

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life

FREQUENTLY ASKED QUESTIONS

SELF-INVESTED FUND EXECUTION-ONLY TRADING ACCOUNT





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Note: To move to a particular section please click on the chapter.



INTRODUCTION

This document covers typical scenarios which may arise when you are using the Execution-Only Trading Account ("Trading Account") via the online and telephone services. We hope you will find this document useful. If you have any questions that are not covered in this document please speak to your Authorised Investment Adviser or contact the Self-Invested Fund team on 01 704 1832.

This guide can be used in conjunction with a separate Execution-Only Trading Account Web Users Guide.

For more information on the Execution-Only Trading Account please see "Your Guide to the Self-Invested Fund".

You can find all literature relating to the Self-Invested Fund (SIF) via your My Online Services account on www.irishlife.ie in the 'Self-Invested Fund Guides' section.

Please note that as the amount invested in the Execution-Only Trading Account will be part of your pension, all assets will be owned by Irish Life Assurance plc (Irish Life) and any restrictions that apply to the pension plan will apply to this account also (including in relation to permitted assets – see FAQ 8). Execution-only trading means that Irish Life, through the service provider Platform Securities, will buy and sell assets on your instruction.

The taxation treatment of investments will be in the context of Irish Life being the owner of the assets.

Please note Irish Life will not be held liable for any acts, errors or omissions of third party service providers or any other third party.

This is not intended to be an advertisement, it is an information guide for clients who have selected the Execution-Only Trading Account in the Self-Invested Fund (SIF).

1. HOW DO I LOGIN TO THE EXECUTION-ONLY TRADING ACCOUNT ONLINE?

New My Online Services account

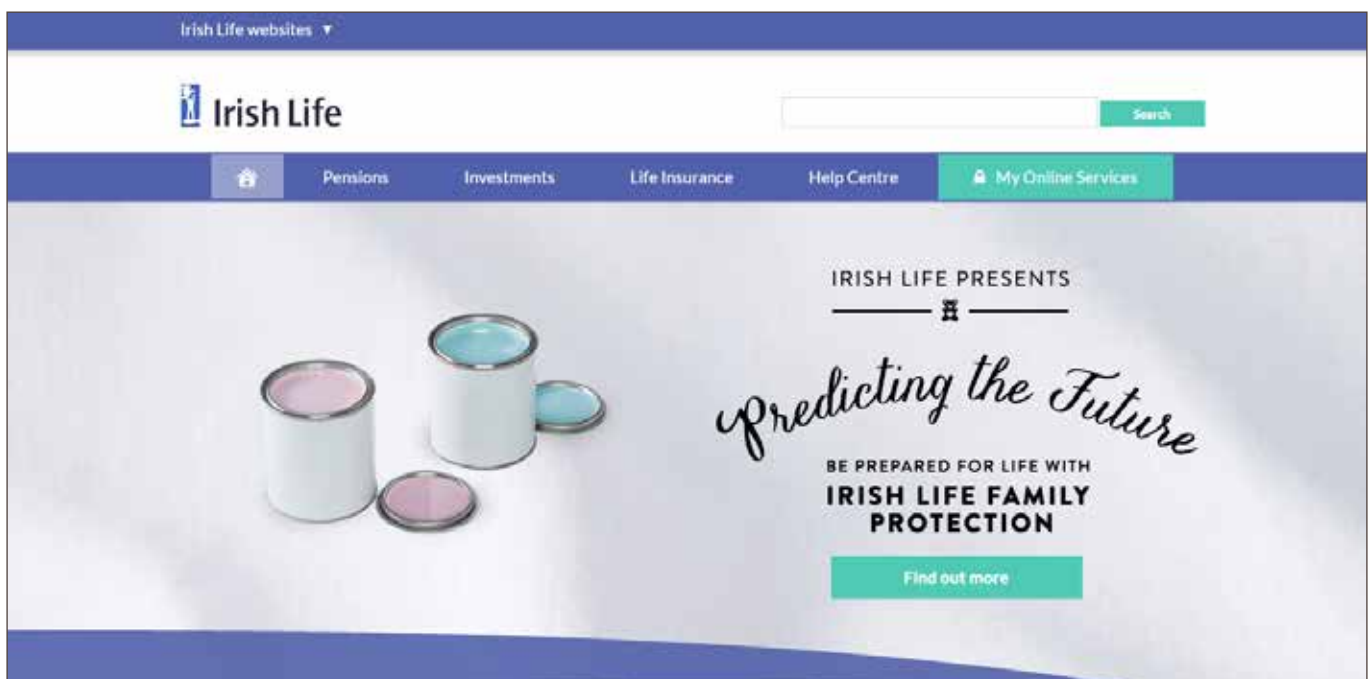
When your plan is set up with Irish Life your My Online Services ID is sent to you by email. Your temporary password is sent by SMS to the mobile number you provided when setting up your plan.

You are required to enter your email address or your 10 digit My Online Services ID and the temporary password issued to you to access your account. On first login the system will prompt you to choose a new password.

Accessing the Trading Account online

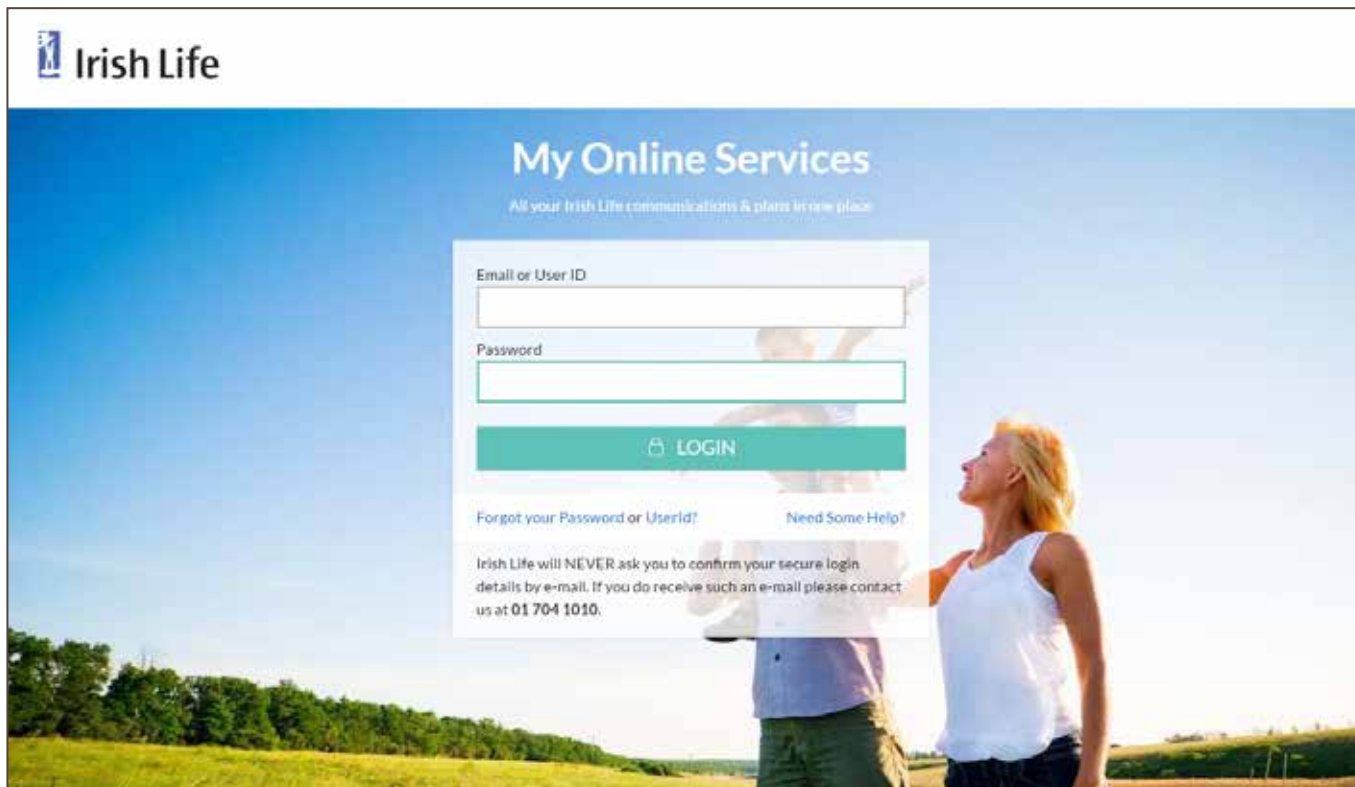
Once the Trading Account is set up you will receive a notification email. You can access the Trading Account via your login to My Online Services.

Visit www.irishlife.ie and select the 'My Online Services' tab at the top of the screen.

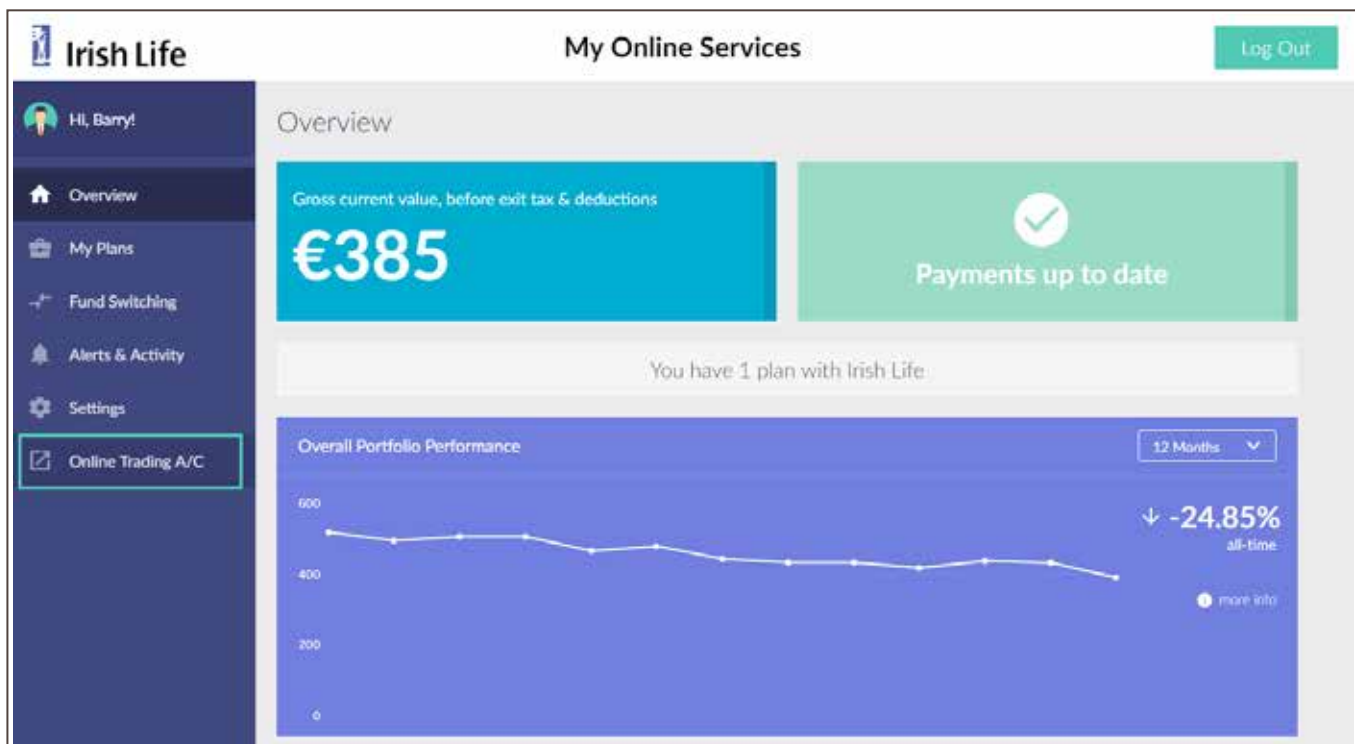


continued overleaf...

Then enter your email address or User ID as highlighted below and click 'Login'.

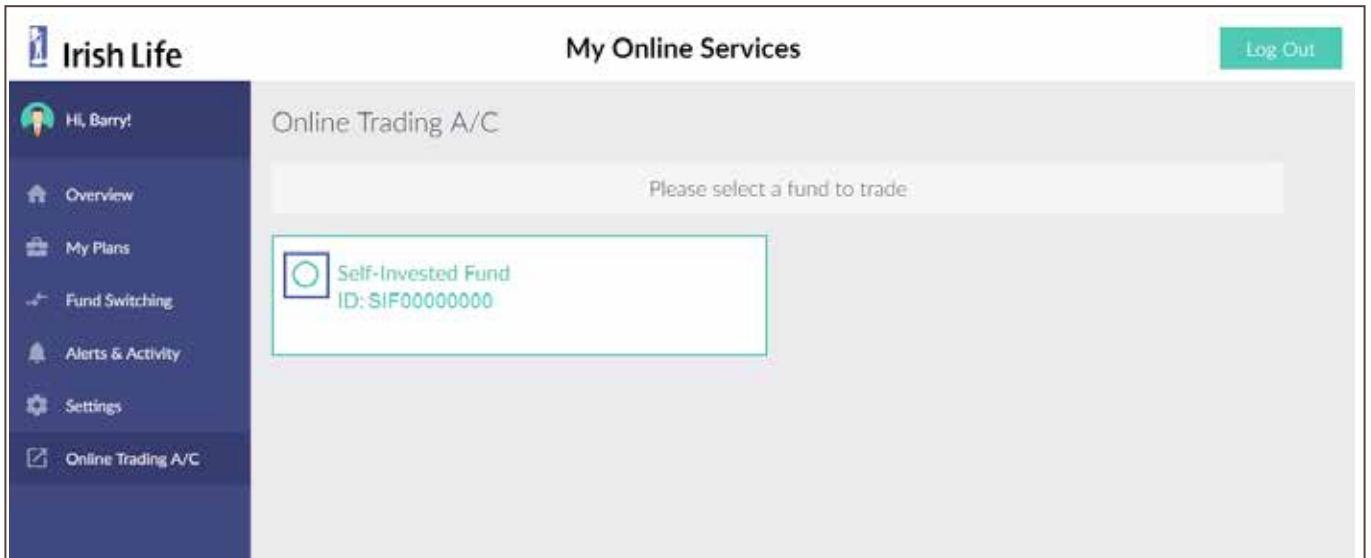


This brings you into the landing page. From here, click on the 'Online Trading A/C' button on the left navigation menu.

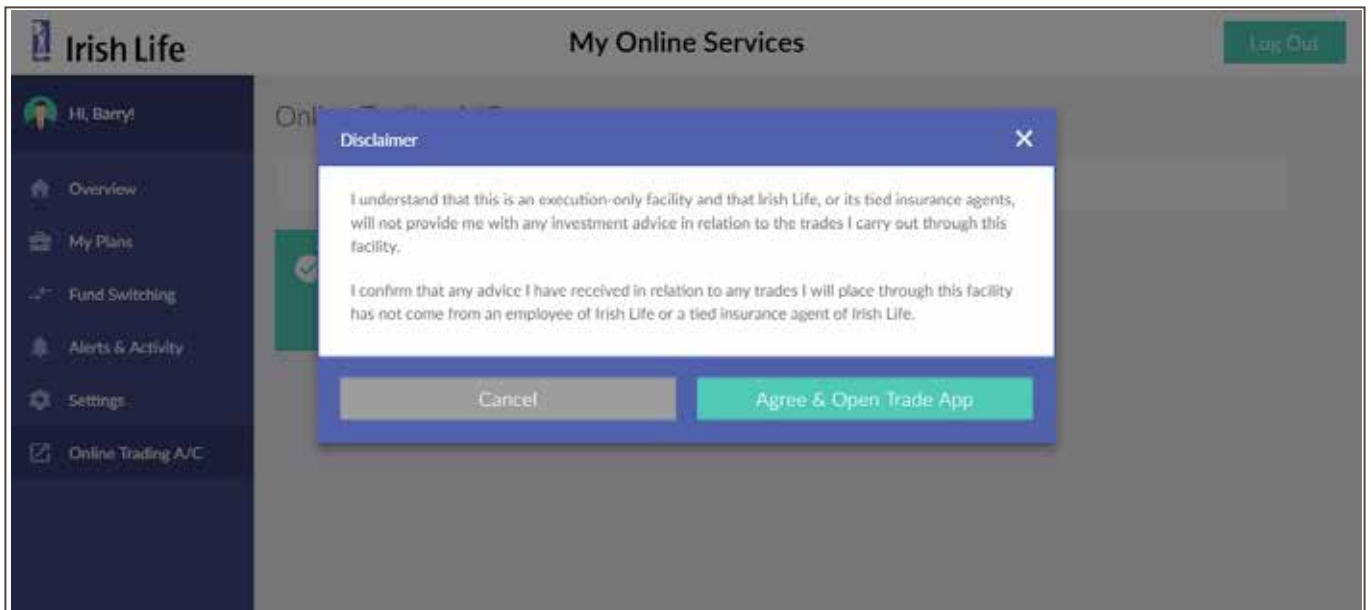


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Click on the circle icon labelled 'Self-Invested Fund'.



Read the disclaimer that pops up on the screen, and click 'Agree & Open Trade App'.



Irish Life

Close Dealing

My Portfolio | Trading | Fund Centre | Administration | Help & FAQs

Client: SIF00000000 | MR JOE BLOGGS | Adviser: BROKERAGE HOLDING CODE

Company name, sedol or stock code, ISIN

Account Summary

Messages (1) | Print

Account Name	Cash	Stock	Total	Active Orders
MR JOE BLOGGS	€ 89.43	€ 323.92	€ 413.35	0

Asset Allocation

This pie chart shows the asset allocation for your account by asset type. Negative values are not included in the pie chart.

- Equities 65.15%
- Cash 21.64%
- Government Debt 13.22%

2. CAN I TRADE ONLINE AT ANY TIME OF THE DAY?

You can login to the Execution-Only Trading Account (Trading Account) at any time of the day. Orders will be actioned from 08:00 up to US market close on UK business days. Orders placed over a weekend or on a UK bank holiday will not be actioned until the next UK business day. Orders placed on a US bank holiday will only be actioned during UK business hours 08:00 to 17:30. If you place an order over the phone for an exchange that is closed at the time your order is placed, the trade will be acted upon when the relevant exchange is next open.

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3. WHEN IS THE TELEPHONE SERVICE AVAILABLE?

Orders can be placed using the Platform Securities telephone service from 08.00 to US market close Monday to Friday, excluding UK bank holidays. On US bank holidays orders can be phoned in from 08:00 to 17:30. If you place an order over the phone for an exchange that is closed at the time your order is placed, the trade will be acted upon when the relevant exchange is next open.

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4. WHAT IS REQUIRED TO PLACE A TRADE VIA THE TELEPHONE SERVICE?

You must have the Trading Account reference. You must also have either the stock Sedol or ticker. The Trading Account reference can be found at the top of the screen when you login to the Trading Account online.

The free phone telephone number for placing telephone trades is 1800 800 090. If you are calling from outside of the Republic of Ireland please dial +44 121 214 8579 (please note this is not a free phone number)

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5. WHAT IS THE COST OF EXECUTING AN ORDER THROUGH THE ONLINE & TELEPHONE SERVICES?

The cost of trading online is €30 per trade.

The cost of trading using the telephone service is €50 per trade.

Certain supplemental and/or third party charges may apply for trades/transactions. Please see 'Your Guide to the Self-Invested Fund' for more details.

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6. WHO DO I CONTACT IF I EXPERIENCE PROBLEMS TRYING TO PLACE A TRADE ON THE TRADING ACCOUNT ONLINE?

If you have difficulties placing a trade please call 1800 800 090 quoting the Trading Account reference (which can be located at the top of the screen when you login to the Trading Account) and the ticker of the shares you wish to trade. Please advise the telephone service Customer Service team of the difficulty you are experiencing*. The team may take your order over the phone if they are unable to resolve the matter.

If the matter cannot be resolved by the telephone service Customer Service team please call the Self-Invested Fund team on 01 704 1832.

*It is always best practice to retain details/screen dumps of any difficulties you experience whilst trying to place a trade. This will allow us to perform a full investigation into the error event.

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7. HOW CAN I PLACE A TRADE IF THE ONLINE SERVICE IS UNAVAILABLE?

If the website is unavailable you can place a telephone trade by calling the free phone number 1800 800 090. Please ensure that you have the Trading Account reference and the stock ticker or Sedol for the share(s) you wish to trade.

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8. WHAT TYPES OF SECURITIES CAN I INVEST IN?

You can invest in shares, bonds, exchange-traded funds (ETFs), funds, Investment Trusts and other publicly quoted traded securities.

There are approximately 1,700 collective investments (including funds & ETFs) available on the trading platform. You can view the funds available to you in the Fund Centre section of the trading website. Please note that on occasion there may be funds available to trade that do not appear in the Fund Centre. In these instances we recommend that you also search for the fund that you are interested in by using the stock search functionality available to you.

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9. ON WHAT MARKETS/EXCHANGES CAN EQUITIES AND BONDS BE PURCHASED?

You have access to a number of markets/exchanges including:

- Ireland, United Kingdom and some other EU member states
- USA & Canada
- Australia & New Zealand
- Japan, Hong Kong & Singapore
- Switzerland & Norway

You can view the full list of approved exchanges in the 'Self-Invested Fund Guides' section of your My Online Services account on www.irishlife.ie. This list also sets out the market codes for your convenience.

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10. WHAT ASSETS ARE NOT AVAILABLE THROUGH THE SERVICE?

For legal and practical reasons we can only hold investments which meet certain conditions. For further details please refer to the Self-Invested Fund guide.

If restricted assets are purchased in error, Irish Life reserves the right to sell these assets immediately. The timing of any sales will be at Irish Life's discretion and we will not be liable for any loss incurred. In circumstances where assets are deemed no longer permitted under Irish Life company guidelines, Irish Life reserves the right to sell said investments which will no longer be available on the trading platform.

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11. WHERE CAN I VIEW THE LIST OF PRE-APPROVED FUNDS?

You can view the funds available to you in the '*Fund Centre' section of the website.

*Please note that on occasion some of the funds that we make available to you to trade may not appear in the Fund Centre. If you cannot find a fund that you are interested in, please search for the fund in the Trading Section of the website by entering the ticker, symbol, SEDOL or name into the security field and clicking on the search icon.

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12. WHAT SHOULD I DO IF A FUND I WOULD LIKE TO INVEST IN IS NOT ON THE LIST OF PRE-APPROVED FUNDS?

If you would like to submit a request to have a fund added to the platform please send details of the fund including the fund name, Sedol/ISIN and prospectus (where available) to the Self-Invested Fund Customer Service team at selfinvestedteam@irishlife.ie.

Irish Life reserves the right to not add a fund to the trading platform.

In circumstances where assets are deemed no longer permitted under Irish Life company guidelines, Irish Life reserves the right to sell said investments which will no longer be available on the trading platform.

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13. WHO DO I CONTACT IF I NEED HELP MAKING AN INVESTMENT DECISION AND/OR CHOOSING A LINE OF STOCK/TICKER?

This is an execution-only service via the Self-Invested Fund and we do not provide investment or any other advice in relation to the Execution-Only Trading Account. If you have any questions please contact your Authorised Investment Adviser.

All permitted securities and tickers can be found by using the stock search function when you login to the Trading Account. The list of market codes can be used to identify the market that you wish to trade on where a share trades on more than one market.

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14. HOW CAN I BOOK A FOREIGN EXCHANGE (FX) ORDER?

All FX orders must be placed using the telephone service. If you wish to place a FX order please call 1800 800 090. FX orders should only be placed where you wish to convert cash to another currency in order to buy shares in that currency.

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15. HOW ARE FX RATES CALCULATED?

Platform Securities receive FX rates each morning. Platform Securities add on their margin of 0.35% to calculate their daily FX rate; this margin is subject to change without notice. The same rate is used throughout the day on all FX trades or market trades that require a FX transaction for settlement.

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16. WHAT TYPES OF ORDERS CAN I PLACE?

You can place 'At Best' or 'Limit' orders.

'At Best' orders can only be placed online if the market you are trading on is open and you are trading during UK business hours.

Alternatively, if you wish to place an 'At Best' order when an exchange is 'closed' you can do so by using the telephone service. The order will be placed on the order book by the service provider Platform Securities and actioned when the relevant exchange is next open.

If you place your order online and the relevant exchange is 'closed' or your trade is entered outside UK business hours you can only place a 'Limit' order.

Orders placed outside UK business hours will be acted upon the next business day.

When you select a 'Limit' order, the order will automatically be good for a day however you have the option to change the date when placing the order in the 'Order valid until' section.

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17. DO I RECEIVE A FIRM PRICE WHEN I BOOK AN 'AT BEST' ORDER?

You may be provided with 'firm' prices for certain securities. In these instances you will have 15 seconds to accept or reject the quote displayed on the screen. If you do not accept the trade within the time specified the quote will automatically expire. On rare occasions a market maker may withdraw or pull a quote during the countdown period even if you feel you have accepted the trade. As such you should always check to ensure that the trade has been executed. You can also check the status of a trade in the 'Active Orders' screen.

Where a firm price is not available you will be provided with an indicative price in the 'Review Order' screen. The indicative price is typically the close price, the last traded price or the latest price received.

The price at which you are subsequently dealt may be materially different to the indicative price.

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18. HOW DO I REVIEW ORDERS THAT HAVE NOT YET BEEN EXECUTED?

Any order that has not been executed can be found in the 'Active Orders' tab along with the status of the trade until the trade is executed, cancelled or rejected. You can retrieve full details of the trade by clicking on the trade reference.

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19. HOW DO I CANCEL AN ORDER THAT HAS NOT BEEN EXECUTED?

Any live order that has not been executed can be found in the 'Active Orders' tab along with the status of the trade. You can cancel a pending order by selecting the link on the far right hand side of the trade. It is important to note that in the event that your order has been filled or partially filled before you instruct the trade cancellation, only the undealt part may be cancelled. The service provider will endeavor to cancel your order as soon as is reasonably possible but cannot guarantee your request will be actioned immediately. Please note any request to cancel an order cannot be guaranteed and will only be confirmed once the status of your order has changed to 'Cancelled'.

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20. HOW DO I KNOW WHEN MY TRADE HAS BEEN ACTIONED?

The status of your trade will show as 'Executed' in the 'Active Orders' screen on the day that the trade is executed.

Trade details for executed trades are only available in the 'Active Orders' screen up until the close of business on the day of execution.

You can view all executed trades in the 'Transaction History' section. Full details of the trade can be obtained by clicking on the trade reference.

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21. WHAT ARE FOREIGN BROKERAGE CHARGES?

When trading on exchanges outside of Ireland and the UK, Platform Securities are required to use a local broker authorised to deal on these exchanges to execute trades on their behalf. The local broker will apply a charge for this service which is referred to as the Foreign Brokerage Charge.

You can request a copy of these charges by contacting the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

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22. WHERE CAN I SEE THE TRADE SETTLEMENT DATE?

You can find the trade settlement date in the 'Transaction History' tab by clicking on the trade reference.

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23. WHY WAS MY LIMIT ORDER ONLY PARTIALLY FILLED?

On receipt of an order, if a stock is traded on more than one exchange the trader typically places the trade on the main stock exchange or the most liquid. Orders are transacted as they are placed and as a result there may be instances where your order is only partially filled.

It is also important to note that when trading at a limit there is always the risk of a small fill. This can occur when the price moves temporarily to the limit set, unfortunately this is unavoidable in the case of limit orders.

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24. WHAT CURRENCY IS THE PORTFOLIO VALUED IN?

The portfolio is valued in euro. The book costs and values are quoted in euro however the share price is quoted in the base currency of each line of stock held. The stock currency is included in the portfolio section when viewing the Trading Account online.

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25. WHAT CURRENCIES CAN I TRADE IN?

You can trade assets in a large number of currencies but there are only three settlement currencies available for the Trading Account: euro, US dollar and sterling.

Along with the three settlement currencies there are currently four additional currencies that funds can be held in: Canadian dollar, Hong Kong dollar, Japanese yen and Swiss francs.

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26. HOW ARE THE PRICES IN THE PORTFOLIO DISPLAYED?

Irish & UK prices displayed are 15 minutes delayed. All other prices are the previous day's closing price.

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27. HOW CAN I VIEW A VALUATION STATEMENT?

You can export your valuation at any stage by selecting the portfolio tab and selecting either the download (excel download) or PDF tab at the top of the page above the valuation. It is recommended that you save these statements for future reference as you will not be able to produce backdated valuation statements.

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28. HOW CAN I SEE HOW MUCH CASH I HAVE AVAILABLE ON THE TRADING ACCOUNT?

When you login to the Trading Account, an available cash balance will appear on the right hand side of each page. If you have difficulty logging into the account or understanding the balances please call the Self-Invested Fund team on 01 704 1832.

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29. WHAT SHOULD I DO IF I RECEIVE AN EMAIL ADVISING THAT I HAVE A SECURE MESSAGE?

You will need to log into the Trading Account and click on the 'Administration' tab, then select the 'Secure Messages' tab. All messages that require your attention can be viewed in this section.

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30. HOW DO I INCREASE THE CASH BALANCE IN THE TRADING ACCOUNT?

There are a number of ways that you can increase the cash balance on the Trading Account:

- Sell some of the holdings/assets from the Trading Account.
- Transfer funds available in your Self-Invested Fund Liquidity Account.
- Sell some of the assets in your SIF and transfer funds in to the Trading Account.
- Switch units from another unit-linked fund that you are invested in within your pension plan into your SIF and transfer funds in to the Trading Account.
- Top-up your plan (this option is not available for all plan types).

For more information please contact your Authorised Investment Adviser or the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

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31. WHO DO I CONTACT IF I HAVE A QUERY IN RELATION TO THE TRADING ACCOUNT?

For trade related queries please call 1800 800 090.

All other plan and Trading Account queries should be directed to the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

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32. HOW DO I CHANGE MY WEB LOGIN DETAILS E.G. PASSWORD?

You can change your details by calling the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

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33. HOW DO I CHANGE MY PERSONAL DETAILS E.G. EMAIL ADDRESS/MOBILE PHONE NUMBER?

You can change your plan/Trading Account details by calling the Self-Invested Fund team on 01 704 1832 or email selfinvestedteam@irishlife.ie.

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34. WHAT BROWSER IS THE TRADING ACCOUNT ONLINE COMPATIBLE WITH?

For the optimum view of the Trading Account online, the latest version of Internet Explorer, Chrome, Firefox or Safari is recommended.

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35. HOW CAN I FUND A CORPORATE ACTION?

Please ensure there are adequate funds available to take up Corporate Actions such as rights issues. You can check the account balance at any stage by logging into the Trading Account. The 'Account Summary' tab details all available cash. If you do not have adequate available cash on the Trading Account there are a number of options available to you to generate the cash required to fund a corporate action:

- Sell some of the holdings/assets from the Trading Account.
- Transfer funds available in your Self-Invested Fund Liquidity Account.
- Sell some of the assets in your SIF and transfer funds in to the Trading Account.
- Switch units from another unit-linked fund that you are invested in within your pension plan into your SIF and transfer funds into the Trading Account.
- Top-up your plan (this option is not available for all plan types).

If you elect to take up a Corporate Action but you do not have adequate funds at the time the action takes place the cash balance on the Trading Account will go into overdraft. It is important that you take into account any pending corporate actions when you are placing trades to ensure that the account does not go into overdraft when the corporate action event is settled.

If you go into an overdraft on the Trading Account we will transfer funds from your Self-Invested Fund liquidity account to clear the overdraft. If this causes your liquidity account balance to go into overdraft you may incur overdraft interest charges or we may sell assets as a result.

If you have any queries in relation to the funding of Corporate Actions please contact the Self-Invested Fund team on 01 704 1832.

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CONTACT US

SELF-INVESTED FUND TEAM E-MAIL:

selfinvestedteam@irishlife.ie

WEBSITE:

www.irishlife.ie

PHONE US:

Self-Invested Fund Customer Service

01 704 1832

Irish Life Customer Service

01 704 1010 (Queries about Irish Life funds other than Self-Invested Fund)

Execution-only trading account telephone service

1800 800 090

SELF-INVESTED FUND TEAM FAX:

01 704 1988

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

Irish Life Assurance plc is regulated by the Central Bank of Ireland. Irish Life Assurance plc, registered in Ireland number 152576, VAT number 9F55923G.