

Customer Self Service



Log on to www.irishlife.ie and manage your plans
24 hours a day, 7 days a week.



Irish Life



What's Inside?

- The benefits of using Customer Self Service
- Getting started... Registration
- Using Customer Self Service
- Looking for a value
- Looking for a projected value
- Switching funds
- Fund performance and fund graphs
- Investment history
- Looking for an Annual Benefit Statement
- Want to change your PIN?

[Plan Summary](#)[Plan Values](#)[Fund Performance](#)[Investment History](#)[Fund Graphs](#)[Projected Values](#)[Fund Switching](#)[Benefit Details](#)[Risk Cost](#)[Payment Details](#)[Documents](#)[Claim History](#)[Employer Details](#)[Back To Menu](#)[Logout](#)



The benefits of using Customer Self Service

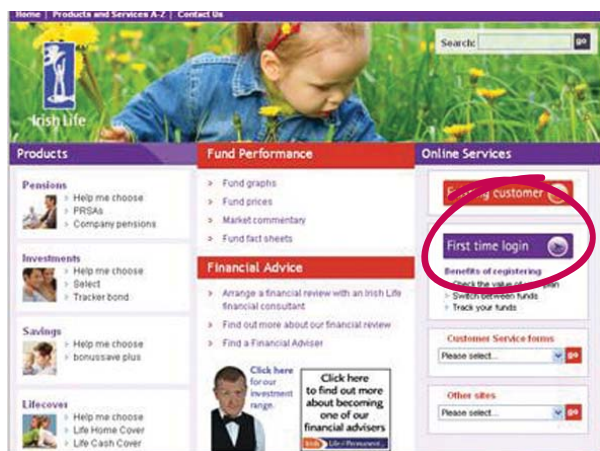
- Get up to date values
- Calculate projected values
- Fund prices and growth rates
- Graph and compare funds
- Switch funds online
- View plan details
- View total payments or claims made
- View plan benefits
- View Annual Benefit Statements
- Weekly investment updates
- Change your PIN
- Customer Service forms





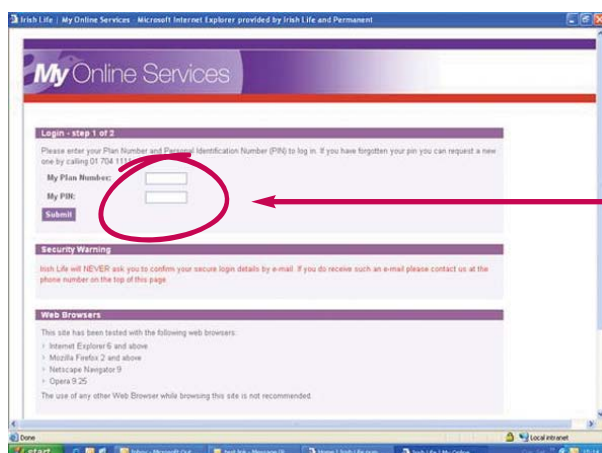
Getting started.... Registration

1. Log on to www.irishlife.ie and click on 'First time login'
You only need to register once.



2. Enter your plan number and PIN. The PIN is automatically posted to you when your plan is issued.

There is no paper work involved you can register online and access your plan details all in one go.



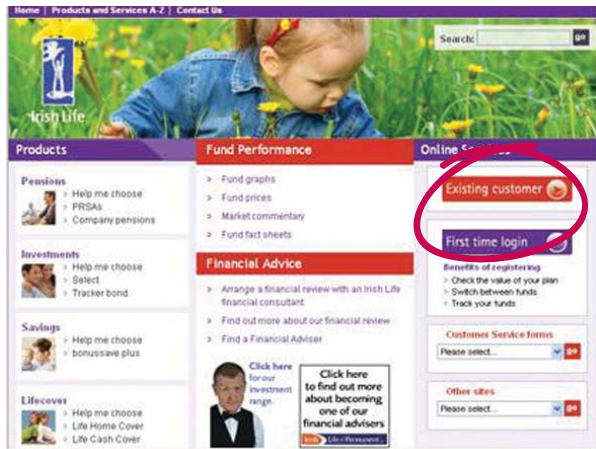
If you have lost or misplaced your PIN you can phone 01 704 1111 and order a new number. (You will need your plan number during this call)

In the interest of customer service, we will record or monitor calls.



Using Customer Self Service

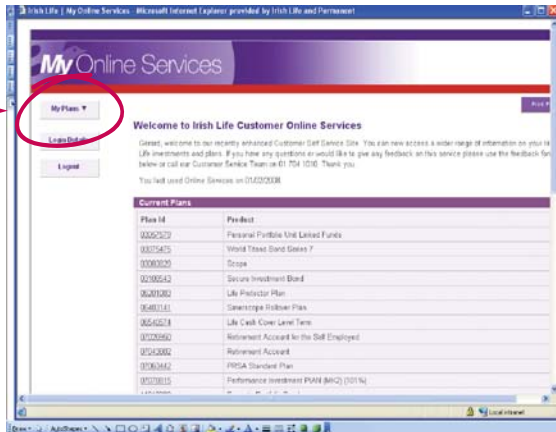
Now that you have registered click on 'Existing Customer' to use any of the services.





Looking for a value

Once logged in, the following screen appears:



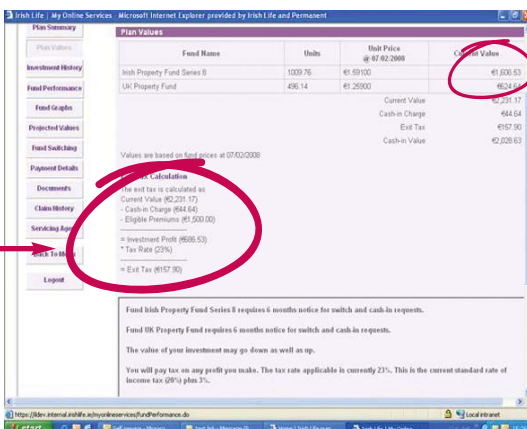
1. Click on 'My Plans'

2. Click on 'Plan value'.

You can see:

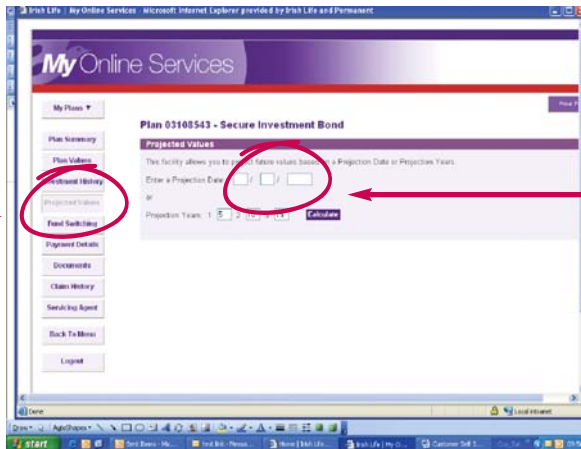
1. the value of your fund
2. fund prices
3. number of units.

If any tax applies we show you how it is calculated.



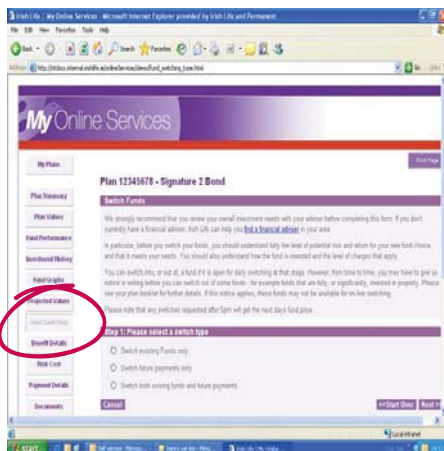
⇒ Looking for a projected value

1. Click on 'Projected values'.
2. Enter a date of your choice and the value will be calculated straight away.



⇒ Switch funds

To switch your funds click on "Fund switching". There's no paper work to complete, just follow the simple steps.





Fund performance and fund graphs

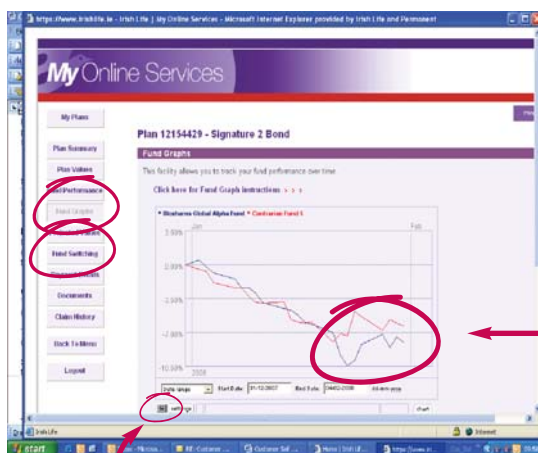
1. Click on 'Fund Performance', this shows how your funds have performed over different time frames, ranging from the last month's growth to the last 10 years.
2. Click on 'Fund Graphs', this allows you to graph any of our funds, showing how they have performed over your chosen time frame. More than one fund can be graphed at the same time, this allows you to visually compare fund growth rates.

Using fund graphs

Choose your funds ▼

Choose your timeframe ▼

Click on 'Chart' to show the graph



We recommend you graph no more than 5 funds at any one time.

TIP

Click here to detach the graph if you want to make it bigger or print it.

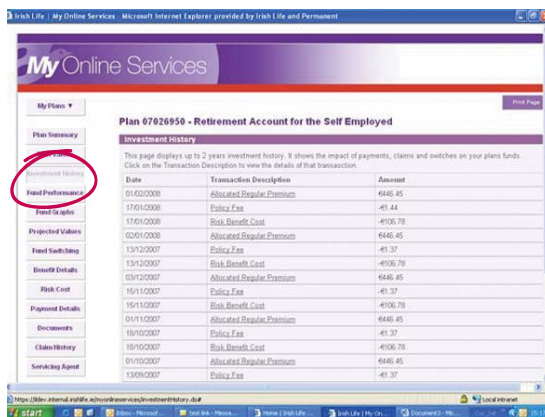
Warning: Past performance is not a reliable guide to future performance.



Investment history

1. Click on 'Investment history'

Here you can see how your fund value is affected by your payments, automatic incomes, withdrawals and switches.



MyOnline Services

Plan 07026950 - Retirement Account for the Self Employed

Investment History

This page displays up to 2 years investment history. It shows the impact of payments, claims and switches on your plans funds. Click on the Transaction Description to view the details of that transaction.

Date	Transaction Description	Amount
01/02/2008	Allocated Regular Premium	6446.45
17/01/2008	Policy Fee	-41.44
17/01/2008	Risk Benefit Cost	-4106.78
02/01/2008	Allocated Regular Premium	6446.45
13/12/2007	Policy Fee	-41.37
13/12/2007	Risk Benefit Cost	-4106.78
03/12/2007	Allocated Regular Premium	6446.45
16/11/2007	Policy Fee	-41.37
16/11/2007	Risk Benefit Cost	-4106.78
01/11/2007	Allocated Regular Premium	6446.45
18/10/2007	Policy Fee	-41.37
18/10/2007	Risk Benefit Cost	-4106.78
01/10/2007	Allocated Regular Premium	6446.45
13/09/2007	Policy Fee	-41.37





Looking for a copy of an Annual Benefit Statement?

Copies of your Annual Benefit Statements are stored on your secure site. Click on 'Documents' to print a copy.



Want to change your PIN?

Your PIN is sent out within 5 days of the plan schedule being issued. This is a 4 digit number.

You can change your PIN number to a number you will remember. This can be done online and the change takes affect immediately.

1. Simply click on 'Login details',
2. Confirm the PIN that Irish Life sent you,
3. Change it to any 4 digit number you want.