

Irish Life Assurance plc: Your Best Choice

- **Market leader in the provision of life, pension and investment products** - The largest provider of pension, life assurance and income protection to companies & affinity groups throughout Ireland.
- **Clear, honest and straightforward language in all customer communications** - first financial services institution in Ireland to be awarded the Honesty Mark for its full range of product literature.
- **Free Personal Finance Review** - a complete assessment of finances including: life cover, investments, pensions, savings, personal loans and mortgages.
- **Customer Information Line** - a dedicated phone line 24 hours a day, 7 days a week.
- **'Right first time, right every time'** - Efficient and best possible service and administration for all pension schemes.
- **Pensionplanetinteractive** - Online tools to facilitate management and administration.
- **Smartphone App 'Irish Life EMPOWER'** - allows customers to view their fund value, investment choices and future projections.
- **Unbeatable Income Protection Claims Service** - not only limited to claims payment but also support to get employees back to work.
- **Customer Service Index** - performance tracking of 12 key services areas and a turnaround time on a monthly basis. Available at scheme, broker or corporate level.
- **Commitment to Innovation** - Irish Life were the first to introduce enhanced underwriting initiatives such as "Once and Done" and "Freedom Plan" to the Irish market. Rather than looking elsewhere within Ireland for trends, Irish Life looks at global developments and assess the best new techniques developing in the largest markets.

Irish Life Assurance plc: Facts & Figures

- IGP Network Partner since: 1972
- IGP's Share of the Group Portfolio: 11%
- Group EB Market Share (12/2019): 35%
- Group EB Ranking (12/2019): No. 1
- Overall Ranking (12/2019): No. 1
- Solvency Ratio (2020): 145%
- Financial Strength Rating (Irish Life Assurance plc)
 - Fitch (4/24/2020): AA

Recent Awards & Recognitions

- 2019 Winner of the Customer Experience Award - All Ireland Marketing Awards
- 2017 Winner "Best in Financial Services at the Digital Media Awards"
- 2016 Winner "Communication Award of the Year" at the Irish Pension Awards
- 2015 Silver Award "Innovation in Financial Services" at the Digital Media Awards
- 2015 Gold Award for "we know Irish Life" in the large campaign category at the Irish Media Awards.



More Information

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Claims Processing & Claims Timeliness

Measurement of claims payment processing & timeliness	✓
Measurement of claims payment processing & timeliness per client	✓
Frequency of measurement reports	Monthly
Claims payment commitment	
- Death: 95% within 5 working days	✓
- Disability: 95% within 21 working days	✓

Claims Processing Accuracy

Measurement of claims payment accuracy	✓
Measurement of claims payment accuracy per client	✓
Accuracy commitment: 98% of claims	✓

Account Servicing: Responding to Inquiries

Measurement of responsiveness per client	✓
Inquiry commitment:	
- 95% within 1 working day for telephone inquiries	✓
- 95% within 5 working days for written inquiries	✓

Premium Statements

Measurement of timeliness of premium statements (bills)	✓
Measurement of timeliness of premium statements (bills) per client	✓
Frequency of measurement reports	Monthly
Premium statement commitment: 95% within 20 working days	✓

Policy Issuance per Individual

Measurement of timeliness of policy issuance	✓
Measurement of timeliness of policy issuance per client	✓
Frequency of measurement reports	Monthly
Policy issuance commitment: 95% within 20 working days	✓

Helplines and IT Capabilities

Employee help line to respond to employee inquiries	✓
On-line Administration (real-time)	✓





The information in this document is subject to change. Please contact your IGP Account Manager or IGPinfo@jhancock.com for more details.

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