of the Online Execution-Only Account.



Each question can be expanded upon by clicking on the ⊞ button –



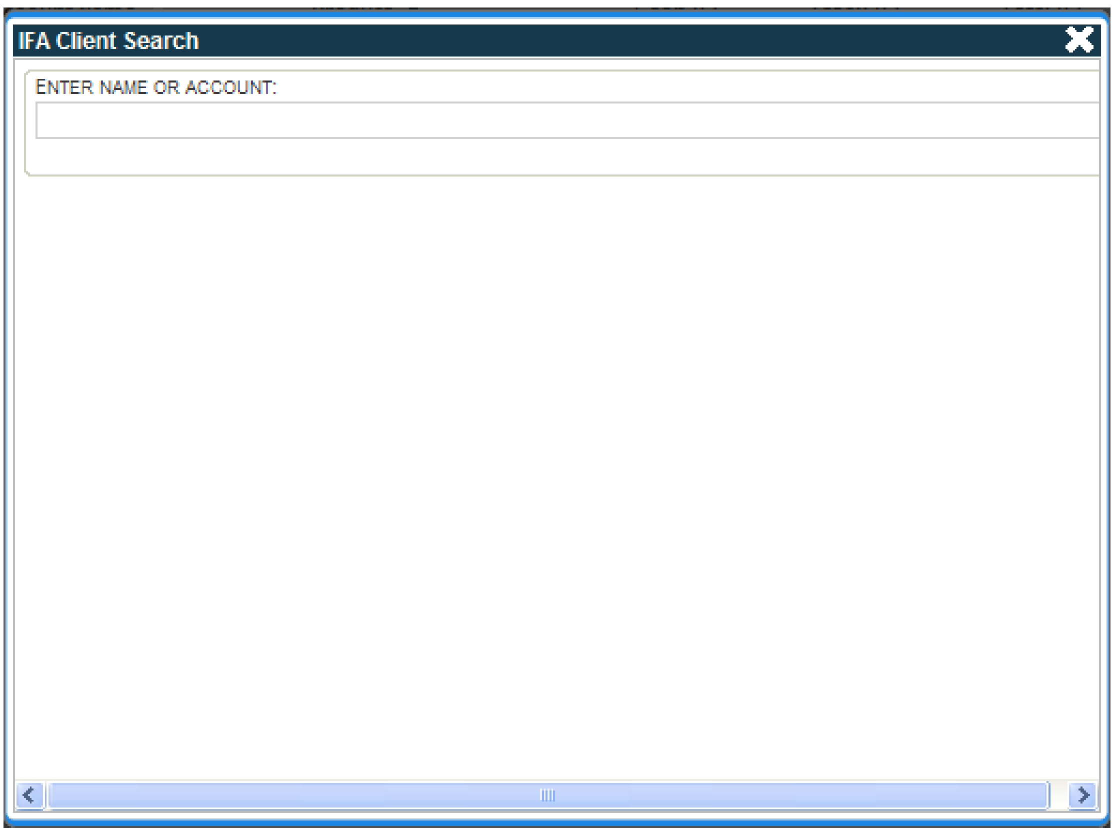
The boxes can be minimised by then clicking on the ⊟ button.

8 Broker Functionality

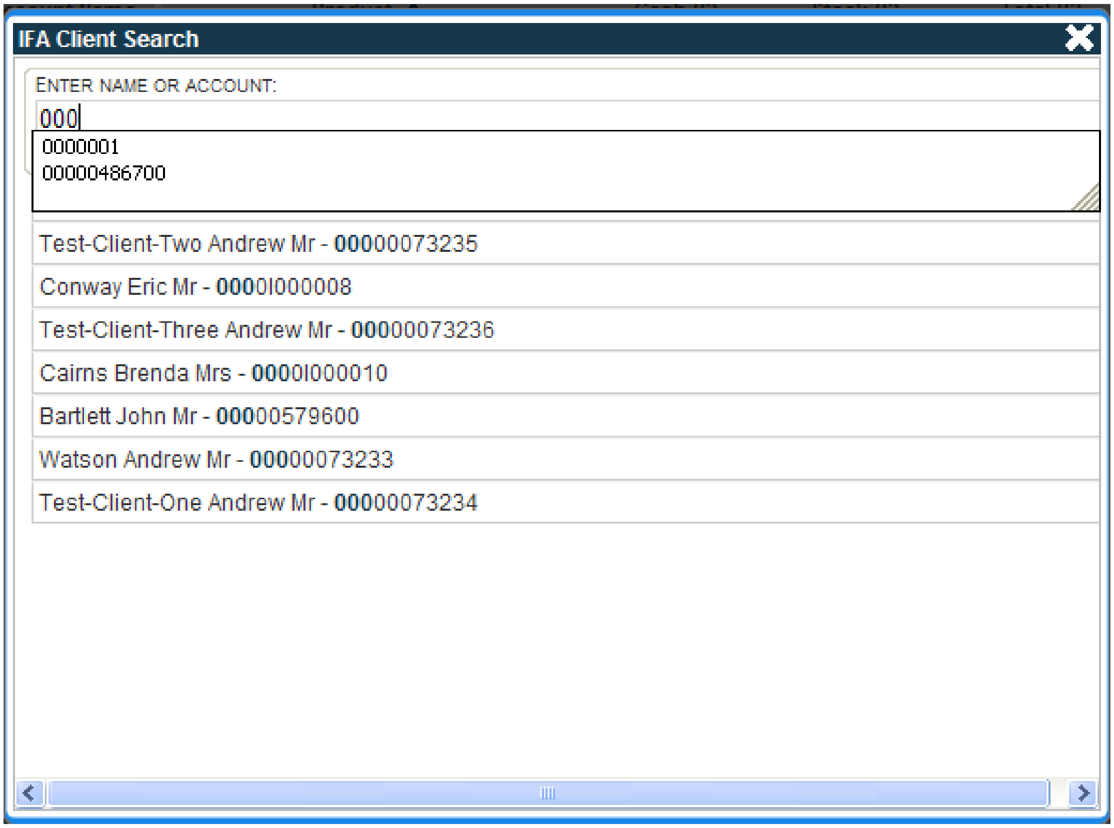
Some extra functionality is available if the user logged on is identified as a Broker. On the header of each page the name of the Broker is shown with the client name. There is also a 'Client Lookup' button.

8.1 Client Lookup

To access a different client the 'Client Lookup' is used. Clicking on this button brings up the client search window:



When the surname or policy number is entered into this box a list will be displayed showing matching client policies. Please note that the broker will need to log in separately to view all clients that the broker has viewing access for and all clients that the broker has trading authority for.



Clicking on any of the rows in the list will then load that client into the Online Execution-Only Account.

For more information on our execution-only trading service please see "Your Guide to your Self-Invested Fund".

Irish Life Assurance plc is regulated by the Financial Regulator.
TD Waterhouse Corporate Services (Europe) is a trading name of TDWCS LLP which is authorised and regulated by the Financial Services Authority (FSA) in the UK.

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