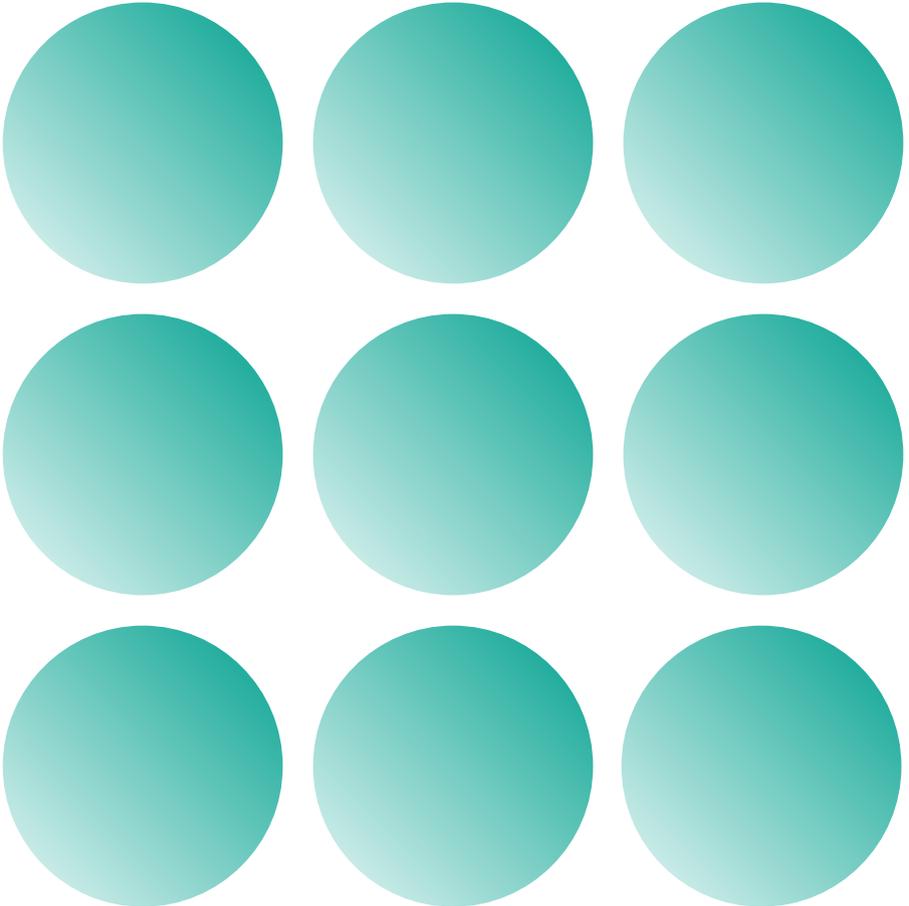


# Pension Annuity

Customer Guide





# Introduction

This guide applies to the Zurich Life Pension Annuity. We want to make sure that you purchase a policy that meets exactly with your requirements. This guide is designed to give you all the information required to make an informed purchase decision.

Part B of this guide must be fully completed by your Financial Advisor. If your Financial Advisor charges a service fee, written details of the amount and nature of the fee will be provided separately by your Financial Advisor.

## A. Information about the policy

### 1. Make sure the policy meets your needs!

- i. The policy is written under Part 30 of the Taxes Consolidation Act 1997. The purpose of this policy is to provide an income to you and / or your spouse / dependant(s). This income will be payable in the currency of Ireland.
- ii. This is a single premium plan.
- iii. This is a long-term financial commitment to pay a lump sum that will provide an income for you in retirement.
- iv. **Warning: If you have taken out this policy in complete or partial replacement of an existing policy, please take special care to satisfy yourself that this policy meets your needs. In particular, please make sure you are aware of the financial consequences of replacing your existing policy and of any possible financial loss as a result. If you are in doubt about this, please contact your insurer or Insurance Intermediary/ Financial Advisor.**

### 2. What happens if you want to cash in the policy early or stop paying premiums?

- i. This policy does not acquire a surrender value at any stage.
- ii. Zurich Life has no obligations under this plan until a single premium has been paid.

The annuity rate you receive will depend on your details and the date of quotation. Annuity rates vary regularly. Please see the quotation provided by your Financial Advisor.

### 3. What intermediary remuneration or sales remuneration is payable?

Please see the quotation provided by your Financial Advisor.

#### **4. Are returns guaranteed and can the premium be reviewed?**

Your Policy Certificate will show the benefits payable under your policy.

These benefits are guaranteed under the terms of your policy and the premium paid at outset will not be reviewed.

#### **5. Can the policy be cancelled or amended by the insurer?**

The policy can normally only be cancelled or materially amended by Zurich Life as a result of changes required by Government legislation and/or requirements imposed by the Revenue Commissioners.

#### **6. Information on taxation issues**

The income received from this policy is subject to income tax and USC.

Death benefits under this policy may be subject to tax in the hands of the recipients.

#### **7. Additional information in relation to your policy**

##### **i. Satisfaction period**

On receipt of your policy documentation, you will have an opportunity to cancel the policy if you feel it will not meet your needs. To do this, return your Policy Document, Policy Certificate and a signed cancellation request to Zurich Life within 30 days. On receipt of the above, Zurich Life will refund the premium paid on your policy (less any annuity payments already made). There may be a further reduction to allow for the performance of investments purchased from your premium during this period. Zurich Life's liability for benefit will then cease.

##### **ii. Law applicable to policy**

The information or any part of it contained in this notice does not form part of a contract of insurance between you and Zurich Life Assurance plc. The terms and conditions of your contract with Zurich Life are governed by the Law of Ireland and will be contained in your Policy Document and accompanying Policy Certificate. Your Policy Document is evidence of a legal contract.

##### **iii. Currency**

All monies payable by or to Zurich Life will be payable in the currency of Ireland.

##### **iv. Zurich Life's complaints procedure**

Zurich Life has an unrivalled reputation for excellence in the insurance industry. If you are a policy owner, beneficiary or an insured person, and are not satisfied in any way with this policy, you should contact Zurich Life Customer Services. If Zurich Life is unable to satisfy your complaint, you may have recourse to the Financial Services Ombudsman's Bureau. Details of the services provided by the Financial Services Ombudsman's Bureau can be given by Zurich Life on request.

## **Zurich Life Customer Services**

Tel: (01) 799 2711

Fax: (01) 799 2890

Email: [customerservices@zurich.com](mailto:customerservices@zurich.com)

## **Useful Contacts**

The Central Bank of Ireland

P.O. Box 559, Dame Street, Dublin 2

Tel: (01) 224 6000

The Irish Insurance Federation

39 Molesworth Street, Dublin 2

Tel: (01) 676 1820

Financial Services Ombudsman's Bureau

3rd Floor, Lincoln House

Lincoln Place, Dublin 2

Tel: 1890 88 2090

## B. Information about the insurer/Financial Advisor/sales employee and service fee

This part of the guide provides information about Zurich Life, your Insurance Intermediary/ Financial Advisor and any service fee that he/she may charge you in respect of the product described in this guide.

### 1. Information about Zurich Life

Zurich Life Assurance plc is registered in Ireland under number 58098 and licensed by the Department of Enterprise, Trade and Innovation to transact life business in Ireland. Zurich Life is registered for Value Added Tax (VAT) under registration number 1410723M.

Zurich Life's head office is situated in Ireland at the address given below:

Zurich House, Frascati Road, Blackrock, Co. Dublin.

Tel: (01) 283 1301

Fax: (01) 283 1578

Website: [www.zurichlife.ie](http://www.zurichlife.ie)

For further information on your policy, please contact:

Customer Services

Tel: (01) 799 2711

Fax: (01) 799 2890

Email: [customerservices@zurich.com](mailto:customerservices@zurich.com)

## 2. Information about the Financial Advisor

The name and status of the Financial Advisor and the nature of the relationship with Zurich Life are as follows:

### *Financial Advisor Details*

Name:
Correspondence Address: ..... .....
Legal Form (Self-employed/Company/Partnership, etc.): .....
Name of Sales Employee (where applicable): .....
Telephone:
Fax:
Email:

### *Financial Advisor's Agency Agreement with Zurich Life*

Broker <input type="radio"/>	Insurance Agent* <input type="radio"/>	Tied Agent* <input type="radio"/>	Employee <input type="radio"/>
* If agent, please state with what other insurance companies you have an agency.			

## 3. Information on the service fee charged by your Financial Advisor

None <input type="radio"/>	OR	As per written details supplied by your Insurance Advisor <input type="radio"/>
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## About Us

Zurich Financial Services Group (Zurich) is a leading multi-line insurance provider with a global network of subsidiaries and offices in Europe, North America, Latin America, Asia-Pacific and the Middle East as well as other markets. It offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multinational corporations. Zurich employs about 60,000 people serving customers in more than 170 countries. Founded in 1872, the Group is headquartered in Zurich, Switzerland. Further information about Zurich is available at [www.zurich.com](http://www.zurich.com).

As one of Ireland's most successful life insurance companies, we offer a full range of Zurich Life Pension, Investment and Protection products. We gained recognition for our excellent investment performance at the most recent MoneyMate & Investor Magazine Awards (2008) when the company was named 'Best Investment Fund Manager' and was awarded 'Best Balanced Managed Pension Fund' and 'Best Balanced Managed Investment Fund'.

Our investment team, based in Blackrock, Co. Dublin, is responsible for funds under management of approximately €10.9 billion, of which pension assets amount to €6.2 billion (as at 31st December 2010).

We are committed to the provision of excellent customer service. We have won a number of industry service awards, including the Professional Insurance Brokers Association 'Broker Service Award of Excellence' 2010, for the eighth year in a row, and we are fourteen times winner of the Irish Brokers Association 'Service Excellence Award'. We are a market leader in providing policyholder information online through our innovative website, [www.zurichlife.ie](http://www.zurichlife.ie)







**Zurich Life Assurance plc**

Zurich House, Frascati Road, Blackrock, Co. Dublin, Ireland.

Telephone: 01 283 1301 Fax: 01 283 1578 Website: [www.zurichlife.ie](http://www.zurichlife.ie)

Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

Intended for distribution within the Republic of Ireland.

The information contained herein is based on Zurich Life's understanding of current Revenue practice as at February 2011 and may change in the future.



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