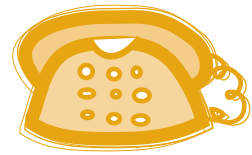


# Irish Life Corporate Business

## complaints charter

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



### What can you expect?

- We will deal with your complaint promptly, professionally and fairly.
- All complaints are recorded, monitored for progress and tracked to conclusion.
- We will give an explanation and an apology where we have made a mistake.
- We will identify the cause of the complaint and put measures in place as far as possible, to make sure it does not happen again.



### How can you make a complaint?

You can make a complaint by phone, email, fax, post or in person. You can contact us in any of the following ways:

- By phoning 01 704 2000
- Send a fax to 01 704 1905
- Email us at [code@irishlife.ie](mailto:code@irishlife.ie)
- Call in the Irish Life Visitor Centre, Lower Abbey Street, Dublin 1.
- By writing to Irish Life Corporate Business, Lower Abbey Street, PO Box 129, FREEPOST, Dublin 1.



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

### What will happen next?

We will acknowledge your complaint immediately if you phone or email us and within one day if you contact us in writing or by fax. You will be given the name of the person who will deal with your complaint.



### How long will it take to resolve my complaint?

Our target is to resolve all complaints within 10 working days. If this is not possible we will let you know when you can expect a full reply. We currently respond to 90% of all complaints within 10 working days.

### 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 appropriate Ombudsman who will decide if the matter falls within their terms of reference. Depending on your type of plan the appropriate Ombudsman may be the Financial Services Ombudsman, or certain cases may be dealt with by the Pensions Ombudsman. They can be contacted at:



**Financial Services Ombudsman's Bureau**, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

Phone: 180 8820 90 ● Tel: (01) 662 0899 ● Fax: 01 662 0890

● E-mail: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie) ● Website: [www.financialombudsman.ie](http://www.financialombudsman.ie)

**Office of the Pensions Ombudsman**, 36 Upper Mount Street, Dublin 2 ●

Phone: 01 647 1650 ● Fax: 01 676 9577 ●

E-Mail: [info@pensionsombudsman.ie](mailto:info@pensionsombudsman.ie) ● Website: [www.pensionsombudsman.ie](http://www.pensionsombudsman.ie)

We are constantly striving to improve our complaints procedure and would very much welcome your feedback. Therefore we contact a number of customers each month to check on how they felt we handled their complaint.



Irish Life

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