

Irish Life Brokerage Contacts List

October 2023



Irish Life Retail - General

Broker Servicing

- > Initial point of contact for New and Existing Business queries
- > General plan queries, e.g. letter of authority, policy information, agency code change, policy charges etc
- > Life and Investment fund switch requests

Phone: 01 704 1771

Email: broker.servicing@irishlife.ie

Lines Open: Mon - Thurs 8am to 8pm
Fri 10am to 6pm
Sat 9am to 1pm

Request Type	Request Details	Team	Email	Phone
New Business Submission (including Top Ups and Transfers In)	Pension New Business > PRSA's > Personal Pensions > Company Pensions > PRB's	Pension New Business	pensionsnewbusiness@irishlife.ie	01 704 1872
	Savings & Investments New Business	Broker New Business	brokernewbusiness@irishlife.ie	01 704 1843
	Protection New Business	Broker New Business	brokernewbusiness@irishlife.ie	01 704 1843
	ARF New Business	Retirement Team	retiring@irishlife.ie	01 704 2141
	Pension Transfers - Irish Life to Irish Life	Internal Claims	retiring@irishlife.ie	01 704 2141
Claims and Withdrawals	Retirement Claims	Retirement Team	retiring@irishlife.ie	01 704 2141
	Full Surrenders - Investments & Savings	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Partial Withdrawals - Investments & Savings	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Automatic Income - Investments	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Death Claims - Non Protection	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Transfers Out - Pensions	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Leaving Service Options	Claim Support Team	claimsupport@irishlife.ie	01 704 1810
	Full Surrenders - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1810
	Partial Withdrawals - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1810
	Automatic Income - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1810
	Protection Claims	Protection Claims	protectionclaims@irishlife.ie	01 704 1855
	Income Protection Claims	Income Protection Claims	incomeprotection@irishlife.ie	01 704 1802

Request Type	Request Details	Team	Email	Phone
Policy Alterations & Amendment	Ownership, Trustee & Employer Amendments	Existing Business	existingbusiness@irishlife.ie	01 704 1844
	Employer Billing Requests	Existing Business	existingbusiness@irishlife.ie	01 704 1844
	Switch - Pension	Existing Business	existingbusiness@irishlife.ie	01 704 1844
	Switch - Non Pension	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
	Third Party Authority	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
	Agency Change	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
	Change of Address	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
	General Policy Alterations	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
	General Policy Information	Broker Servicing	broker.servicing@irishlife.ie	01 704 1771
ARF Administration	Full Surrenders - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1010
	Partial Withdrawals - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1010
	Automatic Income - ARF	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1010
	Imputed Distribution	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1010
	Tax Credits & Payroll Queries	Pension Regulatory & Payroll Unit (PRPU)	prpu@irishlife.ie	01 704 1010
Underwriting Queries	Technical Health & Underwriting Assistance	Underwriting Help	underwriting.help@irishlife.ie	01 704 1888
Commissions Queries	Commission Income Payment Queries	Commissions Team	commissionsteam@irishlife.ie	01 704 1821
Commissions Queries	General Contact Point for Policyholders	Customer Services	customerservice@irishlife.ie	01 704 1010
Bline Support	Use the broker system support feature in your broker portal to log system issues	BLine Helpdesk	https://apps.bline.ie/portal	01 704 1010



Irish Life Corporate Business & Group Pension

Request Type	Request Details	Email	Phone
Corporate Business – General Queries	All queries re Corporate PRBs, Group Pension, Group Risk, Agency code changes	code@irishlife.ie	01 704 1871
Corporate Business – Annuities in Payment	All queries re annuities that are already in payment	cbannuities@irishlife.ie	01 704 1735
Corporate Business - Commissions	Commission income payment queries (not queries on commission associated with products)	dccommissions@irishlife.ie	01 856 3930
Corporate Business – Sales Support	New Business queries for Corporate Business	cbsalessupport@irishlife.ie	
	Group risk quote requests	cbsalessupport@irishlife.ie	
	Group pension terms & bulk PRB's	cbsalessupport@irishlife.ie	
Corporate Business – New Risk Quotes	New risk quotes requests for Corporate Business	newriskquotes@irishlife.ie	
Corporate Business – Leaving Service Options	Leaving service options requests for Corporate Business	cbbenefits@irishlife.ie	01 704 1848