

MyLife Wellbeing App Closure

Frequently Asked Questions

Why is the MyLife Wellbeing App closing?

The technology provider that powered the MyLife Wellbeing App has ceased trading. As a result, Irish Life has had to make the difficult decision to close the MyLife Wellbeing App. We appreciate that this may be disappointing and apologise for the disruption.

When will the MyLife Wellbeing App close?

The MyLife Wellbeing App is closed from today, 20th August 2026. After this date, you will no longer be able to log in to or use the MyLife Wellbeing App.

Is my personal information safe?

Yes. Protecting your personal information remains a priority for Irish Life. Your data will continue to be managed securely and in line with applicable data protection requirements. All MyLife Wellbeing App accounts will be deactivated today 20th August 2026; all data will then be deleted 30 days after deactivation. We will retain your name and email address if you have consented to receive marketing communications from us. You may remove your consent by contacting our [Support Team](#) or unsubscribing to any MyLife Wellbeing App email.

Has there been a data breach?

No. The closure of the MyLife Wellbeing App is not related to a data breach or a security incident.

Will I lose access to my Irish Life products or policies?

No. The closure of the MyLife Wellbeing App does not affect any Irish Life insurance, pension, investment or health insurance products you may hold.

You can continue to access your Irish Life products through the usual Irish Life channels, including the customer digital portal [MyIrishLife](#) where applicable. Contact myirishlifesupport@irishlife.ie for support on MyIrishLife. MyIrishLife is jointly provided by Irish Life Health dac, Irish Life Assurance plc and Irish Life Financial Services limited.

What will happen to my MyLife Wellbeing App account?

Your MyLife Wellbeing App account will be terminated and no longer be accessible once the MyLife Wellbeing App closes.

What will happen to my data?

Your data will be deleted following de-activation. We will retain your name and email address if you have consented to receive marketing communications from us.

What will happen to my Health Score, activity history and challenge results?

Your MyLife Health Score, activity history, challenge results and other app-based information will no longer be available through the MyLife Wellbeing App from today 20th August 2026.

The closure does not affect health or activity information held directly by your connected device provider, such as Apple Health, Google Fit, Fitbit or Garmin.

What happens to current challenges?

All active MyLife Wellbeing App challenges will end on 20th August 2026. We will communicate separately with participants or participating organisations where additional information is required.

What happens to MyLife Wellbeing App Rewards?

As the MyLife Wellbeing App Reward Store was scheduled to close on 31st August, the remaining rewards fund is being donated to Irish Life's nominated charity partners, Jack & Jill Foundation, Cystic Fibrosis Ireland and A Lust For Life.

Can I still earn or redeem rewards?

No, the MyLife Wellbeing App is now closed from 20th August 2026.

Will there be a replacement for the MyLife Wellbeing App?

While the MyLife Wellbeing App has come to an end, Irish Life's commitment to supporting the health and wellbeing of our customers remains unchanged. Irish Life will continue to review how best to support customers, employees and communities with their physical, mental and financial wellbeing.

We will be in touch to provide further information on new wellbeing services and digital experiences in the coming weeks. Please login or register to our customer digital portal [MyIrishLife](#) to stay up to date on new wellbeing services and digital experiences as they become available.

Do I need to delete the MyLife Wellbeing App?

Your MyLife Wellbeing App account will be terminated and the data deleted automatically. You may delete the MyLife Wellbeing App from your device. Deleting the MyLife Wellbeing App from your phone does not itself constitute a request to delete personal data held in connection with your account.

How can I request access to or deletion of my data?

Your data will be deleted 30 days after de-activation is triggered on 20th August 2026. You do not need to request this deletion; it will happen automatically.

You can exercise your data protection rights please refer to <https://www.irishlife.ie/ilfs-privacy-notice/> for further information. Requests will be handled in accordance with applicable data protection legislation.

Who can I contact if I need help?

For further support, please contact our [Support Team](#) available Monday – Friday, 9am – 5pm.

Thank you for being part of the MyLife community and for everything you've achieved with us over the years. We appreciate your participation and support over the years.