

# Irish Life

## complaints charter

Irish Life is committed to delivering the highest level of service to all our customers. We hope you never have any reason to complain to us, but if you do, we want to hear from you.

### What can you expect?

- We will deal with all complaints promptly, professionally and fairly.
- All complaints are recorded, monitored for progress and tracked to conclusion.
- We will give an explanation and apology where we have made a mistake.
- We will identify the cause of the complaint and put measures in place as far as possible, to make sure it does not happen again.

### How can you make a complaint?

You can make a complaint by phone, email, fax, post or in person. You can contact us in any of the following ways,

- phone our customer service team on **01 704 1010**
- write to us at Irish Life, Customer Service Concerns Freepost, Lower Abbey Street, Dublin 1
- send a fax to 01 704 1900
- email us at [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie)
- call to the Irish Life Visitor Centre, Lower Abbey Street, Dublin 1.

If you are writing, faxing or emailing your complaint, please provide your phone number so we can discuss your complaint with you.

### What will happen next?

We will acknowledge your complaint immediately if you phone or email us and within one day if you contact us in writing or by fax. You will be given the name of the person who will deal with your complaint.

### How long will it take to resolve my complaint?

Our target is to resolve all complaints within 10 working days. If this is not possible we will let you know when you can expect a full reply. We currently respond to 90% of all complaints within 10 working days.

### What if you are not satisfied with the outcome?

We will do our best to resolve this matter to your satisfaction through our internal complaints procedure. If you are not satisfied with the outcome of your complaint, you can request to have your complaint reviewed by the Financial Services Ombudsman's Bureau at 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

Lo-call: 1890 88 20 90

Fax: 01 662 0890

Email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

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

Taking your complaint to the Financial Services Ombudsman's Bureau will not affect your right to take legal action against us.

We are constantly striving to improve our complaints process and do this by asking customers who complain to complete a satisfaction survey.

