

Working hard to maintain our service

COVID-19 is an ever-evolving situation, and we're working hard to maintain our service to you and customers.

We are open for business. You can continue to use Client View and contact your Business Manager or service teams as usual.

We have business continuity plans in place to ensure critical services can be maintained. During this time you may experience some delays or interruptions to our telephone service. Remember, you can contact us by email if you can't find the answer to your query on [Brokerzone](#), the [Service Support page](#) or [Client View](#):

- General queries and premium alterations: brokersupport@standardlife.ie
- Switch requests: dealing@standardlife.ie
- If your query relates to a claim: fundtransactions@standardlife.ie

Or you can call us on **01 639 7900**.

Working conditions are very different now with remote working and limited face to face contact. Here are the ways we're adapting to support you in these challenging times.



New business

Email

You can scan and email new business application forms to newbusiness@standardlife.ie*

AML documents

We can accept scanned copies of certified AML documents. Where certified documents are not available we can accept non certified documents. We'll ask you to send the certified copies to follow at a later date.**

Payments

New business payments can be sent via electronic transfer, contact us on **01 639 7900** for bank details.

*Original documents are required in Trust cases.

**Activity on the policy may be limited until full AML requirements have been fulfilled.



Switches

Email

Your client can scan and email a signed instruction to dealing@standardlife.ie

Client authority

If your client has given you switching authority, you can submit a switch on their behalf by email to dealing@standardlife.ie

Phone

Your client can switch over the phone by calling **01 639 7900** and completing security checks



Claims

Email

Your client can scan and email a signed instruction to fundtransactions@standardlife.ie or if it's an ARF, arf_payroll@standardlife.ie

Part surrenders

In the case of part surrenders where payment is being paid to a bank account for which we don't have certified AML, we'll call you or your client to verify the bank account details. We'll ask you to send certified AML to follow at later date.

Death claims

For death claims, we can start the process using a copy of the death certificate. In order to make payment, we will need the original.

Phone

Your client can surrender or part surrender over the phone by calling **01 639 7900** and completing security checks.



Servicing

Email

Premium alterations can be emailed to brokersupport@standardlife.ie

Executive pensions

Trustees can email alterations to registered_admin@standardlife.ie

Retirements

We can accept scanned copies of certified AML documents. Where certified documents are not available we can accept non certified documents. We'll ask you to send the certified copies to follow at a later date.



Online

Brokerzone

Visit brokerzone.ie for literature including application forms. If you have a service related query, you might find the answer on the **service support page**, and visit the **coronavirus update section** for the most up to date information on our response to COVID-19.

Client View

Visit **Client View** for:

- Policy Values and information
- Clients approaching retirement
- Top five funds by AUM
- Pipeline
- Client list creation for campaigns and communications

Contact information



brokersupport@standardlife.ie



customerservice@standardlife.ie



01 639 7900
(9am-5pm, Mon-Fri)

(01) 639 7900 www.brokerzone.ie brokersupport@standardlife.ie

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Calls may be monitored and/or recorded to protect both you and us and help with our training. Call charges will vary.