

PENSIONS
INVESTMENTS
LIFE INSURANCE

SAMPLE



Irish Life

SERVICE LEVEL AGREEMENT IRISH LIFE CORPORATE BUSINESS



EMPOWER
GOVERNANCE





WHAT IS IRISH LIFE EMPOWER®?

Irish Life EMPOWER® is the DC proposition for Irish Life in the Irish market. Irish Life EMPOWER® is about helping the member to understand how much they will need to live on in retirement and to help them take control of their pension saving.

We provide lots of EMPOWERing tools and services to help you and your members to get the most from your pension scheme. Here are just some of them:



EMPOWER ACCESS

Any information, communication, tool/service that is primarily geared towards pension education for the member.

Pension Planet Interactive www.pensionplanetinteractive.ie

We make it easy for your employees to take action and stay up to date with their own personal log-on access to Pension Planet Interactive where they can:



- Amend their pension savings
- Switch funds online
- Access important information, benefit statements and more

Also available for Trustees and employees.

The Pension App Irish Life EMPOWER



Irish Life EMPOWER is an app designed to help members plan for their retirement. It's an individual pension calculator on the go and lets members take control of their pension.

This app will also help members stay up to date with the progress of their pensions and offers lots of useful information about their plan and investment details. Download the app for free from the Apple Store or Google Play Store.



EMPOWER INVESTMENTS

Any information or tool/service that is primarily to do with investment/funds for employers and trustees.

Investment Centre

Our online investment centre offers a wealth of information about our investment funds and strategies and a comprehensive download centre.
www.irishlifecorporatebusiness.ie/investment-centre



Irish Life EMPOWER Personal Lifestyle Strategy (EMPOWER PLS)

An innovative investment strategy that provides a tailored pension investment solution for each member. We treat all members as individuals.



EMPOWER GOVERNANCE

Any information/tool that is primarily concerned with diligence of the scheme.

Legislative updates

We want to keep you informed. Sign up for our newsletter for regular legislative updates.



Trustee Annual Reports and Accounts

For a fee we will draft full Trustee Annual Reports and accounts for schemes with more than 100 members.



Setting Up Additional Pension Schemes

If you already have a pension scheme set up with Irish Life, we can help you to set up additional schemes for other parts of your business or additional benefits.



Group Risk

Various types of risk cover can be provided at group rates including lump sum death in service benefits, spouses/civil partner pensions on death in service and disability benefits.



**SERVICE LEVEL AGREEMENT
FOR**

SCHEME NAME

DRAFT

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INTRODUCTION

For a pension scheme to operate efficiently it requires the co-operation of a number of parties; in particular the Registered Administrator, the Trustees and the Employer.

As your appointed Registered Administrator and record keeper, Irish Life provide the following core administration services:

- Maintain Scheme and Member Records
- Provide Annual Benefit Statements for all members
- Provide a draft Trustee Annual Report (for less than 100 lives)
- Provide a draft Trustee Annual Report (for over 100 lives if appointed to do so)

In order to carry out these functions within the statutory deadlines we depend on the Trustee and the Employer to submit timely, accurate information and payments.

Irish Life Corporate Business operates strict service levels on our pension administration services through a work tracking system. All correspondence and queries sent to code@irishlife.ie are promptly directed to the appropriate business area to deal with.

This Service Level Agreement (SLA) sets out our turnaround times in relation to our pension administration services as well as the responsibilities and expected response times from the Trustees and Employer in order for Irish Life to meet the SLA.

OVERVIEW OF IRISH LIFE CORPORATE BUSINESS ADMINISTRATION SERVICES

As the appointed Registered Administrator to your Pension Plan, Irish Life carry out a number of key administration processes and operate within strict turnaround times. Please see details below.

ADMINISTRATION PROCESS 	OUR TURNAROUND TIMES 
Update monthly contributions	5 days
Add new members	3 days
Update annual salary details	5 days
Issue Annual Benefit Statement (after receipt of data)	20 days
Fund switches	3 days
Update member details	4 days
Issue Member Leaving Option Statement	5 days
Payment of retirement benefits	5 days
Payment of transfer values	5 days
Pension Planet Interactive queries	1 day
General query	3 days
Complaint - initial response	1 day
Complaint final response	5 working days
Trustee Annual Reports and financial statements	Annually
Pensions Authority fee	Paid annually

Turnaround times may be subject to change to reflect changes in business practise or regulatory requirements.

Want to check something about the scheme? Log on now!
www.pensionplanetinteractive.ie





PREMIUM COLLECTION AND CONTRIBUTION DETAILS

WHAT THE EMPLOYER WILL DO

- Submit a contribution schedule to code@irishlife.ie setting out the split between Employer, Employee, Additional Voluntary Contributions (AVCs) and the period the contributions represent.
- Any Lump Sum contribution should be shown separately. This schedule must be submitted ahead of any payment by electronic fund transfer (EFT) or direct debit request (DDM).
- If choosing to pay pension contributions by EFT or by variable DDM, submit a matching pension contribution schedule to code@irishlife.ie. The contribution schedule should set the split between Employer, Employee, AVCs and the period the contributions represent. Any Lump Sum contribution should be shown separately. This schedule must be submitted ahead of any payment by EFT or DDM request. Please reference the scheme name and number in the email subject.
- Submit pension contributions no later than 20 days following the end of the month in respect of which the deductions are made from members' salaries. If paying by direct debit allow enough time for Irish Life to process a contribution breakdown well ahead of the 21 day deadline* and allow time for your bank to process any instructions received.

*21 DAY RULE - PENSIONS AMENDMENT ACT

There is a requirement for employers to meet their compliance obligations in relation to the '21 day rule' (Pensions Amendment Act). All contributions deducted from employees and due from employers must be paid to the pension scheme within 21 days of the end of the month in which they were deducted or became due. It is the Employer's responsibility to ensure arrangements for the transmission of this report and payment of contributions within the prescribed timeframe.



WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- Invest the contributions as at the receipt date provided we have all the information needed.
- Contact the Employer within 4 days if for any reason we are unable to process the contributions.
- Process the contributions report and send the request to the bank for payment within 5 working days (for direct debit cases).
- Send confirmation to the Employer's payroll contact when the contributions report has been processed.
- Make the latest contribution viewable on Pension Planet Interactive within 5 working days.

Irish Life can only invest contributions for members we have details for on record and will refund contributions if for any reason we are unable to invest the contribution.



PAYROLL DOWNLOAD AND SECURE PATH FACILITY

We work with a number of payroll providers which allow employers to download contributions directly from their payroll system. The payroll download can be submitted to us by E-Mail or Secure Path.

Our Secure Path facility service allows Employers to transmit sensitive data such as pension contribution breakdowns to Irish Life Corporate Business securely and effortlessly. You can access this facility through Pension Planet Interactive.

Visit www.irishlifecorporatebusiness.ie to check out these options.





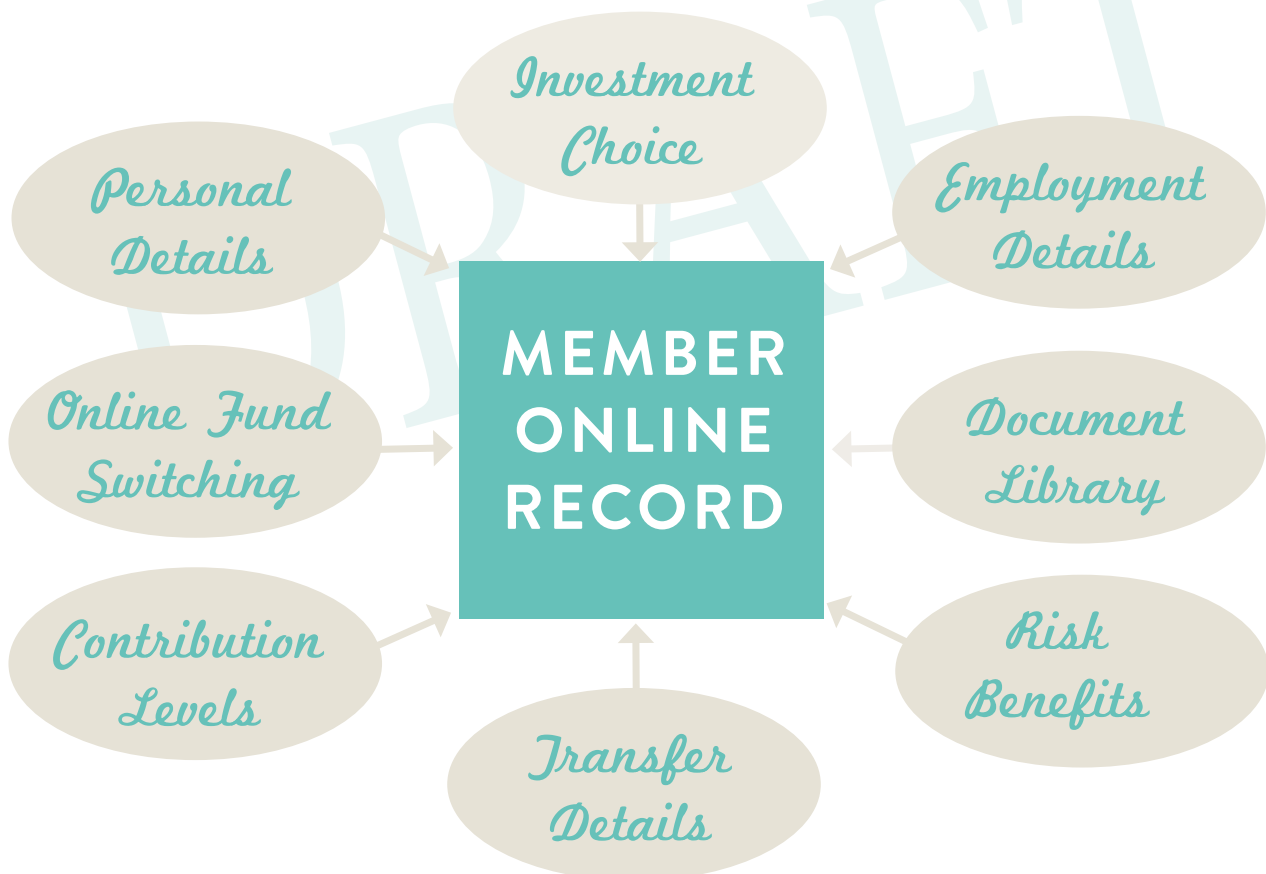
SETTING UP MEMBERS

WHAT THE EMPLOYER WILL DO

- Send new members' information to Irish Life to add new members.

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- Contact you within 3 working days of receiving the new member information if for any reason we are unable to process it.
- Send the new member welcome pack which includes a Statement of Reasonable Projection for the member and details of how they can register to view their pension record online on www.pensionplanetinteractive.ie or via the Irish Life EMPOWER pension app.





ANNUAL MEMBER COMMUNICATION

EASY TO UNDERSTAND



PENSION RENEWAL PROCESS

- 4 weeks before the annual renewal date, Irish Life will write to the scheme contact requesting revised renewal data to be submitted to code@irishlife.ie.
- When we receive the approved data, we will upload and vet the data.
- We will send any queries on the data within 5 working days.
- The Employer or Trustee should respond to queries within 5 working days.

MEMBER ANNUAL BENEFIT STATEMENTS

- Irish Life Corporate Business will complete the following validation checks for the previous 12-month period:
 - Scheme activity through correspondence.
 - Fund switches completed.
 - Regular contributions and single premium contributions received.
 - Documentation completed.
- The annual pension benefit statements, for active and deferred members, will be generated and issued within 20 working days of receipt of final data and resolution of all queries.



FUND SWITCHES

EASY TO TAKE ACTION



WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- We will confirm by email to the member within 3 working days that the fund switch has been completed.
- All fund switches are processed based on unit prices which apply at close of business (up to 5pm) on the date the instruction is received. If a fund switch is received after 5pm, the unit price of the following day will apply. Those prices will not be available until the next day.
- Online fund switch facility may be available on your scheme.

MEMBERS MAY CHOOSE TO MAKE FUND SWITCHES

- Online through www.pensionplanetinteractive.ie.
- By writing to Irish Life Corporate Business.
- By emailing code@irishlife.ie.



TRANSFERRING A MEMBER'S BENEFIT FROM ANOTHER PENSION ARRANGEMENT INTO THE SCHEME

- The Member/Trustee notifies Irish Life Corporate Business that they would like to transfer their benefits from another arrangement to this plan.
- Irish Life Corporate Business then sends the Transfer of Benefits form to the transferring Life office or the Broker handling the transfer (as applicable).
- The fully completed transfer form is returned to Irish Life Corporate Business.
- Irish Life Corporate Business issue the form to the member's scheme Trustees so they can agree to the transfer.
- When Irish Life Corporate Business receive approval from the Trustees, they will issue a letter to the transferring Life office to confirm that they are able to accept the transfer.
- Irish Life Corporate Business receive payment with an up to date breakdown.
- The Transfer Value is invested in the member's chosen funds under the scheme.
- A Transfer Value Statement is issued to the member.

MEMBERS OPTIONS STATEMENTS ON LEAVING SERVICE/RETIREMENT



- Once advised by either the Employer or the Trustee of a member's date of Leaving Service or retirement date Irish Life will issue a Member Option Statement within 5 working days.
- Members Options Statements will be available on Pension Planet Interactive in the Document Library.

REFUNDS OF CONTRIBUTIONS



Refund of Contributions Request on leaving service with less than 2 years qualifying pensionable service

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

Upon receipt of a completed Member Option Form and instructions from the plan Trustees Irish Life will:

- Pay the refund of contributions within 5 working days of receipt of the Form.
- Split the refund amount and complete the following:
 - Pay the employee portion of contributions less 20%* tax directly to the employee.
 - Pay the amount taxed (20% x employee) directly to the Revenue.
 - Pay the Employer's portion of contributions directly to the Employer.

*This is the rate as at September 2019. If there are any changes to the tax rate in future Budgets/Finance Acts then the rate will be changed to reflect this.



TRANSFER VALUE PAYMENTS

Transfer Values to other schemes/Personal Retirement Bond

In order for Irish Life to transfer the fund value a number of items are required:

TRANSFER TO ANOTHER PENSION SCHEME

- The Member Option form signed by the member and the Trustees.
- Details of the new pension scheme including:
 - Name of new scheme where the transfer is going to.
 - Name of Investment Manager for new scheme.
 - Confirmation that the member has joined a new scheme.
 - Confirmation that new scheme has Revenue approval and details of Revenue Reference Number.
 - Confirmation that the receiving scheme Trustees will accept the transfer payment.

TRANSFER TO A PERSONAL RETIREMENT BOND (PRB)

- The Member Option form signed by the member and the Trustees.
- A copy of the completed and signed PRB application form.

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- Pay the transfer value within 5 working days after the receipt of the member's option form and all other payment requirements
- Arrange for the payment to be made to the new Investment Manager.
- Issue the payment to the new Investment Manager with details copied to you.



PAYMENT ON RETIREMENT

WHAT THE TRUSTEES WILL DO

- Ensure the Member Option Form is completed by the member and the Trustees.
- Arrange for the signed Member Option Form to be sent to Irish Life Corporate Business with the relevant details which include:
 - Details of all Retained Benefits
 - If payment is being made to a member's bank account, please provide a bank statement showing the member's home address, the IBAN and BIC.
- A copy of the member's passport and driving license.

Depending on the option(s) you have chosen, please send us all the relevant documents listed below:

Annuity (pension) option

- If you chose a Dependant (Spouse's/Civil Partner) pension, send us a copy of photo ID for your Dependant (Spouse/Civil Partner).
- If you chose a Spouse's/Civil Partner pension, send us a copy of your marriage certificate.

Transferring to Approved Retirement Fund (ARF) or Approved Minimum Retirement Fund (AMRF)

- Send us a Willing and Able letter or email from the financial company you are taking your ARF/AMRF with, confirming they can accept the transfer from Irish Life.
- Bank account details for the new ARF/AMRF financial company - the IBAN and BIC.

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- Ensure the claim payment is within Revenue limits, taking retained benefits into account.
- Issue cash lump sums to the member or Trustees via Electronic Fund Transfer (EFT) within 5 working days.
- Set up the member's pension to be paid to the member's bank account.

Or

- Transfer funds to purchase an annuity with another provider upon receipt of copy of completed annuity application.

Or

- Transfer funds to the Approved Retirement Fund (ARF) provider (if relevant) upon receipt of copy of completed ARF/AMRF form.

Irish Life will wait until the final contribution is received before finalising a claim.





DEATH CLAIMS

WHAT EVIDENCE IS REQUIRED?

When Irish Life are formally notified of the death of a scheme member the following items are required in order to pay a claim:

- A copy of the Death Certificate.
- Completed Death Claim Form.

Where there is an attaching dependant's pension (i.e. civil partner and/or children) then in addition to the above the following is also required:

- A copy of the dependant's birth certificate.
- A copy of the marriage certificate (if applicable).
- The dependant's bank account details.
- The dependant's home address.
- The dependant's Personal Public Service (PPS) number.

If there are children's pensions payable then a copy of the birth certificates for each child should be submitted together with their PPS numbers and proof of full-time education, if applicable.

WHO IS THE BENEFIT PAYABLE TO?

- Lump Sum Death payments are typically made payable to the scheme Trustees but can be paid directly to a beneficiary upon written instruction from the Trustees.
- Spouses/Dependents Death in Service Benefit is paid directly to the spouse /civil partner of the deceased.

HOW ARE THE BENEFITS TAXED?

Lump sum death benefits up to 4 times final remuneration plus the value of the pension fund built up through the employee's own contributions and any Additional Voluntary Contributions (AVCs) are payable by Irish Life as tax free income. Any balance remaining under the pension scheme must be used to secure dependant's pensions. Dependant's pensions are treated as income and taxed under PAYE (Irish Life deduct the relevant tax).

QUERY MANAGEMENT

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- General queries will be answered within 3 working days.
- Pension Planet Interactive offers a wealth of information and will be able to answer most queries.
- Queries in relation to Pension Planet Interactive registration will be answered within by the next working day.
- All queries should in the first instance be directed to code@irishlife.ie. Please quote the plan or member number in the subject line. Alternatively you can contact Irish Life Corporate Business on 01 704 2000.



COMPLAINT MANAGEMENT

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

- All complaints will be investigated within the statutory requirements under the Customer Protection Code.
- Our aim is to resolve complaints within 5 working days.
- Our Complaint Resolution Process is as follows:
 - We will issue an initial response within 24 hours. Our response will include confirmation of the expected time frame for issuing our final response.
 - We will endeavor to issue our final response within maximum of 20 working days of receipt. Our response will refer to the complainant's right to refer the issue to the Financial Services and Pensions Ombudsman.
 - If the complaint cannot be resolved within 20 working days we will provide the complainant with an update of the expected date of closure.
 - If after 40 working days the complaint is not resolved we will confirm the anticipated time frame for resolving the complaint and the complainant's right to refer the complaint to the Financial Services and Pensions Ombudsman.



TRUSTEE ANNUAL REPORT (TAR)

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

Abbreviated Trustee Annual Report - Under 100 Lives

- Issue an Annual Report Questionnaire 4 weeks prior to the renewal date of the scheme.
- Respond to any queries on the Annual Report Questionnaire within 4 working days.
- Issue a draft Abbreviated Trustee Annual Report 3 months after the renewal date.

Full Trustee Annual Report - Over 100 Lives (Subject to a Fee)

- Issue an Annual Report Questionnaire to you within 5 working days off the renewal date each year.
- Respond to any queries on the Annual Report Questionnaire/Documentation received within 5 working days.
- Complete a full reconciliation of the scheme, including membership, contributions and investments.
- Respond to queries on the draft report within 5 working days.
- Issue the draft annual report and accounts to the appointed Auditors.
- Respond to any queries raised by the Auditors within 5 working days.
- Issue the Trustee Annual Report, the Representation Letter and Audit Report when finalised to the Trustees for completion.

WHAT THE TRUSTEES WILL DO

- Complete the Annual Report Questionnaire and associated documents within 10 days of receipt.
- Respond to any Trustee related queries within 10 working days.
- Complete a review of the draft Annual Report and Accounts within 10 working days of receipt.
- Sign the Trustee Annual Report and Audit Report within statutory deadlines.
- Send signed accounts and representation letter to the Auditor.

PROVIDING INFORMATION FOR MEMBERS

WHAT IRISH LIFE CORPORATE BUSINESS WILL DO

1) Pension Planet Interactive

Our award winning Pension Planet Interactive site www.pensionplanetinteractive.ie allows pension plan Trustees and plan members access their specific information.

Member details can be added or updated by pension scheme administrators on Pension Planet Interactive. For individual members, the types of information that can be accessed via Pension Planet Interactive include:

- Account Value
- Fund Selection and fund switching
- Transactions and much more

Pension Planet Interactive is available to all pension members. Members can register for Pension Planet Active on www.irishlifecorporatebusiness.ie.



2) Irish Life EMPOWER

Irish Life EMPOWER is an app designed to help members plan for their retirement. It's their individual pension calculator on the go and lets members take control of their pension planning. This app will also help members to stay up to date with the progress of their pension and offers lots of useful information about their plan and investment details.

Download the App for free from the Apple Store or Google Play Store.



3) Irish Life Corporate Business Website

Our website www.irishlifecorporatebusiness.ie contains lots of information about pensions. Check out our comprehensive website for the following:

- Latest investment information
- Monthly fund fact sheets
- What is a pension?
- Weekly and monthly investment market commentaries
- A 'News' section updated regularly with the most relevant information for people involved in company pension plans
- A comprehensive download section featuring our most regularly used forms and flyers and much, much more!



4) Member Pension Educational Videos

We provide a number of educational videos to support members understanding of their pension plan. The videos are available on our website www.irishlifecorporatebusiness.ie. The videos will cover the following topics:

- What is a pension?
- What is an investment strategy and how does it work?
- How much should be contributed to a pension plan in order to have an adequate pension at retirement?





The European General Data Protection Regulation (GDPR) came into effect on 25 May 2018.

The effect of GDPR will be to harmonise all data protection regulations across the EU. GDPR will have worldwide effect on any personal identifiable data processed on a person living in the EU.

IRISH LIFE'S ROLE

Irish Life is authorised and regulated by the Central Bank of Ireland to provide contracts of insurance.

Irish Life determines the data we need to provide contracts which meets our obligations to our customers and our legal and regulatory obligations as an authorized firm.

Irish Life is a **data controller** (as defined by GDPR) for providing an insurance policy to the Trustees of this pension plan. This policy is used by the Trustees to provide benefits to the members of the plan. In order for Irish Life to provide the services under that policy we determine the information and personal data we need, including details on members and their after beneficiaries and we decide how it is processed.

IRISH LIFE DATA PRIVACY NOTICE

It is important that members and impending members to the pension plan know what their data protection rights are and how and why Irish Life use their personal information. This is set out in the Irish Life Data Privacy Notice which is always available on the Irish Life website at www.irishlifecorporatebusiness.ie or you can ask us for a copy.

TRUSTEE'S ROLE

The Trustees of any occupational pension plan are also data controllers and should ensure compliance with GDPR regulation.

The Pensions Authority have issued guidance for Trustees on GDPR. This information can be found on their website www.pensionsauthority.ie

Scheme Name

Employer Name

The relevant parties have reviewed and agreed the services detailed in this Service Level Agreement. These services may from time to time be amended but only with the agreement of an authorised representative from each party at that time.

DULY AUTHORISED to sign
for and on behalf of the Trustees

Name (BLOCK CAPITALS)

Date / /

Authorised Signatory

DULY AUTHORISED to sign
for and on behalf of the Employer

Name (BLOCK CAPITALS)

Date / /

Authorised Signatory

DULY AUTHORISED to sign
for and on behalf of Irish Life Corporate Business

Name (BLOCK CAPITALS)

Date / /

Authorised Signatory



CONTACTING IRISH LIFE CORPORATE BUSINESS

All correspondence should be sent directly to code@irishlife.ie.

Always quote your plan reference number in the subject matter of your email.

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ABOUT US



Established in Ireland in 1939, Irish Life is now part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations.

Great-West Lifeco and its subsidiaries, including The Great-West Life Assurance Company, have a record for financial strength, earnings stability and consistently high ratings from the independent rating agencies. The Great-West Life Assurance Company has an AA rating for insurer financial strength from Standard & Poor's.

Information correct as of September 2019. For the latest information, please see www.irishlifecorporatebusiness.ie.

Solvency and Financial Condition Report

Irish Life's current Solvency and Financial Condition Report is available on our website at www.irishlifecorporatebusiness.ie

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PENSIONS
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LIFE INSURANCE



Irish Life

Information correct as at September 2019.

Please Note: Every effort has been made to ensure that the information in this publication is accurate at the time of going to press. Irish Life Assurance plc accepts no responsibility for any liability incurred or loss suffered as a consequence of relying on any matter published in or omitted from this publication.

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CONTACT US

PHONE: 01 704 2000
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WEBSITE: www.irishlifecorporatebusiness.ie
WRITE TO: Irish Life Corporate Business, Lower Abbey Street, Dublin 1.

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

In the interest of customer service we will monitor calls.

Irish Life Assurance plc, Registered in Ireland number 152576, VAT number 9F55923G.