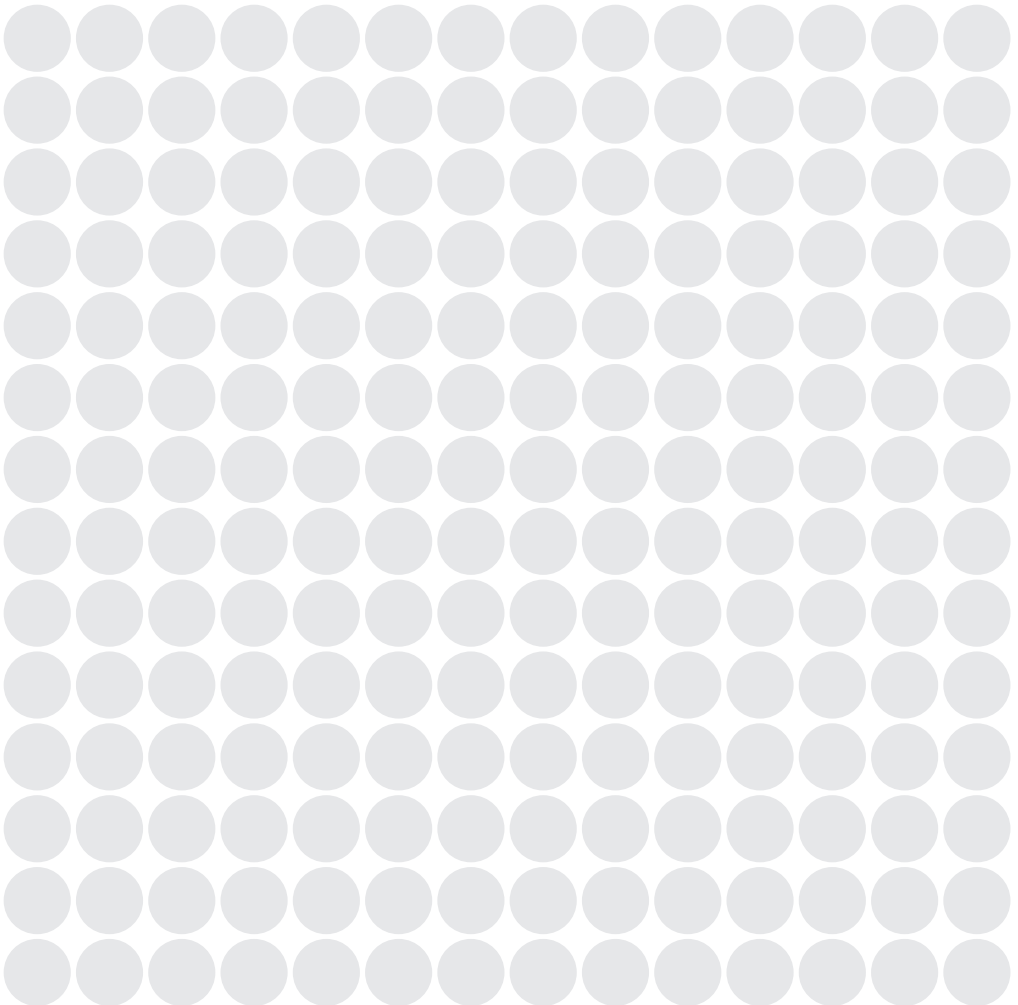


Personal Retirement Bond

Customer Guide

This Customer Guide is to be read in conjunction with the Fund Guide.



Introduction

This guide applies to the Personal Retirement Bond. Zurich Life Assurance plc (Zurich Life) wants 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.

This guide is incomplete unless Part B is completed by your financial advisor. If your financial advisor charges a service fee, then written details of the amount and nature of the fee will be provided separately by your financial advisor.

This Customer Guide should be read in conjunction with the separate accompanying Fund Guide.

A. Information about the policy

1. Make sure the policy meets your needs!

- i. This policy is a Personal Retirement Bond approved under Chapter 1, Part 30 of the Taxes Consolidation Act, 1997. The primary purpose of this policy is to provide an income and/or lump sum for you when you retire.
- ii. The Personal Retirement Bond is a pension plan into which trustees of a retirement benefits scheme can choose to pay one premium to provide future retirement benefits for you.
- iii. The Personal Retirement Bond is a long-term financial commitment designed to provide an income and/or lump sum on your retirement.
- iv. Your income at retirement will depend on the total amount invested, less your policy charges, the investment returns earned and the cost of the pension at retirement. You should be satisfied as to the long-term nature of this commitment with regard to your needs, resources and circumstances before entering into a contract.
- v. **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 such replacement and of possible financial loss as a result. If you are in doubt about this, please contact your insurer or insurance intermediary/ financial advisor.**

- vi. You should know the advantages and disadvantages of selecting a Personal Retirement Bond compared to the other forms of preserved benefit within the original pension scheme. Some of these are summarised below:

Advantages for employee

The employee is issued with a policy in his or her own name.

The employee has more control over the manner and timing of benefit payments and can opt to receive the benefits at any time, from the earliest date retirement is permitted under the scheme that paid out the transfer value (normally age 50) up to the normal pension date or age 70 if remaining in employment.

There is flexibility with regard to the investment of assets. Increased investment options may result in opportunities for higher investment returns.

Disadvantages for employee

The employee carries the investment risk. In the same way that higher investment returns can produce enhanced benefits, lower investment returns can produce diminished benefits when compared with those promised under the pension scheme that paid out the transfer value.

An employee may take longer to acquire a leaving service benefit with a new employer where a transfer is made to a Personal Retirement Bond rather than to the new employer's pension scheme.

The employee may lose out on any benefit improvements for pensioners or deferred pensioners introduced into his or her former employer's plan at a later stage.

If a purchaser of a bond dies before normal retirement date, the dependant benefit payable will be based on the value of the fund, which may not realise the same benefit as that payable by the pension scheme that paid out the transfer value.

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

- i. As this is an approved Personal Retirement Bond, it cannot be surrendered, encashed or assigned due to Revenue requirements. You may transfer the value of your policy at any stage to another Personal Retirement Bond approved by the Revenue Commissioners or to the trustees of another retirement benefits scheme if you are now a member of this other scheme.
- ii. Please note that policy values are related to the value of the underlying investments and are therefore not guaranteed. The value of the underlying investments can fall in value as well as rise.

- iii. An early encashment charge may apply to your policy. Details of this charge will be stated in your policy document and policy certificate.

3. What are the projected benefits under the policy?

The following illustrative tables are based on a client aged 39 years and six months with current earnings of €65,000 per annum retiring at age 65 and a single premium of €25,000. Zurich Life will provide you with illustrative tables based on your own exact details when your policy is issued.

Illustrative table of projected benefits and charges

End of year	A Total amount of premiums paid into the policy to date €	B Projected investment growth to date* €	C Projected expenses & charges to date €	D = A+B-C Projected policy value €
1	25,000	1,083	1,619	24,464
2	25,000	2,361	1,704	25,656
3	25,000	3,728	1,784	26,945
4	25,000	5,150	1,855	28,295
5	25,000	6,628	1,919	29,710
10	25,000	14,942	3,882	36,060
15	25,000	25,032	6,265	43,767
20	25,000	37,278	9,157	53,121
25	25,000	52,143	12,668	64,474
MATURITY	25,000	53,793	13,058	65,736

Important: These illustrations assume a return of 5.2% per annum. This rate is for illustration purposes only and is not guaranteed. Actual investment growth will depend on the performance of the underlying investments and may be more or less than illustrated.

* The values shown in the "Projected investment growth to date" column allow for pension levy deductions in 2014 and 2015 under Finance (No.2) Act 2011. The assumed start date of the policy is 1 April 2014.

Warning: These figures are estimates only. They are not a reliable guide to the future performance of your investment.

- The effect of deductions is to reduce the projected investment yield by 1.3% per annum.
- The projected maturity values above are after an investment term of 25 years and six months.
- The premium payable includes the cost of all charges, expenses and intermediary/sales remuneration.

Projected pension details

Estimated fund at retirement from table above:

€65,736 i.e. 48.3% of final salary

Member's pension per month:

€222.19 i.e. 2% of final salary

where the final salary is €136,096 and is calculated using 3% salary escalation.

Important notes

The figures for the illustrative retirement fund and pension benefits are based on the following:

- (a) the continuation of current expense charges; and
- (b) in relation to the pension figure(s), the assumed annuity rate assumes 2% escalation, a five-year guarantee and is payable monthly in advance. The actual annuity rate will depend on the selection of the dependant's pension, guaranteed period and the escalation rate, as well as interest rates prevailing when the annuity is purchased.

4. What intermediary/sales remuneration is payable?

Illustrative table of intermediary/sales remuneration

End of year	Premium payable in that year €	Projected total intermediary/sales remuneration payable in that year €
1	25,000	754
2	0	136
3	0	142
4	0	149
5	0	156
10	0	196
15	0	248
20	0	312
25	0	394
MATURITY	0	202

5. Are returns guaranteed and can the premium be reviewed?

Please note that the sample illustrations assume a rate of return on investment. This rate is for illustration purposes only and is not guaranteed. Actual investment growth will depend on the performance of the underlying investments and may be more or less than illustrated.

The value of underlying investments can fall as well as rise.

You may need to review your overall pension arrangements to meet your desired retirement benefits should investment performance be less than that assumed.

6. Can the policy be cancelled or amended by the insurer?

- i. 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.
- ii. Zurich Life has the right to increase the level of charges deducted from your policy in certain circumstances. These circumstances are described in the Policy Document, which you will receive when your policy is issued. A copy of the Policy Document is available from Zurich Life on request.

7. Information on taxation issues

i. Premiums

The maximum approvable benefits payable under the Personal Retirement Bond are detailed in Chapter 1, Part 30 of the Taxes Consolidation Act, 1997. Tax relief is not available on single premium transfer payments.

ii. Benefits

Taxation of retirement benefits

A pension/annuity purchased by the maturity proceeds of an approved Personal Retirement Bond is taxable in the hands of the recipient as income for the tax year in which it is paid. The life insurance company providing the pension/annuity is required to operate PAYE (Pay As You Earn) on the income.

On retirement with at least 20 years' service, you may decide to receive up to 1.5 times your final salary as a tax-free lump sum (under current legislation as at July 2014) with the balance of the maturity value used to purchase an annuity. A reduced tax-free lump sum is available with less than 20 years' service. (The maximum benefits payable will include any retained benefits applicable and will be subject to the maximum allowable under the prevailing Revenue limits.). There is a lifetime limit of €200,000 on retirement tax-free lump sums (as at July 2014). Where the lump sum exceeds €200,000 tax is due. The portion between €200,000 and €500,000 is taxable at 20% with the excess being fully liable to income tax and Universal Social Charge (USC) under the PAYE system.

Taxation of death benefit

The benefit payable from the Personal Retirement Bond would be regarded as a preserved benefit and is payable to your estate without the deduction of any tax. Capital Acquisitions Tax may apply on subsequent payments to beneficiaries.

iii. Pension Funds

Zurich Life pension funds are tax exempt. As such, they are not subject to Capital Gains Tax and Income Tax as they accumulate, however, the pension levy is 0.75% in 2014 and will be 0.15% in 2015. This levy will be deducted from your investment account.

However, withholding taxes may be deducted at source from dividends and other income arising from investments in certain countries in which the funds invest. In most cases, part or all of these withholding taxes can be reclaimed, but where they cannot, the income of the funds will be reduced by such taxes.

8. Additional information in relation to your policy

i. Descriptions of benefits and options

Retirement benefit

You may retire at any time after age 50 provided rules imposed by the Revenue Commissioners at the time are complied with.

An early encashment charge may apply to your policy. Details of this charge will be stated in your policy document and policy certificate.

Under current legislation, and subject to the trustees' requirements regarding the form of benefits, you may choose to use your pension fund's maturity value to purchase a retirement benefit in one or more of the following forms:

- a tax-free lump sum retirement benefit of up to 1.5 times your final salary;
- a pension annuity with or without annual increases in payment;
- a contingent pension annuity payable to your spouse or other dependants on your death; and/or
- a deferred pension annuity.

Transfer benefit

Before a benefit becomes payable on retirement or on death, you can choose to encash your unit account and pay the proceeds as a transfer value to the following:

- the trustees of another retirement benefits scheme approved by the Revenue Commissioners if you are now a member of this other scheme; or
- a Revenue approved Personal Retirement Bond effected on your behalf (within the means of the Insurance Act, 1989) that is approved by the Revenue Commissioners under Chapter 1, Part 30 of the Taxes Consolidation Act, 1997.

On payment of a transfer value, Zurich Life is no longer responsible for ensuring that benefits in respect of this transfer value are paid in accordance with any trustees' requirements.

On the Personal Retirement Bond, if you transfer your pension to another pension provider an early encashment charge may apply to your policy. Details of this charge will be stated in your policy document and policy certificate.

Death benefit

Zurich Life will pay the death benefit to your estate on proof of your death before your normal retirement date (subject to Revenue limits). The full value of any units held by your policy is payable on death.

Late retirement

You may choose to retire after your selected retirement age, provided certain rules issued by the Revenue Commissioners are complied with. In such circumstances, you will have the same options available to you as described in the section 'Retirement benefit' above.

Other policy options

The PensionSTAR option

If PensionSTAR (Annuity) is selected, with five years to go to retirement, your unit holdings will be gradually switched into the Active Fixed Income Fund so that your policy will be fully invested in this fund at your normal retirement date.

If PensionSTAR (ARF) is selected, with five years to go to retirement, your unit holdings will be gradually switched into the Balanced Fund. If you choose this investment strategy, you should note that there are Revenue rules regarding investing in an Approved Retirement Fund. If your Personal Retirement Bond cannot be invested in an Approved Retirement Fund, this investment strategy may not be suitable for you.

Unit Fund switching

You can move your unit holdings between the different Prisma Funds available. This gives you extra flexibility in funding for retirement. You can make four free switches each year; there is a charge for every subsequent switch made.

This charge is currently €20 and was last set on 1 January 2005. It is guaranteed not to increase by more than the increase in the Consumer Price Index since the charge was last set. There is no charge if unit switching is done as part of the PensionSTAR option. If you choose to switch out of the SuperCAPP Fund, a market level adjustment may be applied. There are also limits on the amount that may be switched into the SuperCAPP Fund, in order to protect the interests of all SuperCAPP Fund investors. These limits vary from time to time. Details of current limits are available from Zurich Life on request.

ii. Term of policy

Your policy will normally cease at your chosen retirement date, but you may choose to extend the term, subject to any Revenue rules at that time.

iii. Circumstances under which the policy may be terminated

In the event that you wish to terminate the contract, you should write to your financial advisor or Zurich Life, quoting your policy number, and you will be advised of the options available in accordance with the terms and conditions of the policy and any Revenue rules at that time.

iv. Choice of funds

Your investment can buy units in one or more of the funds outlined in the accompanying Fund Guide. Each fund has a different degree of risk and potential return. For up-to-date information on the funds available visit the **Funds** section at www.zurichlife.ie

Detailed information on the SuperCAPP Fund is contained in the accompanying Fund Guide.

v. Satisfaction period

On receipt of your policy documentation, it may be possible for you to cancel the policy if you feel it will not meet with your requirements. This depends on whether your pension benefits were transferred by the purchasing trustees with or without your consent. If the transfer was without your consent then the policy cannot be cancelled. If, however, the benefits were transferred to this policy with your consent, then it is possible to cancel the policy without penalty by returning 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 all the premiums paid on your policy to the purchasing trustees and Zurich Life's liability for any benefits will cease. Zurich Life may adjust the refund to cover any losses incurred as a result of negative fluctuations in the investment markets during the period.

vi. Law applicable to the 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.

vii. Zurich Life's complaints procedure

Zurich Life has a 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 can be given by Zurich Life upon request.

Zurich Life Customer Services

Tel: (01) 799 2711

Fax: (01) 283 1578

Email: customerservices@zurich.com

Useful Contacts

Central Bank of Ireland
P.O. Box 559, Dame Street, Dublin 2
Tel: (01) 224 6000

Insurance Ireland
Insurance House
39 Molesworth Street, Dublin 2
Tel: (01) 676 1820

Financial Services Ombudsman
3rd Floor, Lincoln House
Lincoln Place, Dublin 2
Tel: 1890 88 20 90

Warning: If you invest in this product you may lose some or all of the money you invest.

Warning: The value of your investment may go down as well as up.

Warning: This product may be affected by changes in currency exchange rates.

Warning: The income you get from this investment may go down as well as up.

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 Central Bank of Ireland 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

For further information on your policy, please contact:

Customer Services

Tel: (01) 799 2711

Fax: (01) 283 1578

Email: 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 Insurance agent* Tied agent* Employee

* If agent, please state with what other insurance companies you have an agency.

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3. Information on the service fee charged by your financial advisor

None OR

As per written details supplied by your financial advisor

Notes

Print Ref: PCG170 0714
Product Ref: QAR

Zurich Life Assurance plc

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

Telephone: 01 283 1301 Fax: 01 283 1578 Website: 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 July 2014 and may change in the future.



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