

Irish Life EMPOWER Master Trust

Your Retirement Guide

Trust *The Pension Masters*

A better life with Irish Life



Irish Experience. Global Strength.



Irish Life is one of Ireland's leading financial services companies with over 1 million customers. For over 75 years, we've been helping people in Ireland look after their pensions, investments and life insurance. So when we say 'We know Irish life. We are Irish Life', we mean it.



Irish Life is part of Great-West Lifeco group of companies, a global leader in financial services. This means we have access to experience and expertise on a global scale, to bring you the best mix of local knowledge and international experience.

Solvency and Financial Condition Report

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

www.irishlifeemployersolutions.ie/about-us

Data Privacy Notice

The Master Trust Data Privacy Notice is available at:

http://www.irishlifeemployersolutions.ie/sites/default/files/MTTrustee_DataPN.pdf

The Irish Life Data Privacy Notice is available at:

<https://www.irishlife.ie/ila-privacy-notice>



Contents

1. It's time to save for your future	4
2. What makes up your retirement savings	6
3. How your contributions are invested	10
4. Legacy investment funds	31
5. Do right by your money - responsible investing	43
6. Better outcomes at retirement	49
7. What you get when you retire	54
8. Questions people often ask	58
9. Contact information	61



Click on sections to go to page.





It's time to save
for the future

1



It's time to save for the future

One day, you'll retire. You won't have a salary, but you'll still need money to live on and to enjoy yourself. So it pays to save money now while you're earning. Saving for your future is sensible and worthwhile which is why we have designed the EMPOWER Master Trust to help achieve this.

EMPOWER is our defined contribution company pension plan. It is our aim at Irish Life to help people build better futures.

We want to take the complexity out of pensions. We believe that doing this will enable you to take full control of your pension savings resulting in a better outcome at retirement.

So, what is a Defined Contribution (DC) plan?

A DC pension plan means that the amount you regularly save into your pension is defined, e.g. 10% of your salary goes into your pension fund.

With this type of plan, also known as an occupational pension plan, the benefit you receive when you retire is based on the pension fund that you have saved up during your working years. EMPOWER is a company pension plan, so your employer will help you by saving into your pension fund too!





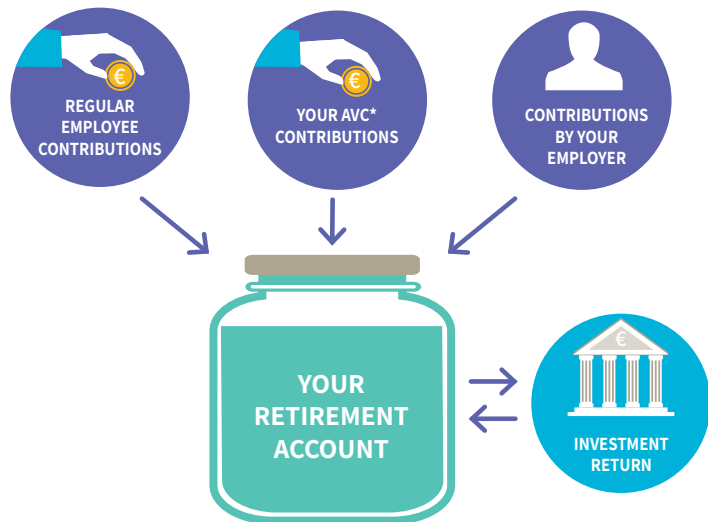
What makes up your retirement savings

2



What makes up your retirement savings

Your pension savings value at retirement will depend on



*AVC (Additional Voluntary Contributions)

Tax Benefits

The Government wants to encourage everyone to set aside money for retirement. So as a pension saver, you may get three valuable tax breaks:

- > Tax relief on what you pay into your pension plan.
- > Tax exempt investment returns.
- > A tax free cash sum when you retire. We talk more about this later in Section 7.

Tax relief on what you pay into your pension fund

	40% tax rate	20% tax rate	40% tax rate	20% tax rate
Contribution of	€100	€100	€500	€500
Less tax relief	€40	€20	€200	€100
Net cost to you	€60	€80	€300	€400

So, if you contribute €100 to your retirement savings, it may only cost you €80 if you pay tax at 20%. If you pay tax at 40%, it may only cost you €60. Contributions do not qualify for relief from PRSI and Universal Social Charge. You do not have to pay any tax on any contributions your employer makes.



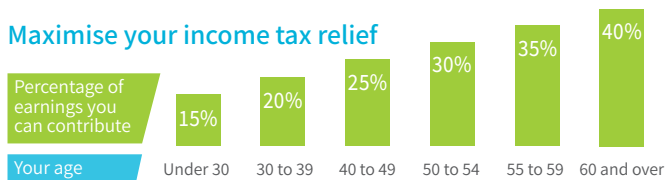
Additional Voluntary Contributions

If you want to increase the value of your pension savings you can, by making Additional Voluntary Contributions (AVCs) or making a lump sum contribution. The good news is that you may also get tax relief on any of these contributions.

AVCs are the same as your regular pension contributions when it comes to getting your tax relief. Just remember that your employer does not match AVCs.

The table below displays the percentage of your earnings that may qualify for tax relief when contributing to a pension plan. This includes any compulsory contributions to your plan and any AVCs you choose to make.

Maximise your income tax relief



The Revenue's limits are applied to your total earnings, subject to a maximum earnings limit of €115,000. Please note that contributions to your employer pension plan are a percentage of basic salary, rather than total earnings.

The earnings limit is subject to review.

There is no maximum payment that can be made, but you may only claim tax relief within Revenue limits. There are also limits on the benefits that may be provided. Under current legislation, the Standard Fund Threshold allowable is increasing from €2.0 million by €200,000 a year to €2.8 million in 2029.

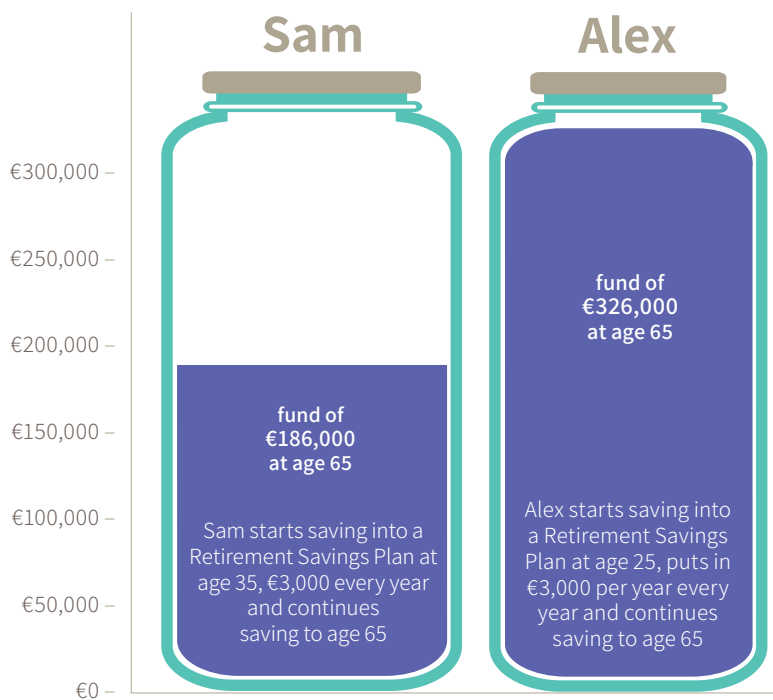
Any savings in excess of this amount will be liable to a once-off income tax charge at the top rate of tax (currently 40%) when it is drawn down on retirement.

This limit may be adjusted annually in line with an earnings index. The Revenue Commissioners have also placed limits on the total amount that can be contributed by you and your employer to your occupational pension scheme. However, if you are concerned by these limits please consult Irish Life for further details.

Please note that while tax relief may be available on contributions while you are saving for retirement, the benefits you receive when you retire may be subject to Income Tax, PRSI and Universal Social Charge.



The earlier you start, the better



Source: Irish Life.

We want to ensure that you have sufficient income in retirement. The illustrations shows how the earlier you start, the better.

Neither Sam or Alex ever put in more than the €3,000 per year and both achieve investment returns of 4.5% per year.

Assumptions:

- > Each contributing €3,000 per year.
- > Assuming a growth rate of 4.5% after annual management charge of 0.65%.

With the pension target tool in our online Member Portal, you will always be able to keep up to date with how your retirement savings are going.

Please see Section 6 for more details.

Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.





How your contributions
are invested

3

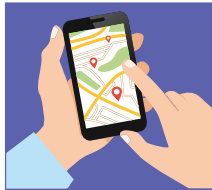


How your contributions are invested

Be My Guide vs. I'll Decide

You have two investment approaches available to you as a member of an EMPOWER Master Trust company pension plan. These will determine how your contributions are invested.

Option 1 Be My Guide



This is where we will do the work for you. We call this the Irish Life EMPOWER Personal Lifestyle Strategy (EMPOWER PLS).

Option 2 I'll Decide



This option allows you to take control of your investments and where your contributions will be invested.





Option 1 Be My Guide

EMPOWER PLS

- > This is where your pension investments are managed for you. It is the only investment strategy in the market to take into account your individual personal circumstances to provide a truly personalised approach.
- > Our unique lifestyle strategy delivers a solution that not only takes into account your personal circumstances but intuitively matches your accumulated retirement savings into a mix of investment funds best suited to match your likely retirement options.

The Irish Life EMPOWER Personal Lifestyle Strategy (EMPOWER PLS) is an innovative pension investment solution for members of the Irish Life EMPOWER Master Trust. Investing your pension savings into EMPOWER PLS has two main benefits over the years of your pension savings:



Managing Investment Risk

EMPOWER PLS helps protect your pension fund value against market fluctuations by automatically switching you into lower risk funds as you reach the last 6 years before your retirement date.



Personalised Fund Switches

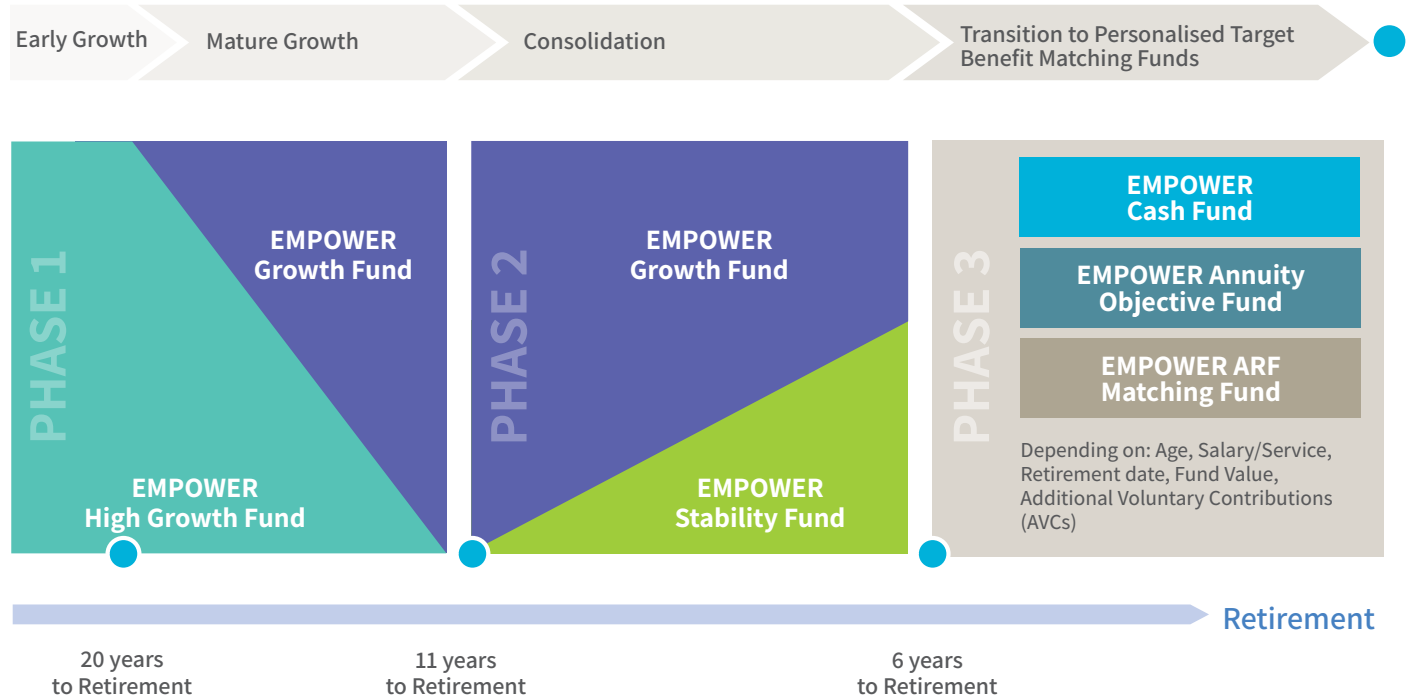
EMPOWER PLS is different to other investment strategies because it adjusts to your unique circumstances. It directs your investment into appropriate funds that best match the benefits that you are most likely to take on your retirement.

EMPOWER PLS consists of three phases which span the years of your pension savings. It starts from the moment you join the strategy up to your retirement date.



How does the EMPOWER Personal Lifestyle Strategy work?

EMPOWER PLS consists of three phases which span the years of your pension savings. It starts from the moment you join the strategy up to your retirement date.



Warning: The value of your investment may go down as well as up.



PHASE 1

Growth Phase

Phase 1 puts you in funds designed to achieve investment growth while at the same time balancing investment risk.

Initially you will be completely invested in the EMPOWER High Growth Fund. Then between 20 and 11 years from retirement your retirement savings will transition into the EMPOWER Growth Fund.



PHASE 2

Consolidation Phase

Phase 2 with 11 years to retirement we start to gradually move your pension savings into a mixture of the EMPOWER Growth Fund and the EMPOWER Stability Fund.

This helps to protect your pension fund against volatile markets.



PHASE 3

Switches into Target Benefit Funds

Phase 3 moves your pension savings into funds that will be suitable for how you are most likely to use them upon reaching retirement.

You might for example take a Cash Lump Sum, purchase a pension for life (annuity) or keep part of your fund for a post retirement investment in an Approved Retirement Fund (ARF).

Depending on your individual circumstances we will switch your retirement savings into investment funds that best match the benefits likely to be taken by you.

If you invest in EMPOWER PLS then all of your pension contributions must be invested in this strategy, you cannot select other funds and have the EMPOWER PLS features outlined here.



For more information on EMPOWER PLS, please log onto www.myirishlife.ie

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.





Option 2 I'll Decide

- > This option gives you full control so you can decide everything for yourself. Choose the fund, or the mix of funds you want from the Irish Life EMPOWER Master Trust range of funds, and change them whenever you like.
- > With this option your investment savings don't automatically move to lower-risk investments as you get closer to retiring. So in other words, if you want to move your savings to protect what you've earned up to that point, you'll have to make that change yourself!
- > We would suggest you take financial advice about what you want your investments to achieve and then ensure that these objectives are being met on an ongoing basis.
- > Your fund choice will include:
 - Cash
 - Bonds
 - Shares (also called equities)
 - Alternatives
 - Or a fund which contains a mix of all these different assets and others

Our investment funds are categorised by the level of risk involved by investing in them.

We have a risk rating system from 1 to 7, with 1 being the lowest and 7 the highest risk level.

If you are invested in funds other than the Irish Life EMPOWER Master Trust range of funds, details on your funds can be found on the Irish Life Investment Centre.








Information on the past performance for funds can also be obtained on the Irish Life Investment Centre

<https://www.irishlifeemployersolutions.ie/investment-documents>



Please log on to www.myirishlife.ie for specific details of your fund options.










Fund facts key symbols	
	Objective - indicates the estimated returns on the fund.
	Investment Style - indicates how your fund is managed.
	Fund Type - indicates which asset classes your pension fund is being invested in, e.g. cash, equities etc.
	ESG rating - e.g. Article 8 funds promote environmental or social characteristics and invest in companies that follow good governance practices.
	Who manages it - this indicates who is managing the fund.
	Risk Rating - ranging from low risk (1) to high risk (7).
	

If you are invested in funds other than the Irish Life EMPOWER Master Trust range of funds, details on your funds can be found on the Irish Life Investment Centre: <https://www.irishlifeemployersolutions.ie/investment-centre>.



EMPOWER Cash Fund

Fund facts			
	To achieve a reasonable rate of interest with a high degree of security		
	Active		Cash
	Irish Life Investment Managers		Article 6
			

This fund invests 100% in bank deposits and short-term investments on international money markets and aims to give investors a stable and predictable return.

The fund can be used to protect the value of member's funds against market movements. For members who are close to retirement it is particularly useful for that element of the fund that will be taken as a tax free lump sum.

While these funds are intended to be low risk investments, investors should be aware that the funds could fall in value.

This could happen if, for example, a bank the fund has a deposit with cannot repay that deposit, or if the fund charges are greater than the growth rate of the assets in the fund.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.








Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.



EMPOWER Stability Fund

Fund facts			
	Long term expected return is cash deposit rates + 2% per annum gross of fees managed within a risk range		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

The benchmark performances and returns reflect the long term expected return from the fund which is cash deposit rates (measured by the Euro Short-Term Rate since January 2022) plus 2% per annum. This is not guaranteed and the fund can experience negative returns.

Source: Irish Life Investment Managers.

This fund is a mix of assets such as alternatives, bonds, shares, property and cash. It also features several risk management strategies.

This is a low risk fund which aims to have a small allocation to higher risk assets such as shares and property. Irish Life Investment Managers monitor and re-balance the fund regularly and may change the asset mix over time.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



EMPOWER Cautious Growth Fund

Fund facts			
	Long term expected return is cash deposit rates +3% per annum gross of fees managed within a risk range		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This fund is a mix of assets such as alternatives, bonds, shares, property and cash. It also features several risk management strategies.

This is a low to medium risk fund which aims to have a small allocation to higher risk assets such as shares and property. Irish Life Investment Managers monitor and re-balance the fund regularly and may change the asset mix over time.

The benchmark performance and returns reflect the long term expected return from the fund which is cash deposit rates (measured by the Euro Short-Term Rate since January 2022) plus 3% per annum. This is not guaranteed and the fund can experience negative returns.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



EMPOWER ARF Matching Fund

Fund facts			
	Long term expected return is cash deposit rates +3% per annum gross of fees managed within a risk range		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This fund is a mix of assets such as alternatives, bonds, shares, property and cash. It also features several risk management strategies.

This is a low to medium risk fund which aims to have a small allocation to higher risk assets such as shares and property. Irish Life Investment Managers monitor and re-balance the fund regularly and may change the asset mix over time.

The benchmark performance and returns reflect the long term expected return from the fund which is cash deposit rates (measured by the Euro Short-Term Rate since January 2022) plus 3% per annum. This is not guaranteed and the fund can experience negative returns.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



EMPOWER Annuity Objective Fund

Fund facts			
	To track long term annuity price movements. This is not guaranteed		
	Indexed		Bonds
	Irish Life Investment Managers		Article 6
			

This fund invests in a blend of indexed bonds, including government and corporates, trying to match the movement in annuity prices. The bond mix is reviewed periodically and can be updated if a mix that better matches annuity prices can be achieved.

This fund aims to broadly follow the long-term changes in annuity prices due to interest rates which are just one of the main factors that determine annuity prices.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.








However, there could be times when the fund will not track annuity prices closely and the fund is not guaranteed to track annuities prices.

Prior to 2018 the fund invested in indexed long dated AAA/AA Eurozone Government Bonds so the returns and performances reflect this.

Source: Irish Life Investment Managers.



EMPOWER Growth Fund

Fund facts			
	Long term expected return is cash deposit rates + 4% per annum gross of fees managed within a risk range		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This fund is a medium risk fund with a mix of assets such as alternatives, bonds, shares and property. It features several risk management strategies and may invest in cash from time to time.

Irish Life Investment Managers monitor and re-balance the fund regularly and may change the asset mix over time.

The benchmark performances and returns reflect the long term expected return from the fund which is cash deposit rates (measured by the Euro Short-Term Rate since January 2022) plus 4% per annum.

This is not guaranteed and the fund can experience negative returns.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



EMPOWER High Growth Fund

Fund facts			
	Long term expected return is cash deposit rates +4.5% per annum gross of fees managed within a risk range		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This fund is a mix of assets such as alternatives, bonds, shares and property. It features several risk management strategies and may invest in cash from time to time.

This is a medium to high risk fund, which aims to have a relatively high exposure to high risk assets such as shares and property. Irish Life Investment Managers monitors and rebalances the fund regularly and may change the mix over time.

The benchmark performances and returns reflect the long term expected return from the fund which is cash deposit rates (measured by the Euro Short-Term Rate since January 2022) plus 4.5% per annum. This is not guaranteed and the fund can experience negative returns.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Indexed World Equity Fund

Fund facts			
	To perform in line with the MSCI World Index		
	Indexed		Equities
	Irish Life Investment Managers		Article 6
			

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term investment.

Source: Irish Life Investment Managers.

The Indexed World Equity Fund is a passively managed equity fund that aims to track the MSCI World Index thereby achieving global market equity returns on a consistent basis.

We achieve this by investing in the same equity stocks as those of the index in the same weightings. This removes the risk of poor stock choice.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



New World Indexed All Country Equity Fund

Fund facts			
	The fund follows the Solactive ILIM New World Global Market Equity Index		
	Indexed		Equities
	Irish Life Investment Managers		Article 8
			

The fund tracks the Solactive ILIM New World Global Market Equity Index. This index is designed to deliver equity market returns with enhanced exposure to more sustainable companies and a better alignment to the low carbon transition economy.

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term retirement.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



New World Indexed Emerging Market Equity Fund

Fund facts			
	To track the Solactive ILIM New World Emerging Market Index		
	Indexed		Equities
	Irish Life Investment Managers		Article 8
			

The fund tracks the Solactive ILIM New World Emerging Market Equity Index. This index is designed to deliver emerging equity market returns with enhanced exposure to more sustainable companies and a better alignment to the low carbon transition economy.

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term retirement.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Indexed Global Sustainable Equity Fund

Fund facts			
	To perform in line with the Solactive WisdomTree Global Sustainable Equity UCITS Index.		
	Indexed		Equities
	Irish Life Investment Managers		Article 9
			

The fund aims to deliver exposure to the equities of companies from global, developed markets that positively contribute to social and /or environmental objectives according to defined sustainability criteria.

The fund aims to perform in line with the Solactive WisdomTree Global Sustainable Equity UCITS Index.

To meet the social and / or environmental objectives the fund has a more concentrated number of equities that it invests in relative to a standard indexed global equity fund. This more concentrated equity holdings will not necessarily perform as well as a broader holding of equities that are not aiming to meet social and / or environmental objectives which may adversely affect the fund's performance.

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term investment.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Indexed Islamic Equity Fund

Fund facts			
	To perform in line with MSCI World Islamic ESG Universal Screened Select Index		
	Indexed		Equities
	HSBC Asset Management		Article 8
			

The Fund aims to track as closely as possible the returns of the MSCI World Islamic ESG Universal Screened Select Index, while integrating environmental, social and governance (ESG) metrics. This Index is a subset of the MSCI World Islamic Index and is made up of large and mid-cap companies across 23 developed markets countries, that comply with Shariah investment principles.

In replicating the performance of the Index, the Fund promotes certain environmental, social and/or governance (ESG) characteristics.

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term investment.

Source: HSBC Asset Management.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.




Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



New World Indexed Euro Corporate Bond Fund

Fund facts			
	To track the ICE ILIM Select Euro Corporate Bond Index		
	Indexed		Bonds
	Irish Life Investment Managers		Article 8
			

The fund tracks the ICE ILIM Select Euro Corporate Bond Index. This index delivers exposure to Euro denominated corporate bonds with enhanced exposure to more sustainable companies and a better alignment to the low carbon transition economy.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Multi Manager Target Return Fund

Fund facts			
	Long term expected return is in excess of Euro cash deposits. This is not guaranteed		
	Active & Indexed Multi Strategy		Alternatives
	A range of alternative investment strategies & investment management companies selected by Irish Life Investment Managers		Article 6
			

These funds invest in a mix of assets such as bonds, shares, property and cash. But they also include non-traditional types like foreign currency, commodities like gold or copper, or futures - betting on what the price of something will be.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.





Legacy investment funds | 4










Legacy investment fund options

In addition to the investment options already listed in this booklet there are some legacy investment funds that you as a member may also be invested in.

These are funds that you would have been invested in at the point of transition into the Irish Life EMPOWER Master Trust. If you are currently not invested in them they are not investments options open to you to invest in. If you ever switch out from any of these funds they will no longer be available to invest in.



Consensus Fund

Fund facts			
	Perform in line with the average active managed fund available in Ireland.		
	Indexed		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This type of fund combines bonds, cash and property into a single fund. It performs in line with the average active managed fund available in Ireland.

This is a medium risk fund as shares can grow faster than inflation but sometimes go down in value.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Secured Performance Fund

Fund facts			
	Perform in line with the average active managed fund available in Ireland over the long term.		
	Indexed		Mixed Assets
	Irish Life Investment Managers		Article 8
			

This fund gives access to a managed fund asset mix but with smoothed returns. A return is declared annually which is distributed in equal monthly returns.

A Market Value Adjustment (MVA) is a charge that Irish Life can impose on withdrawals or switches. This occurs when the actual assets of the fund are valued at less than the value of the guaranteed declared rates. The MVA does not apply for retirement, Death Benefit payment and leaving service subject to a 9 month restriction.

With effect from 1 November 2010, the fund no longer accepts further contributions.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Capital Protection Fund

Fund facts			
	To provide low to mid range returns on a smoothed basis.		
	Active and Indexed Multi Strategy		Mixed Assets
	Irish Life Investment Managers		Article 8
			

The Capital Protection Fund is a mixed asset smoothed fund. The fund aims to give investors the benefits of some participation in the returns from the underlying assets while at the same time ensuring that the value of the fund will not fall.

From 7 August 2017, the Capital Protection Fund is closed to new contributions, transfer values and fund switches. If you are currently paying a percentage of your contributions into this fund you may continue to do so.

Where members switch their assets out of this fund, Irish Life may apply a Market Value Adjustment (MVA), thereby reducing the amount available. To find out when a MVA applies and the most up-to-date MVA charge, please check our website.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Indexed Commodities Fund

Fund facts			
	The fund aims to perform in line with the S&P Goldman Sachs Light Energy Enhanced Total Return Index.		
	Indexed		Commodities
	Irish Life Investment Managers		Article 6
			

This is a very high risk fund and can have very high levels of volatility. Therefore it may not be suitable for investors who have 13 years or less to go to retirement. The fund is most suitable to long term investment.

Source: Irish Life Investment Managers.

Provides broad based exposure to Commodity markets. Sectors include Agriculture, Energy, Livestock and Metals. The Index allocates the same weight each year to all of the 24 commodities contained in the benchmark.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Irish Property Fund

Fund facts			
	To provide a return in excess of inflation over the long term by generating a blend of rental income and capital growth through investing in Irish property.		
	Active		Property
	Irish Life Investment Managers		Article 8
			

Money goes into buying buildings like shops, offices, factories or homes. They bring in rent, or make a profit when they're sold. Property investments can also include shares in property companies.

Invests in Irish commercial property.

This is a very high risk fund and can have very high levels of volatility. Therefore it may not be suitable for investors who have 13 years or less to go to retirement. The fund is most suitable to long term investment

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Setanta Global Equity Fund

Fund facts			
	Outperform the MSCI World Index over the long term.		
	Active		Equities
	Setanta Asset Management		Article 6
			

This fund combines shares from around the world (like the UK, US and emerging market countries).

It aims to outperform the MSCI World Index over periods of three years or more. This is not guaranteed.

It is a high risk fund, as shares can grow faster than inflation but sometimes go down in value.

This is a very high risk fund and can have very high levels of volatility. Therefore it may not be suitable for investors who have 13 years or less to go to retirement. The fund is most suitable to long term investment.

Source: Setanta Asset Management.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Setanta Global Equity Dividend Fund

Fund facts			
	Outperform the MSCI World High Yield Index over the long term.		
	Active		Equities
	Setanta Asset Management		Article 6
			

It aims to outperform the MSCI World High Yield Dividend Index over periods of three years or more. This is not guaranteed. It is a very high risk fund, as shares can grow faster than inflation but sometimes go down in value.

This is a very high risk fund which can have a very high level of volatility. Therefore it may not be suitable for investors who have less than 13 years to retirement. The fund is most suitable for long term investment.

Source: Setanta Asset Management.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



Setanta Pension Managed Fund

Fund facts			
	Outperform the median performance of other Managed Funds over the long term.		
	Active		Mixed Assets
	Setanta Asset Management		Article 6
			

This fund combines shares from around the world, bonds, property, cash and commodities.

It aims to outperform the median performance of other Managed Funds over periods of three years or more. This is not guaranteed.

It is a medium to high risk fund, as some of the underlying assets can grow faster than inflation but sometimes go down in value.

Source: Setanta Asset Management

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



CLA/Setanta Unitised with Profits Fund

Fund facts			
	To deliver long term smoothed returns from the underlying assets on a smoothed basis with regular profits bonuses over the long term.		
	Active		Mixed Assets
	Setanta Asset Management		Article 6
			

This fund is a mixed asset smoothed fund. The fund aims to give investors the benefits of some participation in the returns from the underlying assets in a smoothed fashion by sharing some of the profits through regular bonuses.

Where members switch their assets out of this fund, Irish Life may apply a Market Value Adjustment (MVA), thereby reducing the amount available. To find out when a MVA applies and the most up-to-date MVA charge, please check our website.

If you exit or switch out of this fund in the later years the final smoothed value maybe increase by adding a terminal bonus. The size of the terminal bonus, which may be zero, will be calculated at the discretion of Irish Life, taking into account factors such as the financial condition of the fund, the actual performance of the assets of the fund over the term of your investment, the duration of your investment in the fund and the investment market conditions at the time you exit or switch out of the fund. Please note that a terminal bonus cannot be added if a market value adjustment factor applies.

Source: Setanta Asset Management.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.








Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.



CLA/Setanta Guaranteed Deposit Fund

Fund facts			
	To achieve a reasonable rate of interest with a high degree of security		
	Active		Cash
	Irish Life Investment Managers		Article 6
			

This fund invests in bank deposits and can also invest in short-term investments on international money markets. It aims to give a stable and predictable return.

The fund can be used to protect the value of member's funds against market movements.

For members who are close to retirement it is particularly useful for that element of the fund that will be taken as a tax free lump sum.

Source: Irish Life Investment Managers.

Warning: The value of your investment may go down as well as up.

Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: These funds may be affected by changes in currency exchange rates.

Warning: If you invest in this product you will not have any access to your money until you retire.

Securities Lending: The assets in these funds (except the EMPOWER Cash Fund) may be used for the purposes of securities lending in order to earn an additional return for the fund. While securities lending increases the level of risk within the fund it also provides an opportunity to increase the investment return.





Do right by your money -
responsible investing

5



Do right by your money - responsible investing

You've worked hard for the money you invest

You've worked hard for the money you invest. At Irish Life we are working hard to make the most of it for you. With Irish Life Investment Managers (ILIM), we are committed to growing your money and doing it responsibly.

That means investing less in companies which are harmful to the environment or society and investing more in companies which try to help it (versus the relevant broad market benchmark).

Why we do right by your money

We believe in a sustainable future for all so we invest your pension savings in a way that does right by you and the planet.

We do this because we believe these investments should perform better over time as a result.



Mitigating climate change



As climate change poses a significant risk to all assets, we are actively reducing our investment exposure to carbon risk, as set out by the Paris agreement.

Targeting good corporate behaviour



We also target companies that can demonstrate good corporate behaviour both internally and externally e.g., with employees, in communities and with suppliers and shareholders. We also invest in companies that generate revenues from more sustainable practices.

ILIM manage almost €45bn* in responsible investments

With ILIM, we support companies with good Environmental, Social and Governance ratings through our ESG Framework.

Source: Irish Life Investment Managers.

What is the ESG framework?



We actively engage on the climate by investing less in companies which are harmful to the environment or society and investing more in companies which try to help it (versus the relevant broad market benchmark). When it comes to those companies we've invested in, we also positively influence them on all ESG matters

*€45bn as at 31 December 2022



We invest less in companies exhibiting poor behaviour

We reduce exposure to companies that are harmful to the environment or the social objectives of a sustainable society.

And we exclude those whose:

- > products cause harm when used as intended such as weapons, tobacco, and thermal coal
- > production causes significant harm such as tar sands and arctic oil
- > behaviour is shown to be harmful

We help raise corporate standards through responsible ownership

We adhere to the principle of active ownership and exercise our right to vote on issues submitted for shareholder vote.

Our active engagement policy promotes constructive engagement, strong corporate governance, and effects positive change at an ESG level.

We promote best practices, like protecting rights, preventing corruption and encouraging diversity.

We voted at 6,631 meetings in 2021 – 11.4% against management – to promote better ESG practices in the companies in which we invest.

Source: Irish Life Investment Managers

Continually doing right by your money

Being responsible investors also means striving towards the highest standards ourselves. Here's some of what we are doing:

United Nations Principles for Responsible Investing (UNPRI)

Irish Life Investment Managers was one of the first asset managers in Ireland to sign up to the UNPRI for responsible investing.

Award-winning Investment Managers

ILIM has been independently recognised as Investment Manager of the Year at the Irish Pension Awards in 2013, 2014, 2015, 2017, 2019, 2020 and 2022.



Responsible investing across our fund range

Our core EMPOWER and MAPS funds are committed to responsible investing by investing in responsible strategies.

ESG rating

Our overall ESG fund ratings are better than regular funds due to the enhanced exposure to more sustainable companies or those that pose less risk to our climate.

Carbon intensity

Our funds have less exposure to companies whose business activity causes significant carbon emissions/causes pollution.

Fossil fuel

Our funds have less exposure to companies whose business model is based on coal extraction, oil and gas activities.

Do right by your money today

To learn more about how we can help you do right by your money visit our website:

[www.irishlifeemployersolutions.ie/
responsibleinvesting](http://www.irishlifeemployersolutions.ie/responsibleinvesting)

To find out more see the fund factsheets on our website:

www.irishlifeemployersolutions.ie



The Sustainable Finance Disclosure Regulation (SFDR)

The EMPOWER Master Trust offers a range of fund options for members to choose from. Some of these fund options promote environmental or social characteristics. Whether your retirement account attains these environmental or social characteristics depends on whether you invest in one or more of these funds during the recommended holding period.

Under SFDR, the Trustees must identify and provide prospective members with pre-contractual disclosures for fund options categorised as meeting the provisions set out in Article 8 or Article 9 of that regulation. This categorisation applies to funds which promote environmental and / or social characteristics or which have sustainable investments as their objective. These disclosures, which are produced by the fund manager in accordance with SFDR, provide further details on how the sustainability related ambitions of each fund are met.



The current Article 8 and Article 9 funds available through the EMPOWER Master Trust are:

EMPOWER Stability Fund

EMPOWER Cautious Growth Fund

EMPOWER Growth Fund

EMPOWER High Growth Fund

New World Indexed All Country Equity Fund

New World Indexed Emerging Market Equity Fund

New World Indexed Euro Corporate Bond Fund

Indexed Global Sustainable Equity Fund

Indexed Islamic Equity Fund

The EMPOWER PLS invests in Article 8 funds during both the Growth (EMPOWER High Growth Fund and EMPOWER Growth Fund) and Consolidation Phases (EMPOWER Growth Fund and EMPOWER Stability Fund). During Phase 3, you will continue to be invested in Article 8 funds for a period of time and depending on your individual circumstances, you may continue to be invested in an Article 8 fund (EMPOWER ARF Matching Fund) until you reach retirement (see page 13). All of the up-to-date important information you need, including access to the latest disclosures published by the fund manager, can be found at www.irishlifeemployersolutions.ie/sfdr

Please note that the funds which fall within the scope of SFDR, and are available through the EMPOWER Master Trust, can change.





Better outcomes at
retirement

6



Better outcomes at retirement

Online Portal

Our Portal (www.myirishlife.ie) is a super simple online hub to help you plan for a no-regrets retirement, creating the best outcome for you.

The Portal dashboard shows the status of your pension at a glance, giving you full knowledge of how much you have already saved at any time.

The dashboard features the **My Retirement Income Projection** panel, which highlights some key figures to help you plan, such as:

Your projected value

This is how much we think your pension pot will be worth when you retire. This is dependent on investment activity.

Your projected yearly income

This is how much we think your gross yearly pension income will be when you retire.

Your recommended retirement income

This is how much we think you will need in retirement. This is calculated based on 33% of your current salary plus the State Pension.

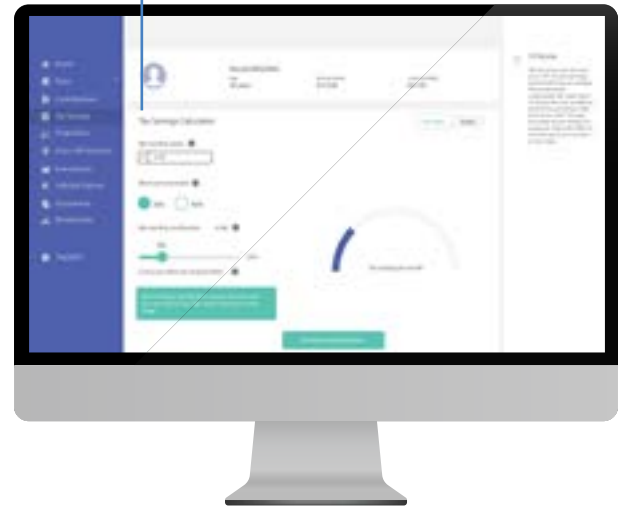


The **Portal** will give you helpful prompts so you can stay on top of your financial future with tools such as:

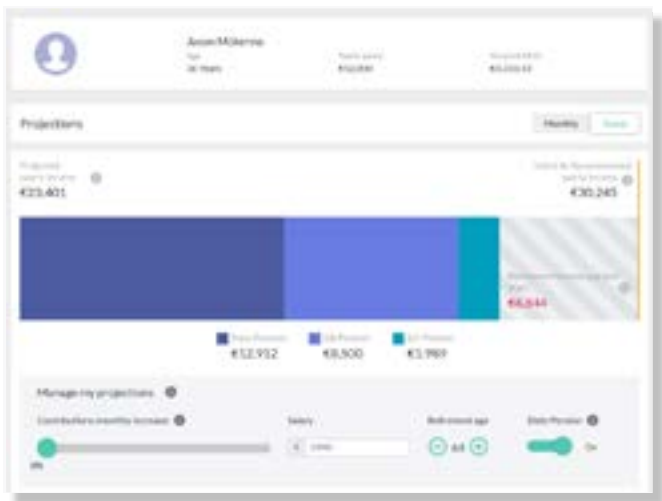
You can also use our **tax savings calculator** to help you figure out how much you can save on tax by contributing to your pension.



The **My next step** area guides you through the actions you can take today to make smart pension decisions.



Projections



The **projections tool** shows you how changes to your contributions today could improve your projected retirement income in the long run.

Making these changes could not be easier. The fresh, modern and easy to use Portal also allows you to:

- > Link other Irish Life group pension plans.
- > Request a fund switch.
- > Update beneficiary details.

Access to Pension Portal

You'll receive an email inviting you to register for portal when you join the plan.

If you are already a member but haven't logged into portal yet, you can register today.

To login or register for portal now just go to www.myirishlife.ie

We're here to help members build better financial futures.



Your Benefit Statement

You will receive a benefit statement from Irish Life every year. We want to ensure that you are adequately prepared for your retirement.

Your benefit statement will clearly illustrate your:

- > Contribution and valuations summary.
- > Investment information.
- > Statements of reasonable projection.

Happy to help

We are available to answer any questions you may have on your retirement savings.



Feel free to contact us at happytohelp@irishlife.ie quoting your Plan name and number or call us on 01 704 2000.





What you get when
you retire

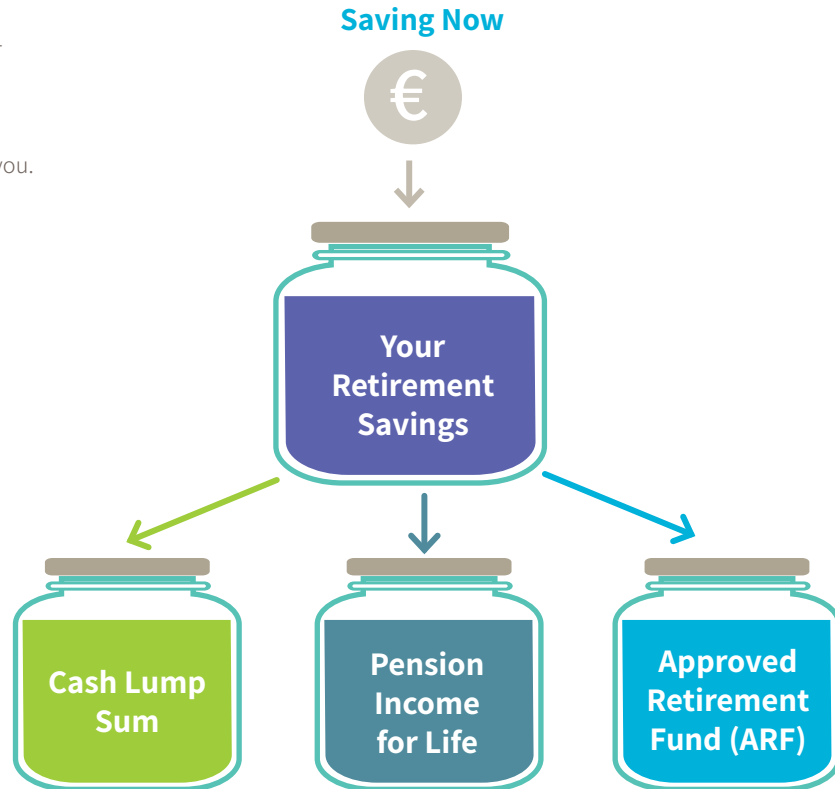
7



What you get when you retire

You might not be approaching retirement yet, and if not, check back to this section at a later date! For those of you who are, let's talk about taking your retirement benefits.

We have broken down all the options available to you.



Option 1



1. Take a maximum cash* lump sum of up to 1.5 times salary, subject to 20 years of relevant or pensionable service, if you have remained working with the same employer until normal retirement age. The figure will be lower if you have left service before then.

AND THEN



2. The balance of your retirement savings (excluding any AVC value) must be used to buy a pension income for life/annuity.

AND THEN



3. If you have chosen to contribute extra amounts as AVCs, you also have the option to use the proceeds from your AVC to purchase an Approved Retirement Fund (ARF). Your AVCs can also be used to buy a pension income for life/annuity.

Or

Option 2



1. Take a maximum cash** lump sum of up to 25% of your retirement fund.

AND THEN



2. Purchase an annuity to provide you with an income for life.

OR



- > Take the balance as a taxable lump sum.

OR



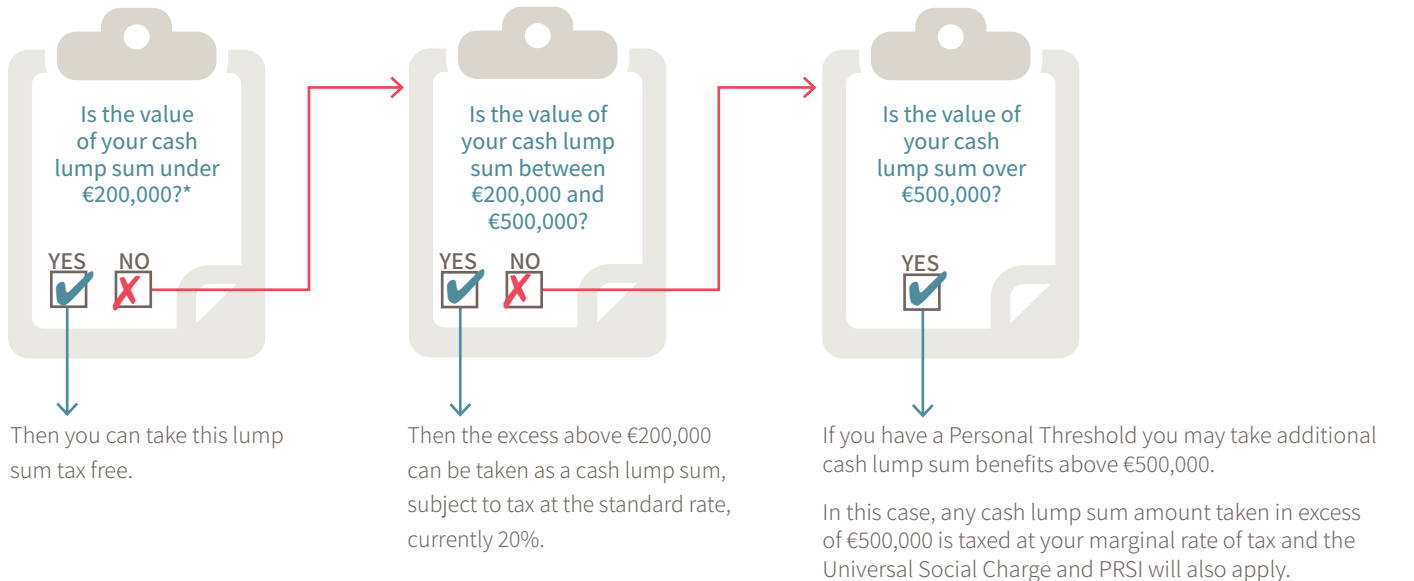
- > Transfer the balance to an ARF.

*Please see the next page for the tax treatments on these lump sums.

**These amounts may change (up or down) as specified by the Government. The amounts quoted are correct as at December 2022.



Tax treatment of your Cash Lump Sum



*Tax free lump sums taken on or after 7 December 2005 will count towards using up the tax free amount. So if you have already taken tax free cash totalling €200,000 or more since December 2005, any further retirement lump sums paid to you will be taxable.



Under current legislation, the Standard Fund Threshold which is the maximum amount of pension allowable for tax relief purposes, will increase from €2.0 million by €200,000 a year from 2026 to €2.8 million by 2029. The Standard Fund Threshold includes any pension benefits already taken together with pension benefits yet to be taken. This limit is in respect of all pension benefits held for an individual.





Questions people
often ask

8



Questions people often ask

Set out below are some of the typical questions that people often ask about their retirement savings.

What if I change jobs?

If you leave your current employer **after** more than two years in the pension plan, you will not have access to your pension fund until you retire. However, you do have a number of options in relation to the retirement savings you have built up during your time with the company. These options include:

1. Deferred pension - You can usually leave the value of your pension savings in your previous employer's pension plan until you retire and then use it to get a retirement benefit.
2. You may be able to transfer the value of your retirement savings to a new employer's pension plan (if your new employer's plan allows).
3. If you do not join another company pension plan and you decide to set up a Personal Retirement Savings Account (PRSA) you may, in certain circumstances, transfer the value of your retirement savings into it.

4. You can take the value of your retirement savings from your current employer's plan when you leave and invest in what is known as a Buy-Out-Bond or a Personal Retirement Bond (PRB). This is an individual lump-sum investment.

Should you leave the Master Trust with less than 2 years' combined employer service you may be able to take a refund of the value of your own contributions less tax. There may be circumstances where you may also be entitled to the value of the employer's contributions (less 20% tax) under the EU Supplementary Pension Rights Regulations 2019. Irish Life will advise you if this applies to you. Some plans may allow you to leave your contributions in the plan, even though they are not required to do so by law.

What if I want to retire early?

If your employer and the trustees agree, you may retire early once you have reached age 50. However, the plan is designed to provide benefits at your normal retirement age (NRA) and retiring earlier than this means that your retirement savings will be less than if contributions were paid up until your NRA.



What happens if I die before I retire?

If you die before you reach retirement age, your pension plan rules will determine what benefits will be made available to any one or more of your Beneficiaries. This is known as a 'death in service' benefit. The benefit for each company pension plan is different so please check your member schedule for specific details.

The Trustees have discretion on payment of these benefits while you remain employed by your Employer. If you leave service and die before you take your benefits from the Master Trust, the value of your fund will be paid to your estate.

Are there any other additional benefits as part of this plan?

Your employer may also provide you with important benefits such as Life Cover and/or Income Protection while employed with them. These benefits may be included as part of this plan, if so details will be provided to you on joining. If these benefits are included in a separate plan, your plan contact will provide you with the details.

What is an annuity?

It is a pension or income for life that you purchase with some or all of your retirement savings. You may choose either a level pension or one that starts lower, but increases by a set amount each year, to help offset the effects of inflation. You may also choose what will happen to your pension when you die. For example, it can stop immediately – or it can continue to be paid (in full or at a reduced rate) to your widow/er or civil partner/partner.

What is a Beneficiary?

A Beneficiary is your Spouse, Civil Partner, a financial dependent, your relatives, anyone notified by you in an Expression of Wishes form or your estate.

What is an Approved Retirement Fund (ARF)?

It is an ongoing investment fund. It still has the potential to earn investment returns, but nothing is guaranteed. If you choose this option, instead of receiving a regular pension, you can simply withdraw the money you need (subject to specific conditions), as and when required. On your death, the balance in the fund will be paid to your chosen dependants or estate and taxed accordingly.

What happens if I move abroad?

Your retirement savings will always be yours and you will be able to use them when you decide to retire. There may be restrictions on transfers depending on the country you wish to transfer your benefits to. We deal with transfers abroad on an individual basis so please email happytohelp@irishlife.ie or phone 01 704 2000 and we will be happy to talk through this with you.

How much does the pension plan cost?

Your pension plan can have one or more of the following charges:

- > Fund management fees
- > Contribution charges
- > Bid/Offer spreads
- > Per member charges
- > Pensions Authority fees
- > Fund switch charges

Full details on the costs that are applicable to you can be obtained from your employer's Master Trust contact.





Contact information

9



Contact information

We are here to help! Our member service team is happy to answer any questions you may have on your retirement savings so feel free to email happytohelp@irishlife.ie or call us on 01 704 2000.

What to do if you have a complaint

Should you have a complaint concerning the plan, you should contact the trustees. The trustees will follow an internal disputes resolution procedure. You are not bound by the trustees' decision.

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.

The Financial Services and Pensions Ombudsman can be contacted at:

Write to: Financial Services and Pensions Ombudsman,

Lincoln House,

Lincoln Place,

Dublin 2,

D02 VH29.

Phone: 01 567 7000

Email: info@fspo.ie

Website: www.fspo.ie



Information correct as at February 2026.

Contact us

Phone 01 704 2000
Email happytohelp@irishlife.ie
Website www.irishlifeemployersolutions.ie
Write to Irish Life, Irish Life Centre, Lower Abbey Street, Dublin 1.

Irish Life Financial Services Limited is regulated by the Central Bank of Ireland. Irish Life Financial Services Limited is an insurance intermediary tied to Irish Life Assurance for life and pensions. Irish Life Financial Services Limited is registered in Ireland. Registered Office: Irish Life Centre, Lower Abbey Street, Dublin 1. Registered Number: 489221. Irish Life Assurance plc, trading as Irish Life, is regulated by the Central Bank of Ireland. Irish Life Assurance plc is registered in Ireland. Registered Office: Irish Life Centre, Lower Abbey Street, Dublin 1. Registered Number: 152576. Keyridge Asset Management Limited, trading as Irish Life Investment Managers and Setanta Asset Management is regulated by the Central Bank of Ireland. Keyridge Asset Management Limited is the main appointed asset manager of Irish Life Assurance plc. Irish Life is part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations. In the interest of customer service, we may record and monitor calls. HSBC Global Asset Management (UK) Limited are authorised and regulated by the Financial Conduct Authority, in the United Kingdom. Neither Irish Life Financial Services Limited, nor Irish Life Assurance plc, is responsible for the content of external internet sites.