Irish Life

A better life with Irish Life

Complaints Charter

Our Commitment to you

Irish Life is committed to delivering excellent service to all our customers; however, we recognise that things may occasionally go wrong. If you have an issue with the service you receive, we really appreciate the time taken to bring this to our attention. We will do our best to deal with your complaint as effectively and quickly as possible.

How do I make a complaint?

We have many ways in which you can contact us:

01 704 1010

complaintsmanagementteam@irishlife.ie

Irish Life, Lower Abbey Street, PO Box 129, FREEPOST, Dublin 1

For us to resolve your complaint as quickly as possible, please include the following information when you contact us:

- Your account details (policy/membership number/plan name) – to help us find your information.
- Your phone number – in case we need to speak with you.
- As much information about the complaint as you can give.
- Any actions you wish us to take to help resolve your complaint.

If you need any additional or special assistance to make your complaint, please let us know so we can help by adjusting our complaint process to suit your needs.

When should I expect a response?

- We aim to resolve complaints within 15 working days and no longer than 40 working days.
- Some complaints may take longer to investigate. If this happens, we will contact you in writing with an update every 15 working days.
- If we do not resolve your complaint within 40 working days, we will contact you with an expected timeframe and your option to refer your complaint to the Financial Services and Pensions Ombudsman.
- Once our investigation is complete, we will send you a final response letter within 5 working days with the outcome and the reasons for our decision.

What if you are not satisfied with the outcome?

If you are not satisfied with the outcome of your complaint, or if we do not resolve your complaint within 40 working days, you have the right to refer your complaint to the Financial Services and Pensions Ombudsman:

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29

Telephone 01 567 7000

email info@fspo.ie

website www.fspo.ie

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