

COMPLAINTS CHARTER

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

WHAT YOU CAN EXPECT?

- We will deal with your complaint promptly, professionally and fairly.
- We will record each complaint, monitor its progress and track it to conclusion.
- We will give an explanation and an 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 us on 01 704 20 00
- Send us a fax to 01 704 1905
- Email us at code@irishlife.ie
- Write to us at Irish Life Corporate Business, Lower Abbey Street, PO Box 129, FREEPOST, Dublin 1.
- Call into us in the Irish Life Visitor Centre, Lower Abbey Street, Dublin 1.

If you are sending in a written complaint please quote your policy/membership number/plan name where possible, as this will help us to respond to you quicker. Please also provide your phone number so we can discuss your complaint with you if necessary.

WHAT WILL HAPPEN NEXT?

We will acknowledge your complaint in writing within 5 working days of receiving the complaint, whether you phone or email us or contact us in writing or by fax. We will give you the name of the person who will deal with your complaint.

WHEN SHOULD I EXPECT TO RECEIVE A RESPONSE?

Under the Central Bank's Consumer Protection Code, we are required to provide you with written updates on the progress of your complaint every 20 working days. We aim to improve on this timeframe and try to resolve our complaints within 10 working days. Due to the nature of complaints, sometimes it can take longer than we anticipate to investigate the issues raised and send you a response. If this does happen, we will contact you and let you know what the delay is.

WHAT IF YOU ARE NOT SATISFIED WITH THE OUTCOME?

If you are not satisfied with the outcome of your complaint you may refer the matter to the Financial Services and Pensions Ombudsman who will decide if the matter falls within their terms of reference.

They can be contacted at:

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

Phone: 01 567 70 00

Email: info@fspo.ie

Website: www.fspo.ie



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CONTACT US

PHONE: 01 704 20 00

FAX: 01 704 19 05

E-MAIL: code@irishlife.ie

WEBSITE: www.irishlifecorporatebusiness.ie

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

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

In the interest of customer service we may record and monitor calls. Irish Life Assurance plc, Registered in Ireland number 152576, Vat number 9F55923G.

For more up-to-date information, see www.irishlifecorporatebusiness.ie.