



A FASTER WAY TO GET YOUR EMAILS TO THE RIGHT CONTACT IN IRISH LIFE

Include member, scheme and claim reference numbers in your email correspondence

Did you know that

30% of emails

sent to Irish Life do not contain a valid reference number?

In Irish Life we recognise the importance of getting your emails to the correct business area, in the quickest time possible so we can action them as efficiently as possible.

Irish Life receives approximately 220K emails per year across all our mailboxes, and each one needs to be reviewed and forwarded to the appropriate customer service team. Providing a valid reference number in your email ensures the item is routed to the appropriate service team without delay.

AUTOMATED SCANNING OF EMAILS FOR REFERENCE NUMBERS

Since the beginning of 2020 Irish Life have been using an automated system to read the reference numbers from emails and to direct them immediately on to the appropriate service team.

However, when an email does not contain a valid reference number it needs to be manually reviewed, which can cause delays of up to 24 hours in forwarding your email. This delay could have an impact to our turnaround time in dealing with your request.

AUTOMATED REQUESTING OF VALID REFERENCE NUMBER


As 30% of emails do not contain a valid reference number, our next step is to automatically respond to you when we cannot locate a valid reference number.

You will be provided with a link to access **our secure App** to provide a reference number or select the product/service most relevant to your query. By providing the relevant information it will ensure your email is directed as quickly as possible.

A photograph of an elderly couple, with the man wearing glasses and the woman with white hair, both looking towards the right.


Pension Schemes and Personal Retirement Bonds (PRB)

- Member Number
- Scheme Number

A photograph of a group of four people (three women and one man) sitting around a table, smiling and looking at each other.

Group Risk Schemes Death & Serious Illness Claims

- Scheme Number

A photograph of a hand holding a pen, writing on a document, with another hand pointing at the document.

Underwriting

- Member Number
- Scheme Number

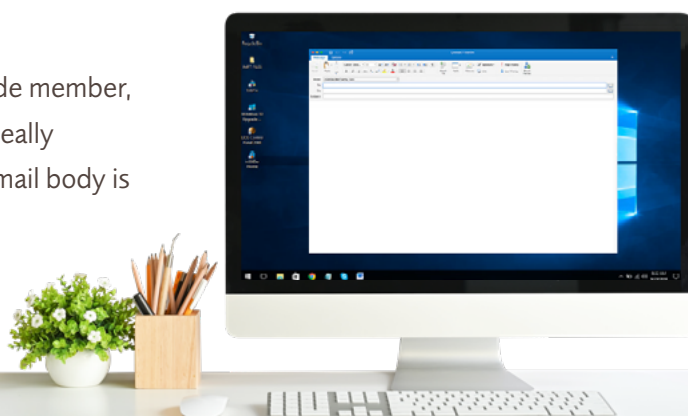
A photograph of a man in a suit talking on a mobile phone while sitting at a desk with a laptop.

Income Protection Claims

- If you have a claim number
email incomeprotection@irishlife.ie
- Scheme Number for initial claim
notifications and general claims queries

WHAT DO YOU NEED TO DO?

To allocate your email to the correct area please include member, scheme or claim reference numbers in your emails. Ideally place them into the subject line of an email, but the email body is scanned for reference numbers as well to enable automatic routing.



If you have any queries please contact your Irish Life Service Manager.

Irish Life Assurance plc, trading as Irish Life is regulated by the Central Bank of Ireland

In the interest of customer service we will monitor calls.

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