

The National Federation of Voluntary Service Providers Pension & Life Assurance Scheme is moving to Irish Life



What is happening?

As part of the review of the **National Federation of Voluntary Service Providers Pension & Life Assurance Scheme** (the Scheme), the Trustees sought tenders for the supply of Pension Administration, Investment and Consultancy Services for the Scheme. The main purpose of this exercise was to comply with good governance and ensure that members are receiving an excellent service and getting value for money for their investment. Following an extensive review, Irish Life has been appointed as the Administrators and Investment Managers of the Scheme.

You, as a member, will benefit from an improved member experience, improved service levels and for the vast majority of members, a significantly reduced annual management fee.

Who is Irish Life?

Irish Life has over 80 years extensive experience providing pensions, investment and protection benefits in Ireland. They have over 3,000 employees nationwide, so whenever you need them, they are nearby.

Are there any changes to my pension benefits?

No, there are no changes to your pension benefits.

Your contribution levels are not changing, i.e., your employer will continue to pay 7% of your Salary (6.35% will be invested in to your pension fund and the balance of 0.65% will cover your death in service and administration costs). You will continue to contribute 5% of your salary into your pension fund.

When will Irish Life take over the administration of the Scheme?

The Scheme will move to Irish Life from 1st January 2022.

Please note that a blackout period will be in place during the transition period effective from the 31st of December 2021 until March 2022. During this time, you will not be able to switch funds, take retirement benefits, or receive leaving service options. This period without transactions is necessary as all records have to be reconciled and moved to Irish Life during that time. New Ireland has confirmed that you will have 'read only' access on the New Ireland online member portal (i.e. PSOL) during that time. You will also be able to see how much both you and your employer have paid into your pension fund on your payslip.

Do I need to do anything?

If you want to get online access to your Irish Life online Member Portal, and avail of all the services Irish Life can provide, they will need you to confirm some personal information.





Please email cbsalesupport@irishlife.ie with the following information:

Name, Date of Birth, Employer Name, Personal Email Address and Mobile Number

What support will Irish Life provide?

As soon as COVID restrictions are lifted, the Irish Life Team look forward to meeting you in person, either at group presentations or at one-to-one meetings.

A wide range of new services will be available to all Scheme members. These include:

	<p>A new online Member Portal, with online access to view or amend:</p> <p>The Member Portal also allows you to:</p> <ul style="list-style-type: none">✚ Request a fund switch. Fund switches can be carried out online. If you indicate your decision to switch funds before 5pm on a given working day, it will be processed using the unit prices as at close of business (5pm) that day.✚ Update beneficiary details in respect of your death in service benefits.✚ Update your personal details.✚ All literature including Member Booklets, Benefit Statements and Fund Factsheets are available to view and download online. <p>In addition, you will also have access to the Irish Life EMPOWER App available in the App Store and Google Play.</p> <p>Online access is expected to be available at the end of March 2022. Irish Life will contact you to advise when you can register.</p> <p>Do I need to do anything?</p> <p>If you want to get online access to your Irish Life online Member Portal, and avail of all the services Irish Life can provide, they will need you to confirm some personal information.</p> <p>Please email cb-sales-support@irishlife.ie with the following information: Name, Date of Birth, Employer Name, Personal Email Address and Mobile Number</p>
	<p>Scheme Information:</p> <p>Your new Scheme booklets is now available on: http://www.fedvol.ie/National Federation Pension Scheme/Default.1063.html</p>
	<p>Expert Support from Irish Life's Member Engagement Team:</p> <p>Irish Life will provide comprehensive support to you, including the opportunity to attend online group presentations, as well as dedicated telephone and email support from pension experts, which is available throughout the transition.</p> <p>Call Irish Life on 01 7041 845. This line will be open from 9am - 12pm and from 2pm - 4pm Monday to Friday.</p> <p>As a member of the Scheme, you will also have access to Irish Life's Member Advice Team and their Financial Wellness Programme. There is no cost to you to avail of this service. See below to see who is your contact.</p>
	<p>Dates for your Diary:</p> <p>We expect the Scheme will be transferred to Irish Life in March 2022, and Irish Life will then arrange a series of live webinars, and one-to-one meetings having regard to public health guidance on Covid at that time.</p>



More Info

Where can I find out more about the National Federation's Pension Scheme?

- ✚ Further information on your Pension Scheme is available on www.fedvol.ie
- ✚ Review the [Transition Frequently Asked Questions](#) document
- ✚ You can contact:
 - Irish Life by emailing fedvol@irishlife.ie or call them on 01-7041845. This line will be open from 9am - 12pm and from 2pm - 4pm Monday to Friday. Your dedicated Advice Team contact can also be found below or
 - contact Maria McMahon, Pension Scheme Manager by emailing pensionadmin@fedvol.ie or telephone 091-792316.

DEDICATED IRISH LIFE CONTACTS FOR SCHEME MEMBERS

A dedicated team of advisors from Irish Life are available to help with any queries you have in relation to your pension fund. Details of your dedicated Irish Life Member Advice points of contact are set out below:



KEVIN GORMAN
Email: Kevin.gorman@irishlife.ie
Mobile: 087 2371523



AMANDA MADDEN
Email: Amanda.Madden@irishlife.ie
Mobile: 087 7372855



TED OCONNOR
Email: Ted.OConnor@irishlife.ie
Mobile: 087 1681560

Please see who your Irish Life contact is on the next page

EMPLOYER	MEMBER ADVICE CONTACT	EMAIL	MOBILE NUMBER
Ability West	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
An Breacadh Nua - Ard Aoibhinn Centre	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
Blue Teapot Theatre Company CLG	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
Co Wexford Community Workshop (New Ross) CLG - Cumas	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
CoAction West Cork CLG	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
KARE	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
Kerry Parents & Friends Association	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
MooreHaven Centre (Tipperary) DAC	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
Muiriosa Foundation	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
National Federation of Voluntary Service Providers Supporting People with Intellectual Disability CLG	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
North West Parents & Friends Association for Persons with Intellectual Disability	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523
Order of Malta Regional Services Drogheda CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
Peacehaven Trust CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
Prosper Meath CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
SOS Kilkenny CLG	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
St Catherine's Association CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
St Cronan's Association CLG	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
St Hilda's Services CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
St Joseph's Foundation	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
St. Christopher's Services CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
Sunbeam House Services CLG	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
The Children's Sunshine Home - LauraLynn	Amanda Madden	Amanda.Madden@irishlife.ie	087 7372855
Waterford Intellectual Disability Association CLG	Ted O'Connor	Ted.OConnor@irishlife.ie	087 1681560
Western Care Association	Kevin Gorman	Kevin.Gorman@irishlife.ie	087 2371523