



COVID-19

OUR SERVICE CONTINUITY UPDATE NO. 7

Clients and Friends,

It is with great relief we are now beginning to slowly open up as a society and also see the vaccine rollout continuing to build momentum. In the last year, we have seen huge flexibility and resilience in how we have all worked together and faced the challenge of working from home. We hope you agree that we have delivered in terms of the quality of service provided to you and those you represent. There is no doubt that many people have suffered over the last 12 months and hopefully we will all have the opportunity to see each other soon, to talk and think about what has happened during these very strange times!

We retain, as always, a strong focus and vigilance to maintain our quality of service to you. Over the last few months, we hope you have felt the benefit from our engagement, investment solutions and reporting specifically in areas such as ESG, SRDII, SFDR and we will continue to support you with IORPs and future market developments.

We want to thank you again for your continued support over the last year and while we have certainly embraced new and innovative ways to keep us connected and collaborating together, we do look forward to meeting again in person in the near term.

STAYING CONNECTED

- Our series of Webinars have been a huge success and we continue to develop short, impactful market updates, educational and thought leadership pieces throughout 2021. This is something we will maintain beyond COVID, as it has been so well received by the market.
- Staying connected with you, utilising all the different technology platforms, has also been so important for us. While we are hopeful that we can meet face-2-face in H2, 2021, we want you to know how important our virtual meetings have been in this remote environment, lifting both spirits and energy levels. Please make sure we continue to be invited to attend all board meetings, 1-2-1 market updates or service specific collaboration efforts – it really is what keeps us connected.

Our actions in ILIM will continue to be focused on our main priorities - our clients & their investments, our colleagues and our suppliers. Our plan is to facilitate a gradual return to the office from October and working with our Group colleagues on what the future workplace may look like. We will continue to communicate with you over coming months with regard to developments in this area.

Please contact me or any of my colleagues if you have any concerns and I'm sure you agree that we will be forever grateful to those on the front line who have continued to work hard in our communities, over the most difficult of years.

Take care and we look forward to talking and meeting up soon,
Colin

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Irish Life

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