



COVID-19

OUR SERVICE CONTINUITY UPDATE NO. 4

Clients and Friends,

It is hard to believe it is 10 weeks since we started working remotely. I know it has been a hard time for many and will continue to be so over coming weeks and months, but hopefully there is light at the end of the tunnel.

Despite the positive signs that we are nudging our way back towards what will be a different world, we want to assure you that we will not be relaxing our efforts in fighting this virus and our vigilance toward maintaining the quality of our service to you. Many of you have sent messages with new ideas or of support for what we are doing and we thank you for this. Please stay in regular contact and let us know if you need anything extra or have suggestions for us to improve our service during this time.

STAYING CONNECTED

- Our series of Webinars, on a weekly basis, have been a huge success and a great means to stay in touch. Our podcasts are a welcome addition to this as we continue to keep you informed.
- We continue to attend all client meetings, 1-2-1 market updates and specific client needs, utilising all the technology we have in the organisation to make sure we stay connected.
- We have been working with our clients on many new opportunities that have surfaced through the crisis, whether this is inflation hedging, improvement in bulk annuity pricing, alternatives, etc. and will continue to do so

Our actions in ILIM remain focused on our main priorities - our clients, colleagues and suppliers – and our BCP has worked very well.

There will be a huge impact on how we work in the future, but I just want to reassure you that we are prepared for this changing world and we will be there to support you. Please contact me if you have any concerns and we will be forever grateful to the front line medical personnel continuing to work hard to contain the virus.

Take care and stay safe

Colin Cunningham

Director of Global Institutional Distribution
Irish Life Investment Managers

T +353 1 704 2159 | M +353 86 2131 522

E colin.cunningham@ilim.com

W <http://www.ilim.com>

A Beresford Court, Beresford Place, Dublin 1



Irish Life

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