

# Pension Servicing Turnaround Times

Pension Servicing Team	Examples of requests	Normal Turnaround Expectation
<b>Pension New Business</b> <a href="mailto:pensionnewbusiness@irishlife.ie">pensionnewbusiness@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• New policy applications</li> <li>• Single Premium Top Ups</li> <li>• Transfers In</li> </ul>	5 working days
<b>Existing Business</b> <a href="mailto:existingbusiness@irishlife.ie">existingbusiness@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• Fund switch requests</li> <li>• Payment reconciliations</li> <li>• General policy alterations</li> </ul>	Switch requests – same day All other queries – 5 working days
<b>Pension Retirement Team</b> <a href="mailto:pensionsretirementteam@irishlife.ie">pensionsretirementteam@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• Retirement Claims</li> <li>• Death Claims</li> <li>• Company Pension &amp; PRB Transfers Out</li> </ul>	7 working days
<b>Internal Claims Team</b> <a href="mailto:pensionsict@irishlife.ie">pensionsict@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• Retirement Claims and Transfers– where the post retirement product or receiving policy being established is with Irish Life</li> </ul>	4-5 working days
<b>Pensions Regulatory &amp; Payroll Unit</b> <a href="mailto:prpu@irishlife.ie">prpu@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• ARF/AMRF Income Payments</li> </ul>	3-5 working days
<b>Pension Servicing</b> <a href="mailto:pensionservicing@irishlife.ie">pensionservicing@irishlife.ie</a>	<ul style="list-style-type: none"> <li>• General policy servicing such as:</li> <li>• Premium reduction, payment holidays, leaving servicing options etc</li> </ul>	3 working days

**Note:** Turnaround times noted are “normal” as at 01 October 2021.

We will endeavour to regularly update this guide to ensure a realistic expectation is set with you and for your clients.