



Irish Life

Frequently Asked Questions

Irish Life's execution-only online trading platform





Irish Life

Online Execution-Only Account Frequently Asked Questions

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Introduction

This user guide covers typical scenarios which may arise when you are using the Online Execution-Only Account for online trading. It provides step by step instructions on how to use the web solution to complete the requested action as well as a number of standard Frequently Asked Questions (FAQs).

This guide can be used in conjunction with a separate Online Execution-Only Account user guide.

For more information on our execution-only trading service please see “Your Guide to your Self-Invested Fund”.

Please note that as the amount invested in the Online Execution-Only Account will be part of your pension all assets will be owned by Irish Life Assurance plc (Irish Life) and any restrictions that apply to the pension plan will apply to this account also (including in relation to permitted assets – see FAQ V). The taxation treatment of investments will be in the context of Irish Life being the owner of the assets.

Warning: The value of your investment may go down as well as up.

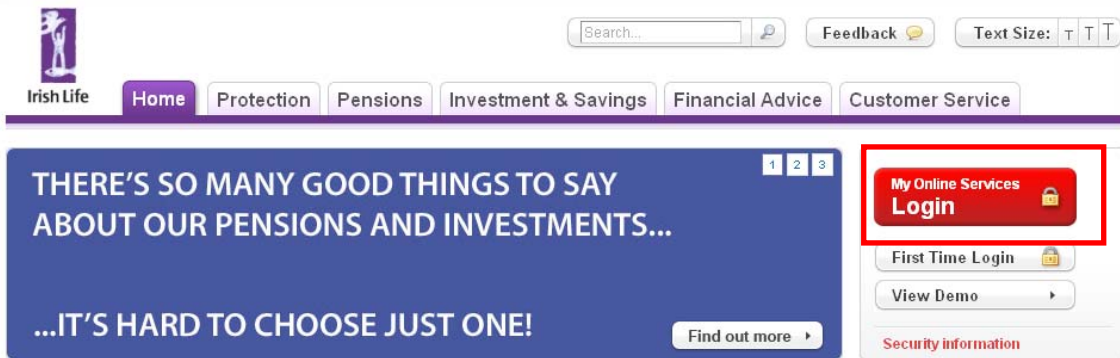
The value of your investment may be affected by changes in currency exchange rates.

Please note Irish Life will not be held liable for any acts, errors or omissions of our third party service providers or any other third party.

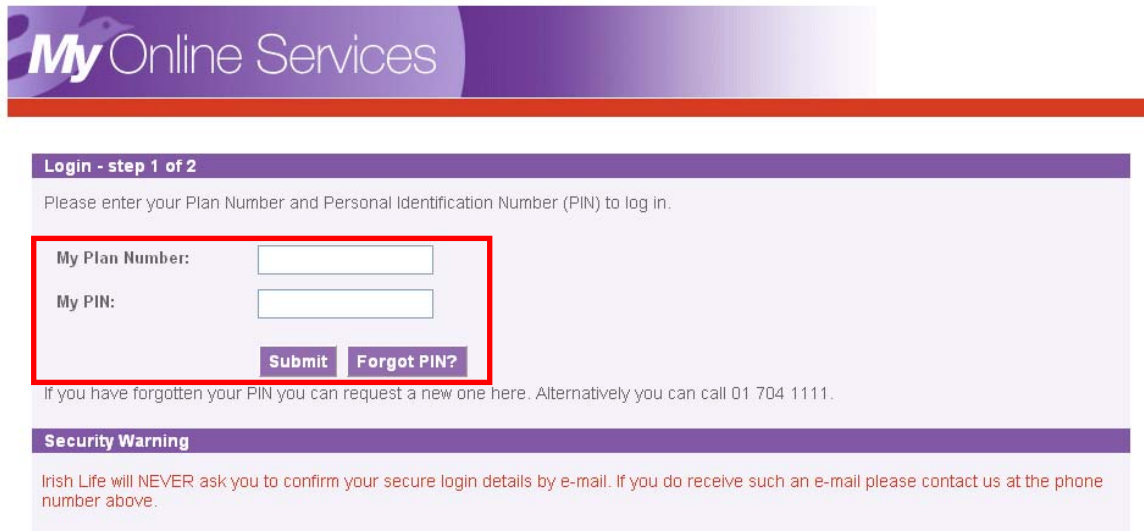
Frequently Asked Questions

I. How do I log onto my Online Execution-Only Account?

You can access your Execution-Only Online Account (Online Account) via the Irish Life homepage using your Irish Life Policy number and Online Services PIN Number. The policy number will be sent to via email, while the pin number will be sent by SMS to the mobile number provided.



To access the account please click onto the Online Services Login as highlighted. Then enter the Irish Life Policy Number and PIN number as highlighted below and click submit



Please click on the plan into which you wish to access -

My Online Services

Print Page Log out

My Plans ▾

Welcome to Irish Life Customer Online Services

Jw Consultancy 2 Ltd, welcome to Irish Life's Customer Online Services.
You last used Online Services on 27/09/2010.

Your Plans

Click a plan number to view the plan details for that particular plan.

PLAN ID	PRODUCT	STATUS
12185507	Complete Solutions bond for company pensions	Current

Other Options

- Customer Feedback Questionnaire
- Customer Service forms:
- Change your login details
- Logout

From the menus on the left of the page click on 'Plan Values' as highlighted below –

My Online Services

Print Page Log out

My Plans ▾

Plan 12185507 - Complete Solutions bond for company pensions

Plan Summary

Status	IN FORCE	Plan Assigned	No
Plan Owner 1	JW Consultancy 2 Ltd	Plan Owner 2	
Life Assured 1	Mr James Waldron	Life Assured 2	
Start Date	23/09/2010	Paid To Date	N/A
Inflation Protection	N/A	Maturity Date	07/01/2050
Maturity Age	70		

Your Details

Life Assured 1

Name	Mr James Waldron	Gender	Male
Smoker	No		

Plan Owner

Name	JW Consultancy 2 Ltd
------	----------------------

The screen overleaf is then shown.

Plan 12185501 - Complete Solutions - AMRF

Plan Values | **SIF Guides**

Click on a fund name to view performance information.

Fund Name	Units	Unit Price @ 22/09/2010	Current Value
Self-Invested Fund	1020.11	€1.00001	€1,020.11
		Current Value	€1,020.11
		Cash-in Charge	€51.01
		Transfer Value	€969.10

Values are based on fund prices at 22/09/2010.

Self Invested Fund (SIF)

The value of the SIF shown above is indicative only and is based on a valuation of assets as at 01/09/2010. It takes into account new contributions paid into, and withdrawals taken from, the fund up to 22/09/2010. However, other than in exceptional circumstances it does not take into account any costs paid or incomes received by the SIF or any revaluation of assets which may have occurred since 01/09/2010.

The following facilities are available to you:

[Valuation Report](#) PDF opens in a new window.

[Online Trading](#)
Start online trading with your execution-only account. This opens the trading application in a new window.

I understand that this is an execution-only facility and that Irish Life, or its tied insurance agents, will not provide me with any investment advice in relation to the trades I carry out through this facility. I confirm that any advice I have received in relation to any trades I will place through this facility has not come from an employee of Irish Life or a tied insurance agent of Irish Life.

[Contract Notes](#) PDF opens in a new window.

Other Funds

At the bottom of the page (as highlighted) is the link through to the Online Account. As this system utilises a single sign on validation system there will be no need to re-enter any log on details. You only need to click on 'Online Trading' and the online account will pop up in a new window as below.

Please note a full valuation of your overall Self-Invested Fund (including the valuation of your Online Execution-Only Account assets and any other assets in your portfolio eg deposits) is available by clicking on the "Valuation Report" button.

Client: SIF10002107 | PAUL MILLER TRADING7

Close dealing

Dealing Administration Help

Stock Search Search

Account Summary Account Summary

Print Messages (0)

Available Cash EUR 0.00

Account Name	Cash (EUR)	Stock (EUR)	Total (EUR)	Active Orders
PAUL MILLER TRADING7	148,074.69	26,448.15	174,522.84	2

Announcements

Welcome to Figaro Web.....

You can use this site to:

- Buy and sell shares
- View your portfolio
- View your cash statement
- Receive secure messages

To find out more... explore our [Help](#) or [FAQs](#)

Irish Life

Powered by TD Waterhouse Corporate Services (Europe)

1. *If I have difficulties using the Online trading service, who do I contact?*

If you phone the telephone support service on FREEPHONE 1800 800 090, we will be able to assist you. Please ensure you have your Self-Invested Fund online account number (this will be notified to you when you open an account) to hand. For security reasons you will be asked a number of questions to verify your identity before you can discuss your account over the phone.

2. *If I have a query in relation to my pension plan, who do I contact?*

Pension Policy queries can be resolved by calling our Self-Invested Customer Services Team on (01) 704 1831 or by emailing us at selfinvestedteam@irishlife.ie.

3. *How do I change my login details e.g. password?*

You can change your details by calling our Self-Invested Fund Customer Services Team on (01) 704 1831 or by emailing us at selfinvestedteam@irishlife.ie.

4. *How do I change my contact details, e.g. email address?*

You can change your contact details by calling our Self-Invested Fund Customer Services Team on (01) 704 1831 or by emailing us at selfinvestedteam@irishlife.ie.

II. How much is my portfolio worth?

The customer portfolio information is displayed on the initial account summary screen –

Account Summary > Print > Messages (0)

				Available Cash EUR 0.00
Account Name	Cash (EUR)	Stock (EUR)	Total (EUR)	Active Orders
PAUL MILLER TRADING7	148,074.69	26,448.15	174,522.84	2

This page includes the total portfolio value including holdings of cash and stock. The breakdown of the stock holdings and underlying values is also accessible within the Portfolio sub page of the Dealing menu –

Dealing Administration Help Close dealing

Account Summary **Portfolio** Stock Search > Search

Buy & Sell 2 > Print > Messages (0)

Active Orders Available Cash
EUR 469,219.05

Transaction History Download PDF

Cash Statement Refresh

Stock Name	Quantity	Price	Value (EUR)	Cost (EUR)	Change (%)
APPLE INC COM NPV	1	265.98 USD	213.55	201.34	6.06
MICROSOFT CORP COM USD0.00000625	10	24.38 USD	195.74	170.54	14.78
ABERDEEN UT MGRS MULTI MGR UK INC PFOlio ACC	1,198.452	1.3589 GBP	1,936.48	800.78	141.82
BARCLAYS ORD GBP0.25	50	1.065 GBP	63.32	221.88	-71.46
CAPITA FINL MNORS ECLECTICA EUROPEAN GBP ACC	12.6	1.068 GBP	16.00	16.49	-2.97
GAM LIMITED GAM N/AMERICAN GTH INC NAV	278.28	14.1156 GBP	4,670.74	1,539.87	203.32
IGNIS AM HIGH INCOME BOND INC	10	0.7884 GBP	9.37	9.43	-0.59
LLOYDS BANKING GP ORD GBP0.25	200	1.05 GBP	249.70	187.08	33.47
M&G SECURITIES LTD NORTH AMERICAN VALUE FD INC	925.2525	0.4823 GBP	530.62	73.86	618.41
SAINSBURY(J) ORD GBP0.28571428	750	3.2325 GBP	2,882.73	925.98	211.32
TESCO ORD GBP0.05	1,000	3.461 GBP	4,115.34	0.00	0.00
THREADNEEDLE INV UK MONEY MKT SECS RETAIL 1	15.3	0.3424 GBP	6.23	20.79	-70.04
VODAFONE GROUP ORD USD0.11428571	150	1.356 GBP	241.86	290.44	-16.73
HENKEL AG&CO KGAA NPV(BR)	50	33.68 EUR	1,684.00	1,702.00	-1.06
THREADNEEDLE INV EURP HIGH YLD BD 3 (GROSS)	83.34	1.4101 EUR	117.52	132.52	-11.32
Totals			16,933.20	6,293.00	169.08

Total assets		Exchange rates
Portfolio total (EUR)	16,933.20	GBP 1.109
Cash (EUR)	510,882.01	USD 0.803
Cash (\$)	0.00	
Cash (GBP)	-1,899.85	
Cash total (EUR)	508,645.56	
Assets total (EUR)	525,578.76	
Prices used are closing prices.		

Key: Buy/Sell

This information can be downloaded as a CSV file or PDF (1), or can be printed directly to a printer (2).

1. How often is my Online Execution-Only Account valued?

Your online execution-only portfolio is valued every day using either 15 minute delayed prices (for Irish and UK stocks) or the previous day's closing price (other investments).

2. *Why is there a difference between the valuation of my online account on the portfolio page of my Online Execution-Only Account (see above) and the value listed on my SIF Valuation Report (see the "How do I log onto my Online Execution-Only Account?" FAQ)?*

There may be a difference between the valuation of your Online Execution-Only Account per the portfolio page above and per the value listed on your Self-Invested Fund valuation report. This is due to the fact that the values in the Self-Invested Fund Valuation Report will be based on overnight values and may be a number of days behind the Online Execution-Only Account values.

3. *What FX rate is my portfolio valued at?*

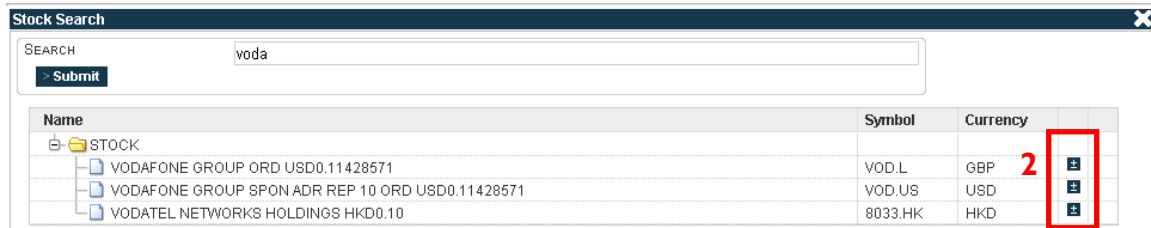
Your portfolio and account summary is valued at the previous day's closing FX spot rate while available cash is converted using a more current house rate.

III. How do I find a stock in my Online Execution-Only Account?

To search for a particular stock there is a stock search field on all of the main screens on the Online Execution-Only Account. To search for a stock in the Online Execution-Only Account you can enter the name of the stock/fund you want to search for. You need to enter at least two letters to search for a stock.



The returned values of all matching stocks are then displayed on the Stock Search window (please see the example of Vodafone below) –



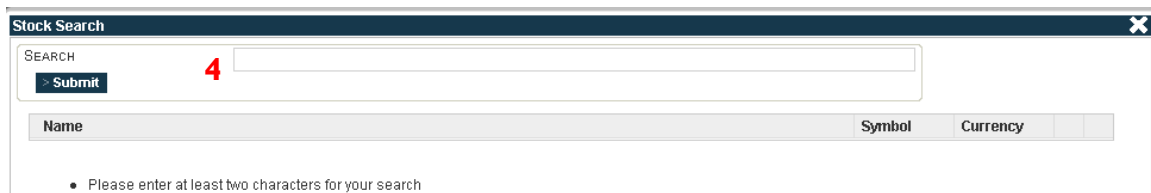
The online account recognises SEDOL numbers (Stock Exchange Daily Official List 7 digit identifiers) or EPIC codes (Exchange Price Input Computer) and these will appear in the symbol field.

A stock is selected for trading by clicking on the trade icon to the right of the stock symbol and the stock's symbol, either SEDOL or EPIC code, populates the Buy & Sell screen.

Note that you can alternatively click on the search button without entering any values.



This brings up a blank search window into which you can then type the requested values and click on submit –



1. What types of securities are allowed through the service?

Shares and government bonds listed on recognised exchanges and approx 2,000 pre-approved collectives (e.g. funds) are available for investment. The recognised exchanges include exchanges in the following markets:

- USA
- United Kingdom
- Hong Kong
- Japan
- Ireland
- Some other EU member states
- Canada
- Switzerland

For a full list of the pre-approved collective investments (funds and ETFs) please see the “List of approved funds” on the My Online Services section of the Irish Life website.

Some shares will be quoted on a number of stock exchanges. The stock search engine will display of all the listings for these shares (Some listings may not be displayed if they are not deemed to be as liquid as other markets. These stocks can be traded by entering the identifier directly). As a result it is important that you select the correct exchange.

You will be able to recognise the exchange a stock is listed on by the end of the symbol for the stock. Each exchange has a unique EPIC code e.g.:

.I for ISEQ
.L for LSE
.F for Frankfurt
.US for NASDAQ
.N for NYSE

For a full list of exchanges and EPIC codes please see the document “Approved Exchanges and Identification Codes” on the My Online Services section of the Irish Life website.

2. What assets are not permissible through the service?

Stocks or government bonds not listed on one of the available markets (as set out above) or collective investments not on the pre-approved list are not permitted for investment through the Online Execution-Only Account. There are also some specific asset exclusions including Irish Life and Permanent shares and debt instruments. Inadmissible assets are not available on the Stock Search. For more details please refer to “Your guide to your Self-Invested Fund” available on My Online Services on the Irish Life website.

3. What will happen if I try to trade a stock which is not permissible?

If you have a SEDOL or EPIC for an inadmissible stock and you attempt to place an order for that stock then an error message will be displayed and you will not be able to place the order.

- **This security has not been recognised. Please check the security and try again, or for further assistance contact the Telephone Support Team on 1800 800 090**

IV. How do I find stock prices in my Online Execution-Only Account?

1. How do I find the previous day's closing price/15 minute delayed prices of any given stock?

You should click on the Buy/Sell sub tab of the Dealing menu –

The screenshot shows the 'Buy & Sell' interface. The 'Enter order' section includes fields for Security (with a red '2' next to it), Buy/Sell (Buy), Market status (OPEN), Order Type (At Best), and Settlement Currency (EUR). There are input fields for Quantity (0) and Amount (0.00), and a 'Next' button. The 'Security info' section shows 'Prices used are closing prices.' and 'Security: NONE SELECTED'. A 'Search' button is highlighted with a red '3'.

The system recognises SEDOL numbers (Stock Exchange Daily Official List 7 digit identifiers) or EPIC codes (Exchange Price Input Computer). If you know the SEDOL or EPIC code, you can enter these identifiers in the security field.

If you do not know the stock's SEDOL or EPIC code you can find the relevant identifier by searching for the stock in the Stock Search engine using the stock's name.

The 'Stock Search' window shows a search for 'BARC'. The results table has columns for Name, Symbol, and Currency. The first result is 'BARCLAYS ADR-EACH REP 4 ORD STK GBP0.25(BNY)' with Symbol 'BARC.L' and Currency 'USD'. A red box highlights the '+' button in the Currency column, labeled with a red '4'.

When you find the stock that you wish to gain a quote for, click on the highlighted button above (+) to pull the information back into the Buy & Sell screen.

The 'Buy & Sell' interface now shows 'BARC.L' in the 'Security' field. The 'Security info' section is highlighted with a red box and labeled with a red '5'. It shows 'Prices used are closing prices.', 'Security: BARC.L (GBP0.25)', 'Bid Price: 1.065 GBP', 'Offer Price: 1.072 GBP', and 'Current Holding: 350'. The 'Available Cash' is now EUR 0.00.

An indicative price is then displayed for viewing. This may be a previous night's closing price or a 15 minute delayed price (Irish and UK stocks).

2. How do I find the real-time price of a UK or Irish stock?

The Online Execution-Only Account will only provide a real-time price for UK and most Irish stocks and these are only available on the Review Quote screen prior to trading.

You should click on the Buy/Sell sub tab of the Dealing menu –

The screenshot shows the 'Buy & Sell' interface. The 'Enter order' form is highlighted with a red box. Red annotations include a '2' next to the 'Security' field and a '3' next to the 'Next' button. The form includes fields for Security, Buy/Sell, Market status, Order Type, Settlement Currency, Quantity, and Amount. A 'Next' button is at the bottom right of the form.

The system recognises SEDOL numbers (Stock Exchange Daily Official List 7 digit identifiers) or EPIC codes (Exchange Price Input Computer). You should enter one of these identifiers in the security field.

You should then place an indicative amount in the quantity field and then click the Next button.

The screenshot shows the 'Review Quote' interface. The 'Entered order' table shows details for VODAFONE GRP. The 'Quote breakdown' table shows a total price of EUR 107.64. A 'Quote valid for 13 seconds' timer is visible. A red box highlights the 'Accept quote' button, with a red '4' next to it. A 'Back' button is also visible with a red '5' next to it.

The above quote indicates the price of the selected stock. Note – you **SHOULD NOT** click the Accept Quote button as this will execute the trade and is irreversible. Only click accept if you want to place the trade.

Using the Back button you can then go back to choose additional stocks for price quotes or dealing instructions.

V. How can I place a deal to buy/sell?

You should click on the Buy/Sell sub tab of the Dealing menu –

The system recognises SEDOL numbers (Stock Exchange Daily Official List 7 digit identifiers) or EPIC codes (Exchange Price Input Computer). You should enter one of these identifiers in the security field (as indicated above the identifier can also be obtained by using the stock search facility).

You should then indicate whether you wish to buy or sell and the order type (at best or limit order).

You then indicate a quantity of stock or amount of cash to transact with. Note that should this be a raise or invest order then you will then have the choice to include or exclude charges against the values input.

Click Next to get quote. If there is a real-time price available – in the case of UK and most Irish stocks – the following Review Quote screen will be presented.

Review Quote

[Print](#) [Messages \(0\)](#)

Entered order		Quote breakdown		Quote valid for	
Security	BARCLAYS	Price	3.52151 GBP	7 13	seconds
Buy/Sell	Buy	Consideration	EUR 211.48		
Order type	Market Order	€15.00 Trade Charge	EUR 15.00		
Quantity	50	Stamp duty	EUR 1.06		
		Total	EUR 227.54		

[Back](#) **6** [Accept quote](#)

If there is no real-time price available – in the case of non-UK and Irish stocks and for funds, the Review Order screen will quote an indicative price.

Account Summary **Review Order** [> Print](#) [> Messages \(0\)](#)

Portfolio

Buy & Sell

Active Orders

Transaction History

Cash Statement

Entered order		Indicative price	
Security	JUPITER UK GWT	Price	GBP 1.7707
Buy/Sell	Buy	Consideration	EUR 293.34
Order type	Fund Order	Irish Life 15.00 EUR Fixed	EUR 15.00
Quantity	150	Total	EUR 308.34

[< Back](#) **6** [Submit order](#)

Click Accept quote or Submit order to execute the trade against the details input.

Where there is a real-time price, the quote will be valid for 15 seconds. The timer on the right of the page counts this down. Should this expire then a new quote will be picked up and displayed.

1. What is the cost per trade?

The cost of trading online is **€15** per trade for Irish and UK stocks and certain collective investments. There may be other charges – please see your plan’s terms and conditions for further details.

2. Will I be able to trade online at any time of the day?

Yes, you will be able to go online at any time of the day and activate your account. However you will only be able to trade during markets hours. Outside of these hours, you can place a limit order trade but it can only be acted upon once the market you wish to trade in opens.

3. Where can I view my trade confirmation?

If the order is successfully placed then a trade confirmation is generated and displayed.

Client: SIF01004407 | PAUL MILLER TRADING7
Adviser: PAUL MILLER IFA5 [Close dealing](#)

Dealing Administration Help [> Search](#)

Account Summary **Order Detail** [> Print](#) [> Messages \(1\)](#)

Portfolio

Buy & Sell

Active Orders

Transaction History

Cash Statement

Reference: 10010T15401		Status: Executed	
Created:	18/08/2010 13:57	Dealt:	18/08/2010 14:01
Account:	S100493	Settlement:	23/08/2010
Account Name:	PAUL MILLER TRADING7	Price dealt:	0.71282 GBP
Buy or Sell:	Buy	Quantity dealt:	200
Quantity:	200	Consideration:	EUR 171.22
Stock Name:	LLYD BKG	Stamp:	EUR 0.86
Order type:	At Best	€15 Trade Charge:	EUR 15.00
		Total Cost:	EUR 187.08

[Active Orders](#)

[Back to Buy/Sell page](#)

You can also review the details of an order from the Active Orders screen, the Transaction History screen and the Cash Statement screen by selecting the contract reference number.

Account Summary	Active Orders									> Print	> Messages (0)
Portfolio										Available Cash	
Buy & Sell										EUR 0.00	
Active Orders											
Transaction History	Reference ⌵	Date ⬆	Type	Symbol	Stock Name ⌵	Order Type ⌵	Quantity	Price	Status ⌵		
Cash Statement	10010T13604	07/07/2010 11:23	Buy	VOD	VODAFONE GRP	At Best	500	1.3825 GBP	Executed		
	10010T13470	30/06/2010 19:22	Buy	VOD	VODAFONE GRP	Limit	50	5.00 GBP	Pending	<input checked="" type="checkbox"/>	

Warning: The value of your investment may go down as well as up.

4. How do I view how much cash I have available to trade with?

An available cash balance is displayed on the top right hand side of each page. For a buy order you must have enough available cash for the purchase. When a buy order is executed available cash reduces automatically to reflect the trade – even in the case of a limit order.

For a sell order you must have enough stock for the sale. When a sell order is executed the available cash only increases when the order is contracted & posted. As a result there is a timing difference between the order being executed and available cash being updated.

5. How do I increase the cash balance in my account?

You can either transfer funds from another fund that you may be investing in within your plan, sell some of your existing holdings within your Self-Invested fund or make a further cash injection by way of pension contribution. To help you process either of these options, please contact our Self-Invested Fund Customer Services Team on (01) 704 1831 or by emailing us at selfinvestedteam@irishlife.ie.

6. Can I settle from my own bank account or by credit card?

We do not accept credit card payments or direct debits on this account. All funds must be cleared in your SIF account before they will be made available.

7. Can I run an overdraft on my Online Execution-Only account?

No, overdrafts are not permitted. You are not allowed to trade unless you have adequate funds. The only exception to this is the case of corporate actions where there can often be tight deadlines involved in responding to and funding an event. If you go into an overdraft position for any reason on your Online Execution-Only Account, we will endeavour to transfer funds from your Liquidity Account to cancel the overdraft. If you go into overdraft on your online account or in your liquidity account for any reason, overdraft charges may apply. Please see “Your Guide to your Self-Invested Fund” for further details.

8. What currencies does the Online Execution-Only Account support?

There are three settlement currencies on the online account. The default currency is Euro (EUR) and the portfolio is valued in Euro. Trades can also be settled in US Dollars (USD) and Sterling (GBP). You can choose any one of these settlement currencies from the drop down menu on the Buy & Sell screen.

You may receive a dividend in a currency that is not one of the three settlement currencies. Cash holdings in currencies, other than the settlement currencies, are displayed in the Cash Statement screen by selecting that currency from the currency drop down menu. The total cash amount in each currency is also displayed on the Portfolio screen.

As noted in point 7 above, you will be able to trade as long as you have adequate available cash across all currencies. This may mean that you go into an overdraft in one particular currency. It is our aim to ensure that such overdrafts will be settled between the currencies each evening. If there is any overdraft in your online trading account for any reason we will endeavour to fund this from your liquidity account at the end of each day. Overdraft interest may be charged on overdrafts. Please see “Your Guide to your Self-Invested Fund” for more details on currencies and overdrafts.

9. *What FX rate is used in the Online Execution-Only Account to convert back to Euro?*

The FX rate used on the Portfolio and Account Summary screen is the previous day's closing FX spot rate. The Available Balance uses a more current house rate, as do transactions at the time of execution.

10. *What are the settlement periods?*

Transactions are generally settled over three working days (T+3) for equities and 4 working days (T+4) for funds. Please see your plan's terms and conditions for more details.

11. *How does the Online Execution-Only Account calculate the number of units for a raise and invest order (where you enter an amount for a trade rather than the quantity of stock)?*

In the case of a buy order when you enter an amount of money to purchase an asset the system calculates to the nearest whole number of stock less than or equal to the amount entered for the trade (ie the consideration for the trade should not be more than the amount you have entered for the trade). If you have selected including charges this trade amount will include any charges on the trade. If you have selected excluding charges any charges for the trade will be added to the amount entered for the trade.

In the case of a sell order when you enter an amount of money that is to be generated from the sale the system calculates to the nearest whole number of stock greater than or equal to the amount entered (ie the amount received from the sale should not be less than the amount you have entered for the trade). If you have selected including charges any charges will be added to the amount entered for the trade to ensure the net sale proceeds equal the amount entered. If you select excluding charges the net amount you receive will be the amount entered for the trade less any charges.

12. *How long will it take orders to execute?*

Where there is a real-time price available and you accept the quote, these trades execute immediately and will display at status Executed in the Active Orders screen.

If there is no real-time price available and you submit the order, this order will go onto a dealer queue for manual execution. Until the order is dealt, it will display as pending in the Active Orders screen. These orders should generally execute within 10 minutes for equity trades. Fund orders may take a number of days to execute (see FAQ below on funds).


Real-time prices are only available for equities on the LSE and for most equities on the ISEQ.

13. *Are Fund orders different to equity orders?*

Funds are traded with a particular Fund Manager or through a fund platform called CoFunds. Funds are not traded on an exchange like equities and will take longer to execute than for equities. Funds also typically take longer to settle (when the trade is completed and both the stock/funds and the consideration for the trade have been transferred) than equities. In certain circumstances fund orders may potentially not be executed and fail. This may occur for example if a Fund Manager closes a fund to new business and the order is not accepted. It is important that you monitor the progress of any fund orders until they are settled.

You can only sell a fund after it has been settled (this is different to equities).

14. If I make a mistake can I cancel the order?

An order may be cancelled if that order has a cancel icon  to the right of the transaction status. This icon is only displayed at Pending status in the Active Orders screen. Pending orders without the icon cannot be cancelled as they are in the process of being dealt. The cancel option is not available for any other trade state. Please note that not every trade goes to Pending status before being executed.

In all cases, before any order is committed you will be presented with a Review Quote / Order screen from which you may either go back and amend the order or place the order. Unfortunately, if you make a mistake and place an order incorrectly, it is very difficult to change a bargain in the market. In the unlikely event of a system error please contact us immediately so that we can investigate the matter and correct it.

VI. How do limit orders work in my Online Execution-Only Account?

1. What is a limit order?

A limit order is an instruction to buy or sell assets either below or above **1** a specified price; **2** within a specified time frame – both of which must be selected by you as part of the transaction.

Client: SIF10002107 | PAUL MILLER TRADING7

Dealing Administration Help

Account Summary Portfolio Buy & Sell Active Orders Transaction History Cash Statement

Stock Search Search

Print Messages (0)

Available Cash EUR 0.00

Enter order

Security VOD Search

Buy/Sell Buy

Market status OPEN

Order Type Limit

Settlement Currency EUR

Quantity 75

Amount 0.00

Charges: Include Exclude

Limit Price 0.00

Order valid until 08/07/2010

Next

Security info Prices used are closing prices.

Security VODAFONE GROUP ORD USD0.11428571

Bid Price 1.356 GBP

Offer Price 1.357 GBP

Current Holding 5,500

July 2010

S M T W T F S

27 28 29 30 1 2 3

4 5 6 7 8 9 10

11 12 13 14 15 16 17

18 19 20 21 22 23 24

25 26 27 28 29 30 31

1 2 3 4 5 6 7

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2. How do I view my active limit orders?

The Active Orders page is accessed through the Dealing menu and includes the details of all incomplete limit orders

Dealing Administration Help

Account Summary Portfolio Buy & Sell Active Orders Transaction History Cash Statement

Stock Search Search

Print Messages (0)

Available Cash EUR 468,630.73

Active Orders

Reference	Date	Type	Symbol	Stock Name	Order Type	Quantity	Price	Status
10010T15443	19/08/2010 08:36	Buy	MSFT	MICROSOFT CORP	Limit	50	22.00 USD	Pending
10010T15419	18/08/2010 15:02	Buy	JUPITER LK GWV	JUPITER LK GWV	Fund Order	100	0.00 GBP	Pending
10010T15407	18/08/2010 14:12	Buy	VOD	VODAFONE GRP	Limit	75	1.45696 GBP	Executed

All orders can be clicked on and the details viewed, dependent on the status of the bargain.

3. How do I change the limit on my order?

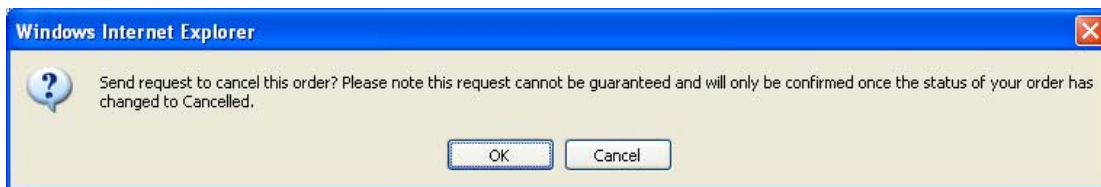
You can only change a limit order if it is at Pending status with a cancel icon (✕).

These can be identified within the far right hand column of the page and will be accompanied by a small 'x' symbol alongside it.

Status
Pending ✕
Pending
Executed
Executed
Executed
Pending ✕
Pending ✕

Limit orders can not be changed within the original bargain. They need to be cancelled and replaced with a new request. If an order is at status 'Pending' then it may be cancelled from either the Active Orders page or the Order Detail popup by clicking on the cancel icon (✕).

This will display a dialog box requesting that you confirm the cancellation:



The order will be cancelled immediately and the status will go to 'Cancelled'.

A new order can then be entered as required.

4. Where can I see that my limit has been reached and executed?

Limit orders, when executed, are retained on the active orders tab, until settlement has been reached.

Dealing		Administration	Help	Stock Search		> Search			
Account Summary	Active Orders					> Print	> Messages (0)		
Portfolio						Available Cash			
Buy & Sell						EUR 468,630.73			
Active Orders									
Transaction History	Reference	Date	Type	Symbol	Stock Name	Order Type	Quantity	Price	Status
Cash Statement	10010T15443	19/08/2010 08:36	Buy	MSFT	MICROSOFT CORP	Limit	50	22.00 USD	Pending ✕
	10010T15419	18/08/2010 15:02	Buy	JUPITER OR GWI	JUPITER OR GWI	Fund Order	100	0.00 GBP	Pending
	10010T15407	18/08/2010 14:12	Buy	VOD	VODAFONE GRP	Limit	75	1.45696 GBP	Executed

If the order has been dealt then details of the charges applied are shown by clicking on the bargain reference:

Reference: 10010T15407		Status: Executed	
Created:	18/08/2010 14:12	Dealt:	18/08/2010 14:13
Account:	SI00493	Settlement:	23/08/2010
Account Name:	PAUL MILLER TRADING7	Price dealt:	1.45696 GBP
Buy or Sell:	Buy	Quantity dealt:	75
Quantity:	75	Consideration:	EUR 131.24
Stock Name:	VODAFONE GRP	Stamp:	EUR 0.66
Order type:	Limit	€15 Trade Charge:	EUR 15.00
Limit Price:	GBP 1.75	Total Cost:	EUR 146.90
Expires:	18/08/2010		

Post settlement, a bargain reference can be accessed via the Transaction History page. Search criterion for the Transaction History page includes Acquisitions, Disposals and dates.

3

Dealing Administration Help Stock Search Search

Account Summary Transaction History Print Messages (0)

Portfolio Buy & Sell Active Orders Available Cash EUR 468,630.73

Transaction History

Transaction Type All

FROM 19/07/2010

To 19/08/2010

Go Download

Date	Transaction	Quantity	Description	Coste (EUR)	Reference
23/07/2010	Purchase	10.26	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	174.95	10010T14109
23/07/2010	Purchase	85	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	1,213.60	10010T14113
26/07/2010	Transfer in	1,000	TESCO ORD GBP0.05	0.00	10010T955699
26/07/2010	Transfer in	142.42	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	0.00	10010T955700
26/07/2010	Transfer in	750.2545	ABERDEEN UNIT TRUST MANAGERS MULTI MANAGER UK INCOME PORTFOLIO ACC	0.00	10010T955701
26/07/2010	Transfer in	875.2525	M&G SECURITIES LTD NORTH AMERICAN VALUE FD GBP CLS A/INC	0.00	10010T955702
27/07/2010	Purchase	80	BARCLAYS ORD GBP0.25	221.88	10010T14205
27/07/2010	Purchase	50	HENKEL AG&CO KGAA NFV(DF)	1,702.00	10010T14170
27/07/2010	Purchase	250	SANSEURV(L) ORD GBP0.29571428	925.98	10010T14181
27/07/2010	Purchase	10	MICROSOFT CORP COM STK USD0.0000125	170.54	10010T14215
05/08/2010	Purchase	7.8	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	16.21	10010T14136
05/08/2010	Purchase	12.6	CAPITA FINANCIAL MANAGERS ECLECTICA EUROPEAN FUND GBP ACC	16.49	10010T14107
06/08/2010	Purchase	7.8	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	16.21	10010T14118
06/08/2010	Purchase	25	GLOBAL ASSET MGT(GAMLTD GAM N/AMERICAN OTH INC NAV	18.90	10010T14137
06/08/2010	Purchase	15.3	THREEDNEEDLE INVESTMENTS FUNDS UK MONEY MARKETS SECURITIES RETAIL 1	20.79	10010T14138
06/08/2010	Purchase	83.34	THREEDNEEDLE INVESTMENTS FUNDS EURP HIGH YLD BD 3 (GROSS)	132.52	10010T14149
06/08/2010	Purchase	50	ABERDEEN UNIT TRUST MANAGERS MULTI MANAGER UK INCOME PORTFOLIO ACC	22.66	10010T14155
13/08/2010	Purchase	1	APPLE INC COM STK NFV	201.34	10010T14210
18/08/2010	Purchase	200	LLOYDS BANKING GROUP ORD GBP0.25	187.00	10010T15401
18/08/2010	Purchase	75	VODAFONE GROUP ORD USD0.11428571	143.54	10010T15405
18/08/2010	Purchase	75	VODAFONE GROUP ORD USD0.11428571	146.90	10010T15407

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5. What happens if my limit order is not reached?

If a limit order lapses on expiry date, you will receive a secure message in your Online Account to this effect. You will also receive an email notification advising you of this secure message. The limit order will be expired and will not be visible on the Active Orders or Transaction History screens.

Please note – you will not receive a notification if a limit order is successfully executed.



6. *How long can a limit order be set for?*

A limit order can be set for up to 90 days and the expiry date must be a valid working day.

7. *Can I place a limit order for funds?*

No, limit orders cannot be placed for funds.

For more information on our execution-only trading service please see "Your Guide to Your Self-Invested Fund".

VII. Does my Online Execution-Only Account manage corporate actions?

1. What is a corporate action?

A corporate action is an event initiated by a public company that affects the assets issued by the company, for example dividend payments, rights issues, stock splits. We can facilitate corporate actions with a financial impact on your account.

2. How do I know if I have a corporate action?

You will receive a secure message on your account indicating that you have a corporate event impacting one of your stock holdings. You will receive an email notification asking you to log onto your online account where you will be able to view the secure message. You may access your secure messages through the Administration menu:

Client Details **Secure Messages** [Print](#) [Messages \(0\)](#)

Secure Messages

Corporate Actions From Date: 19/07/2010 To Date: 19/08/2010 Show Deleted Refresh

Delete selected Select All read All unread

Date	Subject	Status
19/08/2010 00:14	Limit order Expired on 18/08/10	Read
11/08/2010 14:31	CA Secure Message email notification test	Read
05/08/2010 14:54	CA ELECTION REQUIRED	Read

To view a secure message double click on the message line. However, this is not the area where you log your response to a corporate action; it is just a note that action is required.

3. How do I make an election against a corporate event?

You may view any corporate actions that relate to their policy through the corporate actions page. This is accessed through the Administration menu.

Dealing Administration Help Stock Search Search

Client Details **Corporate Actions** [Print](#) [Messages \(0\)](#)

Secure Messages

Corporate Actions Available Cash EUR 468,630.73

Please ensure there are adequate funds available to purchase any corporate actions. For further details please refer to the FAQ page.

Stock Name	Description	Pay Date	Status
POR106	Takeover	05/08/2010	Closed
SAINSBURY(J) ORD GBP0.28571428...	Takeover	30/07/2010	Closed
SAINSBURY(J) ORD GBP0.28571428...	Takeover Options		Closed
SAINSBURY(J) ORD GBP0.28571428...	Redemption	27/07/2010	Closed

Clicking on one of the actions expands the action to show the options.

Clicking on the expanded event pops up a window for your election on the corporate action.

Corporate Action Detail ✕

Reference	3	3079667-10
Stock		VODAFONE GROUP ORD USD0.10
Holding		2000
Status		Response Required
Type		Takeover
Description		Takeover
Notes		

Please complete your allocations before 12/05/2010

Option	Allocation	Allocate all?
Takeover	0 4	<input type="checkbox"/>
Takeover cash	0	<input type="checkbox"/>

> Allocate **5**

You then type in the number against the separate options, or check the Allocate all button to assign 100% of their holding into the chosen option.

Upon completion of the action you then click the Allocate button. Note that the event can be re-entered through the life of the event up to the allocation date (displayed in the middle of the screen as shown above).

3. *If I receive an email from your service advising that I have a secure message, what should I do?*

You should log into your online trading account and view the messages button at the top right hand side and action appropriately.

VIII. I don't want to use an online service.

We have a telephone service available where you can trade over the phone and will receive paper confirmations. You can also elect to receive notification of corporate actions by post.

1. What is the telephone number to trade using your telephone services?

The telephone support service number is FREEPHONE 1800 800 090. Please have your Self-Invested Fund online account number available. For security reasons you will be asked a number of questions to verify your identity before you can discuss or trade on your account over the phone.

2. What hours is your telephone service available from?

07.30 to 21.00 – Monday to Friday

09.00 to 15.00 – Saturdays

3. What is the cost of trading through your Telephone Services?

The cost of trading on the telephone is **€30** per trade for UK and Irish stocks and for certain collective investments. There may be other charges – please see your plan's terms and conditions for more details.

IX. Other Service FAQs

I. What are the Minimum System requirements needed to run the Online Execution-Only Account?

The Online Execution-Only Account has been designed to allow clients access the trading pages of the Internet service on all recent web browsers as displayed in the table below –

Browser	Running On
Firefox 3.0	Windows
Firefox 3.6	Windows
Chrome 4.0	Windows
IE 8.0	Windows
IE 7.0	Windows
Safari 4.0	Mac O/S

Please note that should you be running an older browser version there may be some layout issues.

Operating System

- All PC systems must be Windows XP or above
- All Mac systems must be OS 8.5 or above

Minimum requirements for all systems (PC and Mac)

- **Processor:** 200 Mhz processor (or higher)
- **Memory:** 32 megabytes of RAM (or more)
- **Connection:** 56 Kbps modem (or faster e.g cable)

For more information on our execution-only trading service please see "Your Guide to your Self-Invested Fund".

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