



Irish Life Financial Services Ltd

Terms of business



Irish Life Financial Services Ltd
Lower Abbey Street
Dublin 1
Phone: 01 704 1010

You can phone us:
Monday to Thursday - 8am to 8pm
Friday - 10am to 6pm
Saturday - 9am to 1pm

These terms of business set out how we (Irish Life Financial Services Ltd) (ILFS) will provide business services to you as a customer.

- a. Our name, address, and contact details are set out at the top of this document.
- b. ILFS is a wholly owned subsidiary of Irish Life Ltd.
- c. Irish Life Financial Services is authorised to act as a mortgage intermediary in accordance with Section 116 of the Consumer Credit Act, 1995 (as amended) and as a Multi - agency Intermediary and deposit broker under Section 10 of the Investment Intermediaries Act, 1995 (as amended) and is a tied insurance agent of Irish Life Assurance plc (Irish Life). ILFS is registered on the Insurance Mediation register on www.centralbank.ie. Irish Life Financial Services and Irish Life are regulated by the Central Bank of Ireland.
- d. Irish Life Financial Services is subject to the Minimum Competency Code 2011 and the Consumer Protection Code 2012 which can be viewed on www.centralbank.ie.
- e. ILFS offers a range of products and services including life assurance, deposits, mortgages and investments. If you take part in a financial review with one of our employees, we will advise you on the products detailed below. If you then agree to buy a product following a financial review, we will arrange your application for the product. Our advice will be based on the full and accurate completion of a factfind, which we will ask you to certify.

f&g. Through our tied partnership with Irish Life we offer life insurance plans (including life assurance, specified illness cover, income protection, unit linked savings, investments, and pension plans), tracker bonds, and Personal Retirement Savings Accounts (PRSAs). This means we can only offer Irish Life's products.

Through our agency with Irish Life and **permanent tsb** p.l.c. we also currently offer their bank products and mortgages.

h. ILFS may receive commission and other payments from Irish Life or Banks that we have an agency with. Summary details of life assurance commission will be included in a Customer Information Notice (CIN) which you are legally entitled to receive before an application for a product is completed, and full details will be included with your welcome pack. As well as offering advice when you take out a plan, ILFS will also assist you with your queries in relation to your plans and offer you a financial review annually in return for the remuneration we receive. Details of bank commission are available upon request.

i. Data privacy

So that we can provide you with business services, you will have to give us personal information including your name, address, date of birth, and details about your financial arrangements such as your existing protection cover, pension arrangements, and your savings and investments. From time to time you will also need to give us sensitive personal information such as medical details. We will process all the personal information you give us in line with your rights under the Data Protection Acts 1988 to 2003.

We will only use this information to provide you with business services, to meet our legal and regulatory obligations, and for legitimate business reasons. For these purposes we may pass your personal information to third parties and to contractors where necessary, to regulatory authorities that need the information by law, to other companies and service providers with whom we have a data processing contract with and to any person your plan is transferred to.

You have the right to ask us not to send you this marketing material and, at any time you can 'opt out' of receiving marketing material from us. You have a right to see the information we hold on you and you can do this by writing to us at the address below. We may make a charge of up to €6.35 before we send you the information.

j. We will be fair, honest and professional in all our business dealings with you. We will take reasonable steps to avoid conflicts of interest. However if there is a conflict of interest we will let you know before proceeding to provide any business service. If you have not been advised on any such conflict you can assume that none arises.

k. ILFS will, if necessary, exercise its legal rights to receive any payments due to it, from customers for business services provided by it and to be reimbursed for any value obtained by it for customers arising from payments to it by customers which subsequently default.

Irish Life Assurance plc may withdraw benefits on default of payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions and at www.irishlife.ie

You should contact your lender if you fall behind with your mortgage repayments. Irish Life and **permanent tsb** p.l.c. will in any case contact you if you fall behind on your mortgage payments. Their procedures are aimed at assisting you, as far as they can, to repay your loan. Details from any branch or on their website at www.permanenttsb.ie

I. If you complain about our service, this is our process :

We will deal with all complaints promptly, professionally and fairly. 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 Complaints Management Team,
Freepost,
Lower Abbey Street,
Dublin 1
- Send a fax to 704 1900;
- Email us at customerservice@irishlife.ie;
or
- 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.

We will acknowledge your complaint within one day of receiving it. 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.

You may refer your complaint to the appropriate Ombudsman. Depending on your type of policy the appropriate Ombudsman may be the Financial Services Ombudsman, or certain cases may be dealt with by the Pensions Ombudsman.

Financial Services Ombudsman

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

Lo-call: 1890 88 20 90

Fax: 01 662 0890

E-mail: enquiries@financialombudsman.ie

Website: www.financialombudsman.ie

Office of the Pensions Ombudsman

36 Upper Mount Street, Dublin 2

Phone: 01 647 1650

Fax: 01 676 9577

E-mail: info@pensionombudsman.ie

Website: www.pensionsombudsman.ie

- m. ILFS is a member of the investor compensation scheme run by the Investor Compensation Company Limited. The scheme provides a way of paying certain investors compensation, subject to the relevant limits, if investors suffer financial loss caused by an investment firm being unable to meet its financial obligations (in other words, pay everything it owes). In the event that a right to compensation is established, the amount payable is the lesser of ninety per cent of your loss, which is recognised as being eligible for compensation, or €20,000.
- n. The effective date of these Terms of business is July 2012.

Irish Life Financial Services Ltd

Lower Abbey Street,
Dublin 1

Phone: 01 704 2000 – In the interest of customer service we will record and monitor calls

Fax: 01 704 1900

www.irishlife.ie

Registered in Ireland number 489221

Vat number 9767681L