

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life



Years of
Experience

FREQUENTLY ASKED QUESTIONS

SELF-INVESTED FUND EXECUTION-ONLY TRADING ACCOUNT



Table of Contents

1. Introduction
2. How do I login to the Execution-Only Trading Account online?
3. Can I trade online at any time of the day?
4. When is the telephone service available?
5. What is required to place a trade via the telephone service?
6. What is the cost of executing an order through the Online & Telephone Services?
7. Who do I contact if I experience problems trying to place a trade on the Trading Account online?
8. How can I place a trade if the online service is unavailable?
9. What types of securities can I invest in?
10. On what markets/exchanges can equities and bonds be purchased?
11. What assets are not available through the service?
12. Where can I view the list of pre-approved funds?
13. What should I do if a fund I would like to invest in is not on the list of pre-approved funds?
14. Who do I contact if I need help making an investment decision and/or choosing a line of stock/ticker?
15. How can I book a Foreign Exchange (FX) order?
16. How are FX rates calculated?
17. What types of orders can I place?
18. Do I receive a firm price when I book an 'At Best' order?
19. How do I review orders that have not yet been executed?
20. How do I cancel an order that has not been executed?
21. How do I know when my trade has been actioned?
22. Why does the price my trade was executed at not match the current market price?
23. Where can I see the trade settlement date?
24. Why was my limit order only partially filled?
25. What currency is the portfolio valued in?
26. What currencies can I trade in?
27. How are the prices in the portfolio displayed?
28. How can I view a valuation statement?
29. How can I see how much cash I have available on the Trading Account?
30. What should I do if I receive an email advising that I have a secure message?
31. How do I increase the cash balance in the Trading Account?
32. Who do I contact if I have a query in relation to the Trading Account?
33. How do I change my Web login details e.g. password?
34. How do I change my personal details e.g. email address/mobile phone number?
35. How can I fund a Corporate Action?

1. Introduction

This document covers typical scenarios which may arise when you are using the Execution-Only Trading Account ("Trading Account") via the online and telephone services. We hope you will find this document useful. If you have any questions that are not covered in this document please speak to your Authorised Investment Adviser or contact the Self-Invested Fund team on 01 704 1832.

This guide can be used in conjunction with a separate Execution-Only Trading Account Web Users Guide.

For more information on our Execution-Only Trading Account please see "Your Guide to the Self-Invested Fund".

You can find all literature relating to the Self-Invested Fund (SIF) via your My Online Services account on www.irishlife.ie in the 'Self-Invested Fund Guides' section.

Please note that as the amount invested in the Execution-Only Trading Account will be part of your pension, all assets will be owned by Irish Life Assurance plc (Irish Life) and any restrictions that apply to the pension plan will apply to this account also (including in relation to permitted assets – see FAQ 8). Execution-only trading means that Irish Life, through our service provider Platform Securities, will buy and sell assets on your instruction.

The taxation treatment of investments will be in the context of Irish Life being the owner of the assets.

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

This is not intended to be an advertisement, it is an information guide for clients who have selected the Execution-Only Trading Account in the Self-Invested Fund (SIF).

[Back to Top](#)

2. How do I login to the Execution-Only Trading Account online?

New My Online Services account

When your plan is set up with Irish Life your My Online Services ID is sent to you by email. Your temporary password is sent by SMS to the mobile number you provided when setting up your plan.

You are required to enter your 10 digit My Online Services ID and the temporary password issued to you to access your account. On first login the system will prompt you to choose a new password and select a 6 digit PIN. When you login subsequently you will be required to enter your My Online Services ID, password and certain characters from your PIN.

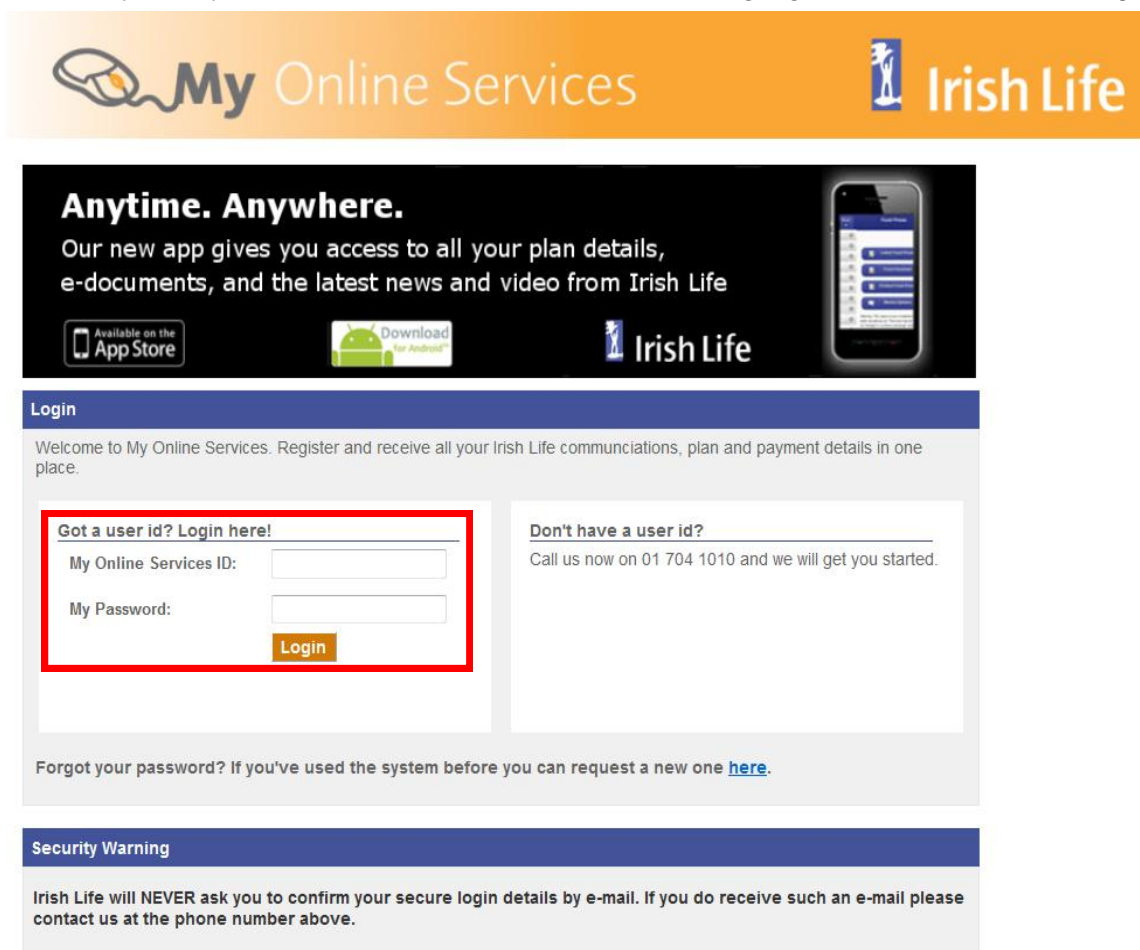
Accessing the Trading Account online

Once the Trading Account is set up you will receive notification by email. You can access the Trading Account online via your login to My Online Services.

Visit www.irishlife.ie and select the 'My Online Services – Logon' tab at the top of the screen.



Then enter your My Online Services ID and Password as highlighted below and click 'Login'.



Anytime. Anywhere.
Our new app gives you access to all your plan details, e-documents, and the latest news and video from Irish Life

Available on the App Store | Download for Android | Irish Life

Login

Welcome to My Online Services. Register and receive all your Irish Life communications, plan and payment details in one place.

Got a user id? Login here!

My Online Services ID:

My Password:


Login


Don't have a user id?
Call us now on 01 704 1010 and we will get you started.

Forgot your password? If you've used the system before you can request a new one [here](#).

Security Warning

Irish Life will NEVER ask you to confirm your secure login details by e-mail. If you do receive such an e-mail please contact us at the phone number above.

 **My** Online Services

 **Irish Life**

Your PIN



Enter the following numbers from your 6-digit PIN

Enter the 4th number:

Enter the 2nd number:

Enter the 5th number:

Next

My Plans

▼

My Online Services

Print Page

Log Out

welcome to Irish Life's Customer Online Services.

You last used Online Services on 02/12/2014 16:36.

Preferences

Paperless

Email/SMS Alerts

My Plans


My Documents

Customer Service Forms


My Irish Life Plans

PLAN ID	PRODUCT	STATUS
	Complete Solutions bond for personal pensions	Current

Can't see a plan? Call Customer Service +353 (0)1 704 1010



Online Services



Irish Life

My Plans

▼

Plan

- Complete Solutions bond for personal pensions

Print Page

Log Out

Plan Summary
Documents
Plan Values
Investment History
Fund Performance
Projected Values
Fund Switching
Quotation History
Withdraw Funds
Payment Details
Claim History
Servicing Agent

Plan Summary

Status	IN FORCE	Plan Assigned	No
Plan Owner 1		Plan Owner 2	
Life Assured 1		Life Assured 2	
Start Date	18/01/2011	Paid To Date	N/A
Inflation Protection	N/A	Maturity Date	09/01/2045
Maturity Age	65		

Your Details

Life Assured 1

Name		Gender	Male
Smoker	No		

Plan Owner

Name	
------	--

At the bottom of the page (as highlighted) is the link through to the Trading Account. Each time you login you will be required to read and accept the disclaimer under the 'Online Trading' button. Once you tick the box you may click on the 'Online Trading' button and this will bring you into the Trading Account. This opens the Trading Account in a new window on the Platform Securities website. As this system utilises a single sign on validation system there will be no need to re-enter any log on details.

If the Trading Account is inactive for more than 10 minutes you will be automatically logged out.

FUND NAME	UNITS	UNIT PRICE @ 30/11/2014	CURRENT VALUE
Self-Invested Fund	5221013.86	€0.00001	€52.21
		Current Value	€52.21
		Transfer Value	€52.21

Values are based on fund prices at 30/11/2014

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

Pension plans can't normally be encashed before retirement, please check your plans terms and conditions for exact details.

Benefits payable under pension plans are subject to Revenue restrictions, please check your plans terms and conditions for further details.

The current value of your plan is the value paid out in the event of your death prior to claiming your benefits.

The transfer value of your plan is the value paid to you when you claim your retirement benefits.

Funds

Self Invested Fund (SIF)

The value of the SIF shown above is indicative only and is based on a valuation of assets as at 01/11/2014. It takes into account new contributions paid into, and withdrawals taken from, the fund up to 30/11/2014. However, other than in exceptional circumstances it does not take into account any costs paid or incomes received by the SIF or any revaluation of assets which may have occurred since 01/11/2014.

The following facilities are available to you:

[Valuation Report](#)

PDF opens in a new window.

[Online Trading](#)

Start online trading with your execution-only account. This opens the trading application in a new window.

☐ I understand that this is an execution-only facility and that Irish Life, or its tied insurance agents, will not provide me with any investment advice in relation to the trades I carry out through this facility. I confirm that any advice I have received in relation to any trades I will place through this facility has not come from an employee of Irish Life or a tied insurance agent of Irish Life.

Please note a full valuation of your overall Self-Invested Fund (including the valuation of the Trading Account assets and any other funds in your portfolio e.g. liquidity account) can be viewed by clicking on the 'Valuation Report' button.

Client: SIF000CD

[Close dealing](#)

Dealing Administration Help

Account Summary **Account Summary**

Portfolio

Buy & Sell

Active Orders

Transaction History

Cash Statement

Available Cash: € 2.66

Account Name	Cash	Stock	Total	Active Orders
	€ 2.66	€ 250.37	€ 253.03	0

Irish Life

Powered by Platform Securities LLP

[Back to Top](#)

3. Can I trade online at any time of the day?

You can login to the Trading Account at any time of the day however, orders placed outside UK business hours 08.00 - 17.30 Monday to Friday (excluding UK bank holidays) will not be acted upon until the next business day. If you trade during UK business hours and the exchange that you are trading on is closed, your order will be acted upon when the relevant exchange is next open.

[Back to Top](#)

4. When is the telephone service available?

Orders can be placed via the Platform Securities telephone service from 08.00 – 17.30 Monday to Friday (excluding UK bank holidays). If you place an order over the phone for an exchange that is closed at the time your order is placed, the trade will be acted upon when the relevant exchange is next open.

If the trade is executed outside of UK business hours the order details will be updated on the account on the following UK business day.

[Back to Top](#)

5. What is required to place a trade via the telephone service?

You must have the Trading Account reference. You must also have either the stock Sedol or ticker. The Trading Account reference can be found at the top of the screen when you login to the Trading Account online.

The free phone telephone number for placing telephone trades is 1800 800 090.

[Back to Top](#)

6. What is the cost of executing an order through the Online & Telephone Services?

The cost of trading online is €15 per trade.

The cost of trading using the telephone service is €30 per trade.

Certain supplemental and/or third party charges may apply for trades/transactions. Please see 'Your Guide to the Self-Invested Fund' for more details.

[Back to Top](#)

7. Who do I contact if I experience problems trying to place a trade on the Trading Account online?

If you have difficulties placing a trade please call 1800 800 090 quoting the Trading Account reference (which can be located at the top of the screen when you login to the Trading Account) and the ticker of the shares you wish to trade. Please advise the Platform Securities Customer Service Team of the difficulty you are experiencing*. The team may take your order over the phone if they are unable to resolve the matter.

If Platform Securities are unable to resolve matters please call the Self-Invested Fund team on 01 704 1832.

**It is always best practice to retain details/screen dumps of any difficulties you experience whilst trying to place a trade. This will allow us to perform a full investigation into the error event.*

[Back to Top](#)

8. How can I place a trade if the online service is unavailable?

If the website is unavailable you can place a telephone trade by calling the free phone number 1800 800 090. Please ensure that you have the Trading Account reference and the stock ticker or Sedol for the share(s) you wish to trade.

[Back to Top](#)

9. What types of securities can I invest in?

You can trade in shares and bonds listed on certain exchanges. You can also invest in approximately 2,000 pre-approved collective investments (funds). A list of approved funds can be found in the 'Self-Invested Fund Guides' section via My Online Services.

[Back to Top](#)

10. On what markets/exchanges can equities and bonds be purchased?

You have access to a number of markets/exchanges including:

- Ireland, United Kingdom and some other EU member states
- USA & Canada
- Australia & New Zealand
- Japan, Hong Kong & Singapore
- Switzerland & Norway

You can view the full list of approved exchanges in the 'Self-Invested Fund Guides' section via My Online Services. This list also sets out the market codes for your convenience.

[Back to Top](#)

11. What assets are not available through the service?

For legal and practical reasons we can only hold investments which meet certain conditions. For further details please refer to the Self-Invested Fund guide.

If restricted assets are purchased in error, Irish Life reserves the right to sell these assets immediately. The timing of any sales will be at Irish Life's discretion and we will not be liable for any loss incurred. In circumstances where assets are deemed no longer permitted under Irish Life company guidelines, Irish Life reserves the right to sell said investments which will no longer be available on the trading platform.

[Back to Top](#)

12. Where can I view the list of pre-approved funds?

You can view the list of pre-approved funds in the 'Self-Invested Fund Guides' section via My Online Services.

[Back to Top](#)

13. What should I do if a fund I would like to invest in is not on the list of pre-approved funds?

If you would like to submit a request to have a fund added to the platform please send details of the fund including the fund name, Sedol/ISIN and prospectus (where available) to the Self-Invested Fund Customer Service team at selfinvestedteam@irishlife.ie.

Irish Life reserves the right to not add a fund to the trading platform.

In circumstances where assets are deemed no longer permitted under Irish Life company guidelines, Irish Life reserves the right to sell said investments which will no longer be available on the trading platform.

[Back to Top](#)

14. Who do I contact if I need help making an investment decision and/or choosing a line of stock/ticker?

This is an execution-only service via the Self-Invested Fund and we do not provide investment or any other advice in relation to the Execution-Only Trading Account. If you have any questions please contact your Authorised Investment Adviser.

All permitted securities and tickers can be found by using the stock search function when you login to the Trading Account. Our list of market codes can be used to identify the market that you wish to trade on where a share trades on more than one market.

[Back to Top](#)

15. How can I book a Foreign Exchange (FX) order?

All FX order must be placed using the telephone service. If you wish to place a FX order please call 1800 800 090.

[Back to Top](#)

16. How are FX rates calculated?

Platform Securities receive FX rates each morning. Platform Securities add on their margin of 0.35% to calculate their daily FX rate, this margin is subject to change without notice. The same rate is used throughout the day on all FX trades or market trades that require a FX transaction for settlement.

17. What types of orders can I place?

You can place 'At Best' or 'Limit' orders.

'At Best' orders can only be placed online if the market you are trading on is open and you are trading during UK business hours.

Alternatively, if you wish to place an 'At Best' order when an exchange is 'closed' you can do so by using the telephone service. The order will be placed on the order book by Platform Securities and actioned when the relevant exchange is next open.

If you place your order online and the relevant exchange is 'closed' or your trade is entered outside UK business hours you can only place a 'Limit' order.

Orders placed outside UK business hours will be acted upon the next business day.

When you select a 'Limit' order, the order will automatically be good for a day however you have the option to change the date when placing the order in the 'Order valid until' section.

[Back to Top](#)

18. Do I receive a firm price when I book an 'At Best' order?

You may be provided with 'firm' prices for certain securities. In these instances you will have 15 seconds to accept or reject the quote displayed on the screen. If you do not accept the trade within the time specified the quote will automatically expire. On rare occasions a market maker may withdraw or pull a quote during the countdown period even if you feel you have accepted the trade. As such you should always check to ensure that the trade has been executed. You can also check the status of a trade in the 'Active Orders' screen.

Where a firm price is not available you will be provided with an indicative price in the 'Review Order' screen. The indicative price is typically the close price, the last traded price or the latest price received by Platform Securities.

The price at which you are subsequently dealt may be materially different to the indicative price.


[Back to Top](#)

19. How do I review orders that have not yet been executed?

Any order that has not been executed can be found in the 'Active Orders' tab along with the status of the trade until the trade is executed, cancelled or rejected by Platform Securities. You can retrieve full details of the trade by clicking on the trade reference.

[Back to Top](#)

20. How do I cancel an order that has not been executed?

Any live order that has not been executed can be found in the 'Active Orders' tab along with the status of the trade. You can cancel a pending order by selecting the  link on the far right hand side of the trade. It is important to note that in the event that your order has been filled or partially filled before you instruct the trade cancellation, only the undealt part may be cancelled. Platform Securities will endeavor to cancel your order as soon as is reasonably possible but cannot guarantee your request will be actioned immediately. Please note any request to cancel an order cannot be guaranteed and will only be confirmed once the status of your order has changed to 'Cancelled'.

[Back to Top](#)

21. How do I know when my trade has been actioned?

The status of your trade will show as 'Executed' in the 'Active Orders' screen on the day that the trade is executed.

Trade details for executed trades are only available in the 'Active Orders' screen up until the close of business on the day of execution.

You can view all executed trades in the 'Transaction History' section. Full details of the trade can be obtained by clicking on the trade reference.

[Back to Top](#)

22. Why does the price my trade was executed at not match the current market price?

Foreign trades (non-Irish/UK trades) are subject to market maker charges. These charges may vary depending on the overseas exchange. The price received in the market is the gross price. The price that appears on your contract note is what is referred to as the net price, which is the price achieved inclusive of market maker charges.

Please note when placing a Limit Order on an overseas exchange the market maker charges should be taken into consideration when inputting your limit price.

You can request a copy of these charges by contacting the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

[Back to Top](#)

23. Where can I see the trade settlement date?

You can find the trade settlement date in the 'Transaction History' tab by clicking on the trade reference.

[Back to Top](#)

24. Why was my limit order only partially filled?

On receipt of an order, if a stock is traded on more than one exchange the trader typically places the trade on the main stock exchange or the most liquid. Orders are transacted as they are placed and as a result there may be instances where your order is only partially filled.

It is also important to note that when trading at a limit there is always the risk of a small fill. This can occur when the price moves temporarily to the limit set, unfortunately this is unavoidable in the case of limit orders.

[Back to Top](#)

25. What currency is the portfolio valued in?

The portfolio is valued in euro. The book costs and values are quoted in euro however the share price is quoted in the base currency of each line of stock held. The stock currency is included in the portfolio section when viewing the Trading Account online.

[Back to Top](#)

26. What currencies can I trade in?

You can trade assets in a large number of currencies but there are only three settlement currencies available for the Trading Account: euro, US dollar and sterling.

Along with the three settlement currencies there are currently four additional currencies that funds can be held in: Canadian dollar, Hong Kong dollar, Japanese yen and Swiss francs.

[Back to Top](#)

27. How are the prices in the portfolio displayed?

Irish & UK prices displayed are 15 minutes delayed. All other prices are the previous days' closing price.

[Back to Top](#)

28. How can I view a valuation statement?

You can export your valuation at any stage by selecting the portfolio tab and selecting either the download (excel download) or PDF tab on the right hand side of the page above the valuation. It is recommended that you save these statements for future reference as you will not be able to produce backdated valuation statements.

[Back to Top](#)

29. How can I see how much cash I have available on the Trading Account?

When you login to the Trading Account, an available cash balance will appear on the right hand side of each page. If you have difficulty logging into the account or understanding the balances please call the Self-Invested Fund team on 01 704 1832.

[Back to Top](#)

30. What should I do if I receive an email advising that I have a secure message?

You will need to log into the Trading Account and click on the 'Administration' tab, then select the 'Secure Messages' tab. All messages that require your attention can be viewed in this section.

[Back to Top](#)

31. How do I increase the cash balance in the Trading Account?

There are a number of ways that you can increase the cash balance on the Trading Account:

- Sell some of the holdings/assets from the Trading Account.
- Transfer funds available in your Self-Invested Fund Liquidity Account.
- Sell some of the assets in your SIF and transfer funds in to the Trading Account.
- Switch units from another unit-linked fund that you are invested in within your pension plan into your SIF and transfer funds in to the Trading Account.
- Top-up your plan (this option is not available for all plan types).

For more information please contact your Authorised Investment Adviser or the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

[Back to Top](#)

32. Who do I contact if I have a query in relation to the Trading Account?

For trade related queries please call 1800 800 090.

All other plan and Trading Account queries should be directed to the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

[Back to Top](#)

33. How do I change my Web login details e.g. password?

You can change your details by calling the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

[Back to Top](#)

34. How do I change my personal details e.g. email address/mobile phone number?

You can change your plan/Trading Account details by calling the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

[Back to Top](#)

35. How can I fund a Corporate Action?

Please ensure there are adequate funds available to take up Corporate Actions such as rights issues. You can check the account balance at any stage by logging into the Trading Account. The 'Account Summary' tab details all available cash. If you do not have adequate available cash on the Trading Account there are a number of options available to you to generate the cash required to fund a corporate action:

- Sell some of the holdings/assets from the Trading Account.
- Transfer funds available in your Self-Invested Fund Liquidity Account.
- Sell some of the assets in your SIF and transfer funds in to the Trading Account.
- Switch units from another unit-linked fund that you are invested in within your pension plan into your SIF and transfer funds into the Trading Account.
- Top-up your plan (this option is not available for all plan types).

If you elect to take up a Corporate Action but you do not have adequate funds at the time the action takes place the cash balance on the Trading Account will go into overdraft. It is important that you take into account any pending corporate actions when you are placing trades to ensure that the account does not go into overdraft when the corporate action event is settled.

If you go into an overdraft on the Trading Account we will transfer funds from your Self-invested Fund liquidity account to clear the overdraft. If this causes your liquidity account balance to go into overdraft you may incur overdraft interest charges or we may sell assets as a result.

If you have any queries in relation to the funding of Corporate Actions please contact the Self-Invested Fund team on 01 704 1832.

[Back to Top](#)

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Irish Life |  Years of
Experience

CONTACT US

SELF-INVESTED FUND TEAM E-MAIL:

selfinvestedteam@irishlife.ie

WEBSITE:

www.irishlife.ie

PHONE US:

Self-Invested Fund Customer Service
Irish Life Customer Service
Execution-only trading account telephone service

01 704 1832
01 704 1010 (Queries about Irish Life funds other than Self-Invested Fund)
1800 800 090

SELF-INVESTED FUND TEAM FAX:

01 704 1988

WRITE TO US: Irish Life Assurance plc, Lower Abbey Street, Dublin 1.

Irish Life Assurance plc is regulated by the Central Bank of Ireland. Irish Life Assurance plc, registered in Ireland number 152576, VAT number 9F55923G.