

A FASTER WAY TO GET YOUR EMAILS TO THE RIGHT CONTACT IN IRISH LIFE

Include member, scheme and claim reference numbers in your email correspondence

Did you know that

30% of emails

sent to Irish Life Corporate Business do not contain a valid reference number?

In Corporate Business we recognise the importance of getting your emails to the correct business area, in the quickest time possible so we can action them as efficiently as possible.

Corporate Business receives approximately 220K emails per year across all our mailboxes, and each one needs to be reviewed and forwarded to the appropriate customer service team. Providing a valid reference number in your email ensures the item is routed to the appropriate service team without delay.

AUTOMATED SCANNING OF EMAILS FOR REFERENCE NUMBERS

Since the beginning of 2020 Irish Life have been using an automated system to read the reference numbers from emails and to direct them immediately on to the appropriate service team.

However, when an email does not contain a valid reference number it needs to be manually reviewed, which can cause delays of up to 24 hours in forwarding your email. This delay could have an impact to our turnaround time in dealing with your request.

AUTOMATED REQUESTING OF VALID REFERENCE NUMBER

As 30% of emails do not contain a valid reference number, our next step is to automatically respond to you when we cannot locate a valid reference number.

You will be provided with a link to access **our secure App** to provide a reference number or select the product/service most relevant to your query. By providing the relevant information it will ensure your email is directed as quickly as possible.




Pension Schemes and
Personal Retirement Bonds (PRB)

- Member Number
- Scheme Number



Group Risk Schemes
Death & Serious Illness Claims

- Scheme Number



Underwriting

- Member Number
- Scheme Number

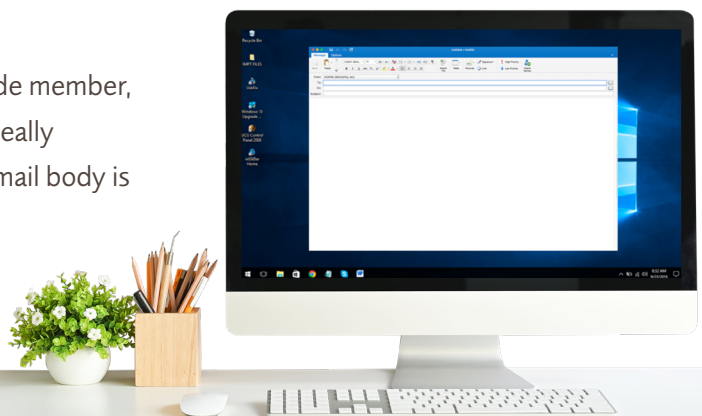


Income Protection Claims

- If you have a claim number
email incomeprotection@irishlife.ie
- Scheme Number for initial claim
notifications and general claims queries

WHAT DO YOU NEED TO DO?

To allocate your email to the correct area please include member, scheme or claim reference numbers in your emails. Ideally place them into the subject line of an email, but the email body is scanned for reference numbers as well to enable automatic routing.



If you have any queries please contact your Corporate Business Service Manager.

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

In the interest of customer service we will monitor calls.
Irish Life Assurance plc, Registered in Ireland Number 152576, VAT number 9F55923G.

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