

# Protection Free Life Insurance





A HELPING HAND TO PROTECT YOUR LOVED-ONES  
FREE LIFE INSURANCE IS PROVIDED BY IRISH LIFE  
ASSURANCE PLC.



Help for what matters

✱ Ulster Bank

## FREE LIFE INSURANCE

 Aim	To give you a head start with your life insurance needs.
 Cost of cover	Absolutely free - you don't pay anything for the cover! When you apply, you must agree to receive updates on Irish Life's products and services by post, landline, mobile phone, text and email. You can change your mind and opt out of direct marketing at any time.
 Time period	12 months cover from the date you apply.
 Jargon-free	Yes.

Ulster Bank has selected Ireland's leading life and pensions provider, Irish Life, to provide its customers with Life Assurance products including pensions, protection, investments and regular savings unit linked life insurance plans. Irish Life is part of the Great-West Lifeco group of companies, one of the world's leading life insurance organisations.

### IMPORTANT NOTE

As the provider of this product, this booklet has been written by Irish Life to explain how the product works. So, any reference to 'we', 'our' or 'us' refers to Irish Life. Your Ulster Bank Financial Planning Manager can answer any questions you might have.

Information correct as of April 2018. For latest information, please see [www.irishlife.ie](http://www.irishlife.ie)

### COMMITTED TO PLAIN ENGLISH

There is no financial jargon in this booklet and everything you need to know is written in an upfront and honest way.



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All information including the Terms and Conditions of your plan will be provided in English. The information and figures quoted in this booklet are correct as at April 2018 but may change.

# Section 1

## INTRODUCTION

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Free Life Insurance is designed to give you a head start with your life insurance needs.

That means, as an Ulster Bank customer, we're giving you a helping hand, by giving €25,000 life cover for 12 months absolutely FREE!

### WHAT IS IT?

- Free Life Insurance gives €25,000 free life cover to you for 12 months.
- If you die within the 12 month period, it will pay out a lump sum of €25,000.
- You can also apply for dual cover where both lives have €25,000 free cover each.
- You can apply as long as you are aged between 18 and 45.
- You must agree to receive updates on Irish Life's products and services by post, landline, text and email. You can change your mind and opt out of direct marketing at any time.
- You do not need to make a payment and you will be covered instantly.
- To apply you must answer a qualifying health question.

### REMEMBER

€25,000 is usually only enough to cover immediate costs if something happens to you.

To make sure you have enough financial protection, you should talk to your Ulster Bank Financial Planning Manager or visit [www.irishlife.ie](http://www.irishlife.ie) to review your protection needs. You can do this in person or by phone, whichever suits you best. Just call Irish Life on 01 704 1010 and we'll be happy to help you.

### WHAT'S COVERED?

- You will be covered for €25,000 for 12 months from the date you apply for Free Life Insurance.
- If you die within this period we will pay out a lump sum of €25,000 to your estate.
- The plan will cover you for life cover only and nothing else.
- You can only take out one Free Life Insurance.

### HOW DO I SIGN UP?

Talk to an Ulster Bank Financial Planning Manager today for more information and full terms and conditions.

## YOUR COMMITMENT TO IRISH LIFE

When you apply for Free Life Insurance we ask you to agree to the conditions listed below. You cannot apply for cover without confirming that you agree to these conditions.

Please make sure that you meet the following criteria and agree to the following conditions when you apply.

- ✓ You are aged between 18 and 45 when you apply.
- ✓ You are living in the Republic of Ireland.
- ✓ You have not had, or do not currently have any form of malignant cancer, brain tumour, heart condition or heart surgery, stroke, multiple sclerosis, motor neurone disease, transplant, disorder of the kidney, liver or pancreas, you have not been an in-patient in the last 12 months (not including childbirth) and you are not awaiting any medical results or future medical procedures, nor are you currently unwell and planning to see a doctor in the near future.
- ✓ You agree to receive updates on Irish Life's products and services by post, landline, mobile phone, text and email.

You can change your mind and opt out of direct marketing at any time by writing to Irish Life, by clicking on the unsubscribe link in any emails sent to you by Irish Life or by following the unsubscribe instructions that will be in any of the text that are sent to you by Irish Life.

If you don't meet the criteria and agree to these conditions, you will not be covered and we would not pay any life cover claims.

## YOUR PLAN RESTRICTIONS

See below for the restrictions on your Free Life Insurance plan. Full details are available in the terms and conditions on page 9.

- Free Life Insurance is a basic life cover plan.
- It offers no cash in value.
- It offers no added benefits and no flexibility.
- Only one plan can be taken out.
- If you stop living in the Republic of Ireland, your plan will end.

## MAKING A CLAIM

At Irish Life we are committed to taking care of claims in a sensitive, professional and sympathetic way. If a claim has to be made, your personal representatives should contact our customer service team on 01 704 10 10. We will send them a claim form and explain to them what's involved in the claims process.

For example, Irish Life will need to gather some information from them, such as your General Practitioner's (GP's) details.

## SITUATIONS WHERE IRISH LIFE WILL NOT PAY A CLAIM

We will not pay life cover benefit if:

- You answered any questions on your application form incorrectly or dishonestly.
- You commit suicide.
- You die as a result of a HIV-related illness or from non-prescriptive drug abuse or if your death is related to or caused by alcohol abuse.

You can find full details of all relevant exclusions in section 4 of the Terms and Conditions. See page 10 for details.

## CONFIRMATION OF COVER

When you apply for Free Life Insurance we will send you a text message and an e-mail with details of how to access your plan documents.

### HOW TO CONTACT US...

If you want to talk to us, just phone our dedicated Ulster Bank helpline at Irish Life on 01 704 1010. They can answer questions about your plan.

**Our lines are open:**

Monday to Thursday 8am - 8pm

Fridays 10am - 6pm

Saturdays 9am - 1pm

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

You can also contact Irish Life in the following ways:

**Email:**

UBHelpline@irishlife.ie

**Fax:**

01 680 3305

**Write to:**

Ulster Bank Team, BDU,  
1 Lower Abbey Street,  
Dublin 1.

**Website:**

[www.irishlife.ie](http://www.irishlife.ie)

## ANY PROBLEMS?

Irish Life monitor our complaint process to make sure it is of the highest standard. We hope you never have to complain. However, if for any reason you do, we want to hear from you.

If you experience any problems, please contact our customer service team on 01 704 1010.

If, having contacted the customer service team, you feel Irish Life have not dealt fairly with your query, you can contact:

### Financial Services and Pensions Ombudsman

Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29

**Tel:** (01) 567 7000

**Email:** [info@fspo.ie](mailto:info@fspo.ie)

**Website:** [www.fspo.ie](http://www.fspo.ie)

## CHANGING YOUR MIND

We want to make sure that you are happy with your decision to start Free Life Insurance.

You can cancel the plan at any stage if you are not satisfied. You may do this by writing to our customer services team at Irish Life. If you cancel, you will lose all possible benefits under the plan.

## Section 2

### DISTANCE MARKETING

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The plain English crystal mark does not apply from this point forward

#### EUROPEAN COMMUNITIES (DISTANCE MARKETING OF CONSUMER FINANCIAL SERVICES) REGULATIONS 2004.

Where a financial service or product is provided on a Distance basis, i.e. with no face to face contact Irish Life are obliged to provide certain information. We have included this information under various headings in this booklet and in your terms of business notice. All information including the terms and conditions of your plan will be in English. Irish Life will communicate with you in English at all times.

# CUSTOMER INFORMATION NOTICE - CIN

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## INTRODUCTION

This notice is designed to highlight some important details about the plan and is meant to be a guide to help you understand your plan. It is important that you read this carefully.

## ANY QUESTIONS?

If you have any questions on the information included in this customer information notice you should contact your insurer Irish Life, who will deal with your enquiry at our Customer Services Team, Lower Abbey Street, Dublin 1.

## A. INFORMATION ABOUT THE POLICY

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### 1. MAKE SURE THE POLICY MEETS YOUR NEEDS!

The Free Life Insurance plan is a term assurance plan that provides Life Cover of €25,000 for 12 months.

This plan should not replace an existing plan with Irish Life, or with another insurer. This plan may not be sufficient to cover your full financial needs.

### 2. WHAT HAPPENS IF YOU WANT TO CASH IN THE POLICY EARLY OR STOP PAYING PREMIUMS?

The plan does not acquire a cash or surrender value at any stage and there is no premium payable.

### 3. WHAT ARE THE PROJECTED BENEFITS UNDER THE POLICY?

**Protection Benefits:**  
Life cover of €25,000.

**Term:**  
The term of the plan is 12 months

The plan provides life cover benefit up until the expiry date of the plan.

The plan does not acquire a cash or surrender value at any stage.



#### **4. WHAT INTERMEDIARY/SALES REMUNERATION IS PAYABLE?**

There is no intermediary/sales remuneration payable on this plan.

#### **5. ARE RETURNS GUARANTEED AND CAN THE PREMIUM BE REVIEWED?**

The plan is guaranteed to provide life cover for a 12 month term. There is no premium payable.

#### **6. CAN THE POLICY BE CANCELLED OR AMENDED BY THE INSURER?**

You must provide any information or evidence which Irish Life need to administer the plan.

Irish Life may end your cover and refuse to pay a claim if you do not give Irish Life information (or if you give us incorrect information) regarding an illness or condition that will affect our assessment of your application for this plan. If that information is not true and complete or if we do not receive all relevant information, we may end your cover and refuse to pay any claim.

If this happens you will lose all rights under the plan. Relevant information includes anything that a reputable insurer might regard as likely to influence the assessment and acceptance of your application.

#### **7. INFORMATION ON TAXATION ISSUES?**

For information on taxation, see section 6 of the Terms and Conditions.

#### **8. ADDITIONAL INFORMATION IN RELATION TO YOUR POLICY**

##### **What are the benefits and options provided under this plan?**

We will pay the life cover in the event of the death of one of the lives covered during the term of the plan. If there is more than one life covered, this benefit can be paid on the death of either or both of the lives covered.

##### **What is the term of the contract?**

The plan provides protection benefits for a 12 month term.

##### **Are there any circumstances under which the plan may be ended?**

Irish Life may cancel your plan if you do not give us information (or if you give us incorrect information) regarding an illness or condition that will affect our assessment of your application for this plan.

##### **Is there an opportunity to change your mind?**

At any stage you have the opportunity to cancel this plan if you are not satisfied. You may do this by writing to our Customer Services Team at Irish Life. On cancellation all benefits will cease.

## B. INFORMATION ON SERVICE FEE

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There are no charges payable to Irish Life on this plan.

## C. INFORMATION ABOUT THE INSURER/ INSURANCE INTERMEDIARY/SALES EMPLOYEE

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### Insurer

The Free Life Insurance plan is provided by Irish Life Assurance plc, a company authorised in Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland. You can contact us at Irish Life, Lower Abbey Street, Dublin 1, by telephone at 01 704 1010, by fax at 01 704 1900, and by e-mail at [customerservice@irishlife.ie](mailto:customerservice@irishlife.ie). In the interest of customer service, we will record and monitor calls.

## D. INFORMATION TO BE SUPPLIED TO THE POLICYHOLDER DURING THE TERM OF THE INSURANCE CONTRACT

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We at Irish Life are obliged by law to tell you if any of the following events occurs during the term of your contract:

- we change our name;
- our legal status changes;
- our head office address changes;
- an alteration is made to any term of the contract which results in a change to the information given in paragraph A(8) of this document.

# FREE LIFE INSURANCE TERMS AND CONDITIONS

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These are the Terms and Conditions for your Free Life Insurance plan.

You should read this document carefully as it contains detailed and important information. Please keep it safe, as you will need it in the future.

## INTRODUCTION

This plan is designed to pay a life cover benefit if the life assured dies during the term of the plan.

This plan is provided by us (Irish Life Assurance plc) to you (the proposer named in the plan schedule).

The plan consists of the plan schedule, this Terms and Conditions booklet, the online application form, any related information, and any extra rules which our head office staff may add in writing.

Irish Life have issued this plan to you on the understanding that the information given in the application form and any related document is true and complete and that we have been given all relevant information. If this is not the case we will be entitled to declare the plan void. If this happens, you will lose all your rights under the plan and any claim will not be paid. Information is 'relevant' if it might influence the judgement of a reputable insurer when fixing the level of payments or benefits, or when deciding whether to provide cover at all.

This plan is a protection plan only – you cannot cash it in. All cover under the plan

will end after one year from the date you apply, unless it has ended before that for any of the reasons explained in these Terms and Conditions.

The life cover provided under this plan is stated in the plan schedule. If a benefit is not mentioned in the plan schedule, Irish Life does not provide that benefit.

Irish Life will pay claims only from the assets we hold to make payments due to customers.

We will pay the life cover benefit under this plan in the currency of Ireland.

In the event of extraordinary circumstances beyond our control including, without limitation, act of civil or military authority; sabotage; crime; terrorist attack; war or other government action; civil disturbance or riot; strike or other industrial dispute; an act of god; national emergency; epidemic; flood, earthquake, fire or other catastrophe, Irish Life may be directly or indirectly prevented from fulfilling our obligations under or pursuant to this plan or from doing so in a timely manner. If this happens, Irish Life are not liable for any loss, damage or inconvenience caused. More detailed information on all these matters is in the relevant sections of this Terms and Conditions booklet.

## HOW DOES THE PLAN WORK?

If you die within the 12 month term of the plan Irish Life will pay you the life cover amount of €25,000.

## WHO RECEIVES THE MONEY IRISH LIFE PAY OUT?

If you die, Irish Life will pay the person who deals with your estate.

If there are two proposers, if one of you has died, Irish Life will pay the other.

## WRITING TO US

If you need to write to us about this plan, please write to:

Irish Life Assurance plc.  
Irish Life Centre  
Lower Abbey Street  
Dublin 1.

## COMPLAINTS

We will do our best to sort out complaints fairly and quickly through our internal complaints procedure. If you are not satisfied after complaining to us, you can take your complaint to the Financial Services and Pensions Ombudsman of Ireland. You can get more information from:

Financial Services and Pensions Ombudsman  
Lincoln House, Lincoln Place, Dublin 2  
D02 VH29

Telephone: (01) 567 7000

Email: [info@fspo.ie](mailto:info@fspo.ie)

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

## SECTION 1

### DEFINITIONS

#### **Benefit**

The benefit shown in the plan schedule.

#### **Expiry date of the life cover benefit**

The plan expiry date – this is shown in the plan schedule. The life cover will end one year from the date you apply.

#### **Life assured or lives assured**

The person (or people) named in the plan schedule as the life (lives) covered. The benefit of the plan depends on the lives of those persons.

#### **Plan schedule**

This is part of the contract. It sets out the specific details of the plan such as:

- the start date;
- the expiry date;
- the life or lives covered; and
- the benefit.

#### **Start date**

The start date shown in the plan schedule. Cover will start on this date.

#### **We, us**

Irish Life Assurance Plc.

#### **You**

The person (or people) named as the proposer in the plan schedule, who is legally entitled to the plan benefit.

## SECTION 2

### BASIS OF COVER

Irish Life have issued this plan to you on the understanding that the information given in the application form and any related document is true and complete and that we have been given all relevant information. If this is not the case we will be entitled to declare the plan void. If this happens, you will lose all your rights under the plan, we will not pay any claim. Information is 'relevant'

if it might influence the judgement of a reputable insurer when deciding whether to provide cover at all.

## SECTION 3

### YOUR COVER

If Irish Life accept a claim for a benefit event, we will pay the recipient €25,000.

There is one possible benefit event; a life cover benefit event. A life cover benefit event will happen if a life assured dies during the term of the plan.

All cover under this plan will end:

- on the expiry date at the end of 12 months as shown in the plan schedule; or
- when the life assured dies.  
whichever is earliest.

You are only allowed one Free Life Insurance plan per life. If you take out more than one Free Life Insurance plan, the additional plan will be declared void. Irish Life will only pay out €25,000 once for an individual life regardless of the number of Free Life Insurance plans taken out.

## SECTION 4

### EXCLUSIONS

If the life assured dies within 12 months as a result of their own deliberate act or a penalty imposed by a court of law or as a result of a HIV related illness, or caused by or related to alcohol or illegal drug abuse, Irish Life will not pay you the life cover benefit under the plan.

As part of your application, you confirm that, you have not had or do not currently have any form of malignant cancer, brain tumour, heart condition or heart surgery, stroke, multiple sclerosis, motor neurone disease, transplant, disorder of the kidney, liver or pancreas, you have not been an in-patient in the last 12 months (not including childbirth) and you are not awaiting any medical results or future medical procedures, nor are you currently unwell and planning to see a doctor in the near future. If this is not the case Irish Life will be entitled to declare the plan void and we will not pay any claim.

Irish Life reserves the right to refuse to accept medical evidence produced from any country in respect of life cover, other than from a recognised hospital in Ireland or the UK or health professional resident in Ireland or the UK. You must write and tell us immediately if a life assured starts living in a country that is not an accepted country. We will then decide whether cover will continue and on what basis.

## SECTION 5

### CLAIMS

If a claim is made under this plan, please contact our head office at:

Irish Life Assurance plc  
Lower Abbey Street  
Dublin 1.

Irish Life will not consider any claim until we have received the following:

- A properly filled-in claim form.

- Proof that you are entitled to claim the benefits. This could include proof that you have followed these terms and conditions and any special conditions contained. If someone else makes a claim on your behalf, or if you have died, we will ask the person making the claim for a power of attorney or a grant of probate or letters of administration.

- Proof (in the form of a birth certificate) of the age of the life assured.

You must be aged 45 or less on the start date of this plan.

- The original plan documents. If they are not available, whoever makes the claim must accept legal responsibility if it turns out that someone else is entitled to the benefit.
- Details of the life assureds General Practitioner (GP).

Irish Life are entitled to ask for proof of death in the form of a death certificate, and any other proof we reasonably need.

We have issued this plan to you on the understanding that the information given in the application form and any related document is true and complete and that Irish Life have been given all relevant information. If this is not the case we will be entitled to declare the plan void. If this happens, you will lose all your rights under the plan and any claim will not be paid. Information is 'relevant' if it might influence the judgement of a reputable insurer when deciding whether to provide cover at all.

If any of the information Irish Life have been given is not correct, true or complete, we will not pay the life cover benefit claimed and will end the plan altogether.

## SECTION 6

### TAX

Under current Irish law, tax does not have to be taken from life cover benefits (as at March 2018).

Any taxes or levies imposed by the government will be deducted by Irish Life. We will deal with this plan in line with the requirements of the Revenue Commissioners. If Irish tax laws or any other relevant laws change after the start date, we will change the terms and conditions of the plan if we need to do this to keep the plan in line with those changes. We will write and tell you about any changes in the terms and conditions. However, we recommend that you seek independent tax advice in respect of your own specific circumstances.

## SECTION 7

### OTHER INFORMATION

This plan does not have any cash-in value.

This plan is governed by the law of Ireland, and the Irish courts are the only courts which are entitled to hear any dispute.

It is not possible to assign this plan to someone else.

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For further information:



Call the Ulster Bank team at Irish Life on 01 704 1010



Visit your local Ulster Bank branch



[ulsterbank.ie](https://www.ulsterbank.ie)

Ulster Bank Ireland DAC. A private company limited by shares, trading as Ulster Bank, Ulster Bank Group, Banc Uladh and Lombard and Ulster Bank Invoice Finance. Registered in Republic of Ireland. Registered No.25766. Registered Office: Ulster Bank Group Centre, George's Quay, Dublin 2, D02 VR98. Ulster Bank Ireland DAC is tied to Irish Life Assurance plc for Life insurance plans (including life assurance, specified illness cover, income protection, unit linked life assurance, savings, investments, pension plans) and PRSAs (Personal Retirement Savings Accounts). Irish Life Assurance plc, Registered in Ireland number 152576, Vat number 9F55923G. In the interest of customer service we will record and monitor calls.

Ulster Bank Ireland DAC is regulated by the Central Bank of Ireland.

Irish Life Assurance plc is regulated by the Central Bank of Ireland.