

# Irish Life Pension **Contact List**

Helping people build  
better futures

## Retail Pension

### Broker Servicing

- ▶ Initial point of contact for New and Existing Business queries
- ▶ General plan queries, e.g. letter of authority, policy information, agency code changes, mandate updates, information on policy charges/AMCs, assignments
- ▶ Life and Investment fund switch requests

**Phone** 01 704 1771  
**Email** [broker.servicing@irishlife.ie](mailto:broker.servicing@irishlife.ie)  
**Lines Open** Mon - Thurs: 8am to 8pm  
 Fri: 10am to 6pm  
 Sat: 9am to 1pm

### Pensions New Business

- ▶ Process pre/post retirement new applications
- ▶ Single & annual premium increases to existing plans

**Phone** 01 704 1872  
**Email** [pensionsnewbusiness@irishlife.ie](mailto:pensionsnewbusiness@irishlife.ie)  
**Bline Link** <https://my.bline.ie/pensions>

### Pensions Internal Claims

- ▶ Process Irish Life to Irish Life internal pension transfers (e.g. retiring Irish Life exec to Irish Life ARF & issue new associate plan)

**Phone** 01 704 2141  
**Email** [PensionsICT@irishlife.ie](mailto:PensionsICT@irishlife.ie)  
**Bline Link** <https://www.bline.ie/pension-transfer-pathfinder>

### Pensions Retirement Team

- ▶ Process retirement claims, pension death claims, PAO's
- ▶ Retirement Options

**Phone** 01 704 2141  
**Email** [pensionsretirementteam@irishlife.ie](mailto:pensionsretirementteam@irishlife.ie)  
**Bline Link** <https://my.bline.ie/pensions/retirement-claims>

### PRPU (Pensions Regulatory & Payroll Unit)

- ▶ Process ARF automatic income payments
- ▶ Post Retirement Withdrawals
- ▶ Look after imputed distribution, tax credits, payroll information, Revenue approval queries

**Phone** 01 704 1771  
**Email** [prpu@irishlife.ie](mailto:prpu@irishlife.ie)  
**Bline Link** <https://my.bline.ie/pensions/arf-amrfs-and-annuities>

### Existing Business

(Pension Existing Business & Life Alterations have merged)

- ▶ Process adjustments to existing plans, e.g. pension switch requests, change of employer / trustee
- ▶ Life (non-pension) amendments, e.g. amendment of ownership, indemnities

**Phone** 01 704 1844  
**Email** [existingbusiness@irishlife.ie](mailto:existingbusiness@irishlife.ie)

## Corporate Business/ Group Pension

### Corporate Business Queries

- ▶ All queries re Corporate PRBs, Group Pension, Group Risk, Agency Code Changes

**Phone** 01 704 1871  
**Email** [code@irishlife.ie](mailto:code@irishlife.ie)

### Corporate Business Annuity in Payment

- ▶ All queries re Annuities that are already in payment

**Phone** 01 704 1735  
**Email** [cbannuities@irishlife.ie](mailto:cbannuities@irishlife.ie)

### Corporate Business Commissions

- ▶ Commission income payment queries (not queries on commission associated with products)

**Phone** 01 856 3930  
**Email** [dccommissions@irishlife.ie](mailto:dccommissions@irishlife.ie)

### Corporate Business Sales Support

- ▶ New business queries for Corporate Business
- ▶ Group Risk quote requests
- ▶ Group Pension terms & bulk PRBs

**Email** [cbsalessupport@irishlife.ie](mailto:cbsalessupport@irishlife.ie)

### Corporate Business New Risk Quotes

**Email** [newriskquotes@irishlife.ie](mailto:newriskquotes@irishlife.ie)

### Corporate Business LSO

**Phone** 01 704 1848  
**Email** [cbbenefits@irishlife.ie](mailto:cbbenefits@irishlife.ie)

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