



COVID-19

OUR SERVICE CONTINUITY UPDATE NO. 6

Clients and Friends,

We think it would be remiss of us not to send an update at the end of such a disruptive year, but also to reflect on all the great work we have done together and the achievements to not only survive 2020, but actually get so much done. I am sure, like all of us here in ILIM, you are really looking forward to the break over Christmas and an opportunity to spend time with your family or closest friends, uninterrupted by email, zooms, teams, etc. (for a few days anyway!).

While COVID-19 is not going away just yet, vaccinations will hopefully ensure, by this time next year we will all be in a much better place and this period will be very much in the rear view mirror.

Despite everything going on in the world, we want to assure you that we have not, and will not, be relaxing our efforts and our vigilance toward maintaining the quality of our service to you. We want to thank you again for the messages of support over 2020, together with the many new innovative ways we have developed to keep us connected and collaborating together. We hope 2021 brings many different things, but your regular contact and letting us know when or if you need anything extra have really helped us improve our service to you in 2020.

STAYING CONNECTED

- Our series of Webinars have been a huge success and we will continue to develop short, impactful market updates, educational and thought leadership pieces throughout 2021
- Staying connected with you, utilising all the different technology platforms, has been so important for us. While we are hopefully that we can meet face-2-face soon, we want you to know how important our virtual meetings have been in this remote environment, lifting spirits and energy levels. Please make sure we continue to attend all board meetings, 1-2-1 market updates or service specific collaboration efforts – it's what keeps us connected
- Collaboration and the crisis have led to many new and unexpected opportunities to surface. We have seen a real step up in activity over H2 2020 and we are delighted to be able to service this business, as if we were in the office, continuing to meet your expectations

Our actions in ILIM will continue to be focused on our main priorities as we wait for a return to normality - our clients, their investments, our colleagues and our suppliers. Our BCP has continued to work very well and we have plans in place for our return to work in 2021, with only the timing of this in question.

I just want to reassure you again, particularly over this holiday period, that we are prepared for this changing world and we will be there to support you. Please contact me or any of my colleagues if you have any concerns and all that is left for me to do is to thank you again for all your support in 2020 and wish you and all your families a very Happy Christmas. I think we can all join together in wishing for a prosperous and very different 2021 for everybody, particularly those who have suffered in 2020, lost family or friends, or been on the front line in our communities – we want to remind you we are thinking of you at this time of the year.

Take care and we look forward to talking and meeting up in the New Year,
Colin

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

This document is intended as a general review of investment market conditions. It does not constitute investment advice and has not been prepared based on the financial needs or objectives of any particular person, and does not take account of the specific needs or circumstances of any person.

The author cannot make a personal recommendation for any person and you should seek personal investment advice as to the suitability of any investment decision or strategy to your own needs and circumstances. Any comments on specific stocks are intended as an objective, independent view in relation to that stock generally, and not in relation to its suitability to any specific person.

ILIM may manage investment funds which may have holdings in stocks commented on in this document. Past performance may not be a reliable guide to future performance. Investments may go down as well as up. Funds may be affected by changes in currency exchange rates.

Irish Life Investment Managers (ILIM) is an appointed investment manager to Irish Life Assurance plc
Irish Life Investment Managers Ltd is regulated by the Central Bank of Ireland
Irish Life Assurance is regulated by the Central Bank of Ireland