

Terms of Business of Ark Life

CONTACT US

ARK LIFE ASSURANCE COMPANY DAC
3RD FLOOR, COLLEGE PARK HOUSE, NASSAU STREET, DUBLIN 2, D02 VY46, IRELAND
PHONE: 01 704 1244 / 0818 364 252

YOU CAN PHONE US:

Monday to Thursday - 8am to 8pm
Friday - 10am to 6pm
Saturday - 9am to 1pm

These terms of business set out how we (Ark Life Assurance Company dac) will provide business services to you as a customer.

- A.** Our name, address, and contact details are set out at the top of this document.
- B.** Ark Life Assurance Company dac is a subsidiary within the Irish Life Group (ILG). ILG is a part of the Great-West Lifeco group of companies.
- C.** Ark Life Assurance Company dac is authorised and regulated as a Life Insurance Undertaking by the Central Bank of Ireland.

D. Ark Life Assurance Company dac is subject to the Minimum Competency Code and Regulations 2017, the Fitness and Probity Standards 2014 and the Consumer Protection Code 2012 (as amended) which can be viewed on www.centralbank.ie

E.F.G. Ark Life Assurance Company dac is regulated to provide life assurance and pension plans. We closed to new business in 2012. We administer policies that were taken out with us when we were open to new business; services include but are not limited to the payment of claims, plan alterations and administering existing plan options which are exercised by customers in line with their existing plan and associated terms and conditions. We also accept Top-Ups on some of our existing plans: these include our PRSA product, Life Programme and Flexible Protection Plans. We do not provide advice to customers and we recommend that customers avail of advice from their financial advisor or tax advisor.

When Ark Life Assurance Company dac was open to new business, the products we provided included: 1) Protection (i) Life Assurance, (ii) Specified Serious Illness Cover and (iii) Income Protection; (2) Pension (i) Group and Individual contracts, (ii) Personal Retirement Savings Accounts (PRSA), (iii) Approved Retirement Funds (ARF), (3) Savings and Investments (i) Regular and Single Premium contracts.

H. A general statement outlining the Ark Life Schedule of Fees and Charges is available on our website at www.arklife.ie. Full details of charges are set out in the plan documents that were provided to you when you took out your plan with Ark Life. The Company reserves the right to amend its charging structure for any plan from time to time. Our plan fees and product charges include the cost of remunerating our employees. The main element of employee pay is a fixed salary. They also receive an annual bonus based on a combination of personal and company performance. If you have exercised a plan option on your Ark Life existing plan that results in a new plan document being issued to you, the fees and charges will be detailed within your new plan document pack.

I. Data Privacy

Before you give us your personal information it is important that you know what your data protection rights are and how and why we use your personal information. This is set out in the Ark Life Data Privacy Notice which is always available on our website at www.arklife.ie or you can ask us for a copy. We need to collect and use your personal information to provide you with our plan contracts and other services.

Depending on the plan type we will also collect and use your sensitive personal or special category information such as your health information to underwrite your plan and assess any claims. We will keep your personal information for a limited period after which we have had a relationship with you or for any period required by law or as needed for system back-ups and complaints handling.

- J.** It is our policy to try to avoid any conflict of interest when providing business services. If this cannot be avoided, we will tell you about any conflict which may arise. Irish Life Investment Managers (ILIM) is a separate company within the Great-West Lifeco Group and most of the insurance, savings, investment and pension plans, and PRSAs which we provide, invest in funds which ILIM manage.
- K.** If you miss any payment that is due under an insurance plan or PRSA which you have bought from us, your insurance plan or PRSA may lapse, may be made paid-up, or may end, depending on the conditions set out in your terms and conditions. In particular, if your plan includes risk cover (insurance protection) this may end.
- L.** If you have a complaint about the business services we have provided, here are our contact details

**ARK LIFE COMPLAINTS MANAGEMENT TEAM
PO BOX 129
DUBLIN 1**

- **Phone our customer service team on +353 1 704 1244 or 0818 364 252**
- **Email us at customerservice@arklifeadmin.ie**

If you are writing or emailing your complaint, please provide your phone number so we can discuss your complaint with you. We aim to acknowledge your complaint within 5 business days of receiving it. Our target is to resolve all complaints within 15-20 business days. If this is not possible we will let you know when you can expect a full reply.

You may refer your complaint to the Financial Services and Pensions Ombudsman.

THEY CAN BE CONTACTED AT:

**FINANCIAL SERVICES AND PENSIONS OMBUDSMAN
LINCOLN HOUSE, LINCOLN PLACE, DUBLIN 2, D02 VH 29.**

PHONE: +3531 567 7000

EMAIL: info@fspo.ie

WEBSITE: www.fspo.ie

- M.** There is no statutory compensation scheme for life assurance companies.

N. The effective date of these terms of business is 01 November 2021.

O. SOLVENCY AND FINANCIAL CONDITION REPORT

Ark Life Assurance Company Dac's current Solvency and Financial Condition Report is available on our website at www.arklife.ie

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WEBSITE: www.arklife.ie

WRITE TO: ARK LIFE, PO BOX 129, DUBLIN 1.

Ark Life

Assurance Company dac

In the interest of customer service we will record and monitor calls.

Ark Life Assurance Company dac, Registered in Dublin, Ireland Number 158762.

Ark Life Assurance Company dac is regulated by the Central Bank of Ireland.