

Portfolio Transfer

Frequently Asked Questions



1. Why am I receiving this letter?

When you first opened this policy, Allied Irish Banks, p.l.c. (“AIB”) were a tied distribution agent for Irish Life. However, earlier this year this tied distribution agreement ended and AIB Financial Advisors now only distribute products of AIB life. You’re receiving this letter as your policy is part of the proposed portfolio transfer to a new life insurance provider called AIB life (the “Proposed Transfer”). By transferring your policy to AIB life, your AIB Financial Advisor will be able to continue to provide you with financial advice in relation to your policy.

2. Do I need to contact anyone or do anything?

No. You do not need to contact anyone or take any further action in relation to the Proposed Transfer. However, if you have any queries about the Proposed Transfer, please contact us using the details in Q11 (below).

3. Who is AIB life?

Saol Assurance d.a.c., trading as AIB life is a newly formed joint venture between AIB and Great-West Lifeco. It is a life insurance company authorised by the Central Bank of Ireland (the “Central Bank”) that provides life insurance, savings, investments and pensions exclusively for AIB customers.

4. Why is the Proposed Transfer happening?

The purpose of the Proposed Transfer is to transfer your policy from Irish Life to AIB life. Both AIB and Irish Life agree that this is the best way to ensure you are able to continue to receive appropriate financial advice from your AIB Financial Advisor. Irish Life and AIB have entered a commercial agreement to effect the Proposed Transfer.

AIB are the Financial Advisor in relation to your Irish Life policy. When you first opened this policy, AIB were a tied distribution agent for Irish Life. However, earlier this year this tied distribution agreement ended and AIB Financial Advisors now only distribute products of AIB life. By transferring your policy to AIB life, your AIB Financial Advisor will be able to continue to provide you with financial advice in relation to your policy.

5. What policies are affected by the Proposed Transfer?

The Proposed Transfer covers only policies with an AIB Financial Advisor, and where the policy is a pensions, savings or investment policy, with a small number of exceptions.

Policies that provide ‘protection’ benefits, for example, policies that provide for a lump sum payable in the event of death, are not included. Personal Retirement Savings Accounts (PRSA) policies which are a form of pension policy written under specific legislation are not included.

If you have an Irish Life policy that is not transferring to AIB life, you do not need to take any action. The Proposed Transfer has no impact on that policy and there will be no change to how Irish Life operates that policy.

6. When will the Proposed Transfer happen?

The companies anticipate that the Proposed Transfer will take place on 1 November 2023 (the “Effective Date”).

7. Does the Proposed Transfer affect my policy?

There is no change to your benefits or policy Terms and Conditions.

There are changes relating to your funds. Your policy provides you with a range of investment fund choices. After the Effective Date, the choice of funds available to you, and the funds your policy is invested in, will change from Irish Life funds to AIB life funds.

More information is outlined under questions 15 – 21 below.

Both Irish Life and AIB life have undertaken detailed planning and review to ensure that the Proposed Transfer is done in a fair manner and that it does not adversely impact how your policy operates.

In addition, there are strong legal requirements in relation to a transfer of this nature. To safeguard the interests of policyholders, an Independent Actuary is required to review the terms of the Proposed Transfer. This review has been carried out by Eamonn Phelan FSAI (Fellow of the Society of Actuaries in Ireland) and Principal, Consulting Actuary at Milliman in Dublin (the “Independent Actuary”). A copy of his report is available at www.irishlife.ie/aib-life-portfolio-transfer.

The Independent Actuary concluded, subject to the assumptions and qualifications set out in his report, that the Proposed Transfer will have no material adverse impact on (1) the security of benefits of policyholders; (2) the reasonable expectations of policyholders with respect to their benefits; and (3) the standards of administration, service, management and governance that will apply to policyholders.

The Proposed Transfer will take place only after it has been considered and approved by the High Court, following notification to and engagement with the Central Bank of Ireland and any other regulators with whom the Central Bank of Ireland is required to consult. Both Irish Life and AIB life are separately regulated by the Central Bank of Ireland.

8. Why is the confirmation of the High Court necessary?

The High Court process is a legal requirement that helps ensure the Proposed Transfer is done in a fair manner and will not have any material impact on policyholders.

Irish law provides that the High Court must sanction the scheme of transfer (the “Scheme”) to enable the Proposed Transfer to take place. The Scheme and a summary of the Scheme are available for download at www.irishlife.ie/aib-life-portfolio-transfer.

The Scheme will not be sanctioned unless the High Court is satisfied that there is no sufficient objection to the Proposed Transfer and that the requirements of applicable legislation have been met. The High Court will consider whether to sanction the Scheme at a hearing (the “Sanction Hearing”). Policyholders are entitled to appear at this Sanction Hearing to object to the Scheme in person or through their legal adviser.

9. Will the Proposed Transfer automatically go ahead?

The Proposed Transfer will only proceed if the Scheme is sanctioned by the High Court.

The High Court will only sanction the Scheme if it is satisfied that no sufficient objection to the Proposed Transfer has been established and that it meets the relevant legal requirements. To do this, the High Court will consider the opinion of the Independent Actuary and note whether there has been any objection from relevant regulators. Objections received from policyholders will also be considered.

10. How will I know whether the court has approved the Proposed Transfer?

Following the High Court hearing, we will publicise confirmation as to whether the Scheme has been sanctioned (and as a result the Proposed Transfer has been implemented) on the following websites:

www.irishlife.ie/aib-life-portfolio-transfer

and;

www.saolassurance.ie/legal/portfoliotransfer

Following the Proposed Transfer, you will also receive a ‘Welcome Letter’ from AIB life containing further detail on AIB life products and services.

11. I'm not happy that my policy is transferring to AIB life. What options are available to me now to address this?

Should you have any questions or concerns in respect of the Proposed Transfer of your policy, we would recommend that you contact us, in the first instance, by phone at (01) 704 2129 or alternatively by email at PortfolioTransfer@irishlife.ie. We will seek to address your questions or concerns.

As a policyholder, you are entitled to object to the Scheme. If you would like to formally object to the Scheme, you can give notice of your objection and the reasons for it by writing to Portfolio Transfer Queries, Irish Life, Irish Life Centre, Lower Abbey Street, Dublin 1 or by email to PortfolioTransfer@irishlife.ie no later than 5:00pm GMT at least five working days in advance of the Sanction Hearing. Objections received from policyholders will be considered by the High Court when determining whether to sanction the Scheme.

As a policyholder, you are also entitled to appear at the Sanction Hearing to object to the Proposed Transfer in person or through your legal adviser. If you intend to appear at the Sanction Hearing you must notify us in advance by writing to McCann FitzGerald LLP (solicitors for Irish Life), Riverside One, Sir John Rogerson's Quay, Dublin 2, D02 X576 (Ref:CEM/DDOC) or by email to both cem@mcf.ie and ddoc@mcf.ie no later than 5:00pm GMT at least five working days in advance of the Sanction Hearing. If you wish to rely on an affidavit at the Sanction Hearing, you should file the affidavit (listed under the record number which you will find in Section 3 of the letter that came with this document) setting out your objection and the evidence backing it with the Central Office of the High Court, Four Courts, Inns Quay, Dublin 7. A copy of the affidavit must be served on McCann Fitzgerald LLP (Solicitor for Irish Life) no later than 5:00pm GMT at least five working days in advance of the Sanction Hearing.

The High Court will sanction the Scheme if it is satisfied that no sufficient objection has been established and all other legal and regulatory requirements have been complied with. If the Scheme is sanctioned by the High Court, it will take effect on the Effective Date.

12. Is my information still protected with AIB life in the same way that it was with Irish Life?

Yes – your information is protected with AIB life to an equivalent standard as it was with Irish Life.

The current Irish Life Assurance privacy notice (which remains valid until the Effective Date) is available at:

<https://www.irishlife.ie/privacy-notices/>

From the Effective Date, please refer to the AIB life notice statement available at:

https://www.saolassurance.ie/downloads/AIBlife_Data_Privacy_Notice.pdf

13. Will my rights in respect of compensation and fair treatment be affected as a result of the Proposed Transfer?

No – there should be no change in treatment. After the Effective Date, the applicable bodies will continue to be the Central Bank (the Irish regulator) and the Financial Services and Pensions Ombudsman (the Irish Ombudsman).

In the event that any customer should experience dissatisfaction, AIB life have an internal complaint handling procedure.

14. Will there be any charges taken from my policy due to this transfer?

No - Irish Life and AIB life will meet all costs connected to the Proposed Transfer.

Fund specific information

15. On what date will the fund(s) I'm invested in change?

You will be invested in your new AIB life funds after the Effective Date. Your fund value will be the same immediately before and immediately after the switch.

16. Will there be any changes to the funds my policy is invested in?

Your policy provides you with a range of investment fund choices. After the Effective Date, the choice of funds available to you, and the funds your policy is invested in, will change from Irish Life funds to AIB life funds.

We have carried out a detailed review to ensure that the new funds are similar to the existing funds and that these changes are in line with your policy Terms and Conditions.

17. Are the AIB life funds similar to Irish Life funds?

Your new AIB life fund(s) will have a similar investment strategy as your current Irish Life fund(s). Your new AIB life fund(s) will have the same risk rating as your existing Irish Life fund(s). However, AIB life funds are different than Irish Life funds and the investment returns of the funds will be different over time.

There will be some differences in how AIB life operate their funds compared to Irish Life, but these are not expected to have any material adverse impact.

For example, AIB life will invest a majority of fund assets via regulated investment fund structures called UCITS (Undertakings for Collective Investment in Transferable Securities), whereas Irish Life currently invest the majority of assets directly in investment markets. With both approaches, the funds are still invested in similar investment assets such as company shares, bonds and cash. The different investment approach is expected to lead to some minor changes in total investment expenses, including charges. This is estimated to be up to 0.02% per annum for some funds.

18. Will the charges on my policy change?

After the Proposed Transfer, AIB life will apply charges in line with the existing Terms and Conditions, in a similar manner to how Irish Life has applied charges.

A small component of charges applied to the underlying fund is variable – this is the case for a number of both the Irish Life and AIB life funds.

The variable charge component relates to funds where a portion of the assets are invested with third-party investment managers. Those third-party investment managers apply a charge to these investments, which is passed through to the Irish Life or AIB life fund. As the allocation to these third-party investment managers will vary over time, the level of the variable charge may also change.

The AIB life systems will apply the third-party charge in a different way to how Irish Life systems apply this charge, but AIB life will apply checks and controls to ensure this does not have any material adverse impact on your policy.

In addition, the allocation of AIB life funds and Irish Life funds to third-party manager funds may diverge over time, and hence the total amount of variable charges could also diverge.

As set out in Q17 immediately above, there may also be some minor changes due to differences in how the funds access investment markets.

Additional information on AIB life's funds is available in the fund factsheet. This information can be obtained from your AIB Financial Advisor or from the AIB life Fund Centre at <https://aibliffe-fundcentre.saolassurance.ie/>. We encourage you to seek out this information.

19. Who do I talk to about my new fund?

Your AIB Financial Advisor can talk to you about the fund offering with AIB life.

20. What funds will be available on my AIB life policy?

The funds available to you are outlined in the 'Information on AIB life funds' leaflet. Your AIB Financial Advisor can talk to you about the new funds available with AIB life.

21. Will fund fact sheets be available on the new funds?

Yes, please refer to the AIB life's Fund Centre at <https://aiblife-fundcentre.saolassurance.ie/>.

22. I currently have an active claim. As my policy is transferring who do I contact Irish Life or AIB life?

There is no change to how your claim will be handled as a result of the Proposed Transfer. Your claim will continue to be managed by Irish Life.

23. Given that my policy is transferring to AIB life, is there a new address or new phone number I need to use now?

No. You should continue to use the existing address, phone number and email if you have any queries about your policy, including making amendments to your policy or claiming for benefits under your policy.

Once the Proposed Transfer process is complete, AIB life will send you a 'Welcome Letter' containing the new contact address, phone number and email address.

24. Do I need to do anything in relation to paying my premiums?

If you are paying regular premiums into your policy, we will automatically change the Direct Debit so that it is directed to AIB life after the Proposed Transfer and your premiums will continued to be invested in your policy as they have always been.

If, after the Proposed Transfer, you wish to make an additional investment in your policy, you should speak with your AIB Financial Advisor.

25. Will my premiums change in the future as a result of the Proposed Transfer?

No. Your premiums will continue to be paid to your policy in accordance with your existing policy Terms and Conditions.

Once the Proposed Transfer has been completed, you will notice that direct debits will appear on your bank statements as AIB life rather than Irish Life.

26. After the Proposed Transfer will I be able to view my plans online?

Yes. You will be able to view your transferred policy on AIB life's online portal which will be outlined in the Welcome Letter from AIB life.

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

ILA 18264 (NPI 06-23)

