

Partner New Business - Frequently asked Questions



Q. When a plan is issued, when is the first direct debit taken from the clients account?

A. When a plan issues it will be set up to deduct on the next debit day, as requested by the client, unless the debit days falls within 8 working days of when it issues. If this is the case, the debit will be collected 8 working days from the date it issued.

Example: The plan issues on 3rd September, with a debit day of 1st of the month. As the debit day is not within 8 working days the premium will not deduct until first of October.






Note: An exception to the above rule is if the client has an existing plan with Irish Life, that had a DD coming out of the same account and date the new DD will debit on that date, regardless of whether its within 8 days or not.

Q. What requirements are outstanding?

A. Anything received in new business will be marked off as received on the system; this can be viewed on B-line.

Q. What is your fax number?

A. Partner New Business fax:  01 6803375
Broker New Business fax:  01 6803380
Broker Key Accounts fax:  01 6803323

Q. When will special terms be available?

A. These are generally available on the system by close of business, if they are requested before 12pm that day. Any decisions updated after this time, the terms will be available the following morning.



Note: Special terms will be available on B-Line at the same time as they are here in Irish Life.

Q. When will the policy document be available?

A. These are usually available on the system by close of business, if the plan went into force before 12pm, anytime after this and they will be available the following day.



Note: We can arrange to post Documents directly to the relevant lender if requested at the time of issue.

Q. Can you change the doctor for the medical?

A. The doctor for the medical must not be the clients own GP. Our underwriting team have a medical panel and will try to accommodate as many requests as possible due to location etc.



Note: The preferred doctor in the Dublin area is Dr Michael Aboud, in the Irish Life Offices, Lower Abbey Street, Dublin 1.

Q. Once inputted can you amend a life mortgage plan to a life term plan and vice versa?

A. Unfortunately as these are 2 separate products, it's not possible to change this on our systems.