



Trustee Training Handbook

For the Standard Life Synergy Executive Pension
one member defined contribution scheme

Why am I getting this handbook?

This Handbook is being provided to you because you are either:

- A trustee of the **Standard Life Synergy Executive Pension scheme**
- A director of a company which is a trustee of the scheme

The employer who operates the scheme is required by law to arrange for all trustees of the scheme (including all directors of a company acting as a trustee of the scheme) to receive appropriate training on: the Pensions Act 1990 and any other relevant legislation, the duties and responsibilities of trustees generally and any other matters relevant to the operation of the scheme.

You are required by law to undertake the training organised for you by the employer. The employer has therefore arranged to have this Handbook provided to you to read and complete, to assist you in complying with your legal obligations.

This handbook has been designed by Standard Life Assurance Limited ('SLAL') to cover the duties and responsibilities of a trustee of a **Standard Life one member company pension scheme**.

You can get further information on your duties and responsibilities as a trustee of a pension scheme by visiting the Pensions Board website (www.pensionsboard.ie) and obtaining the two prevailing documents:

- **Trustee Handbook** (currently 3rd Edition)
- A booklet entitled '**So You're A Pension Scheme Trustee**'

What do I need to do next?

You should read and complete this Trustee Training Handbook as follows

If you...	You should complete the handbook...
Were a trustee of the scheme on 1 February 2010	By 1 February 2012, and every 2 years thereafter
Were a director of a company which was a trustee of the scheme on 1 February 2010	By 1 February 2012, and every 2 years thereafter
First became a trustee of the scheme after 1 February 2010	Within 6 months of becoming a trustee, and every 2 years thereafter
First became a director of a company acting as a trustee of the scheme after 1 February 2010	Within 6 months of becoming a director, and every 2 years thereafter

When you and the directors in your company have read and understood the handbook, please complete the short declaration at the end of the handbook.

The declaration will help you keep a record of the training that you have completed and the date of completion. You should hold the completed declaration for your records as the Pensions Board may audit the scheme and require evidence that trustees have completed 'appropriate' trustee training.

Contents

This handbook explains the following:

What is an occupational pension scheme?	Page 1
A trust arrangement	Page 3
Parties involved in running the scheme	Page 4
General duties of a scheme trustee	Page 5
Specific duties of a scheme trustee	Page 6
Self assessment test	Page 16

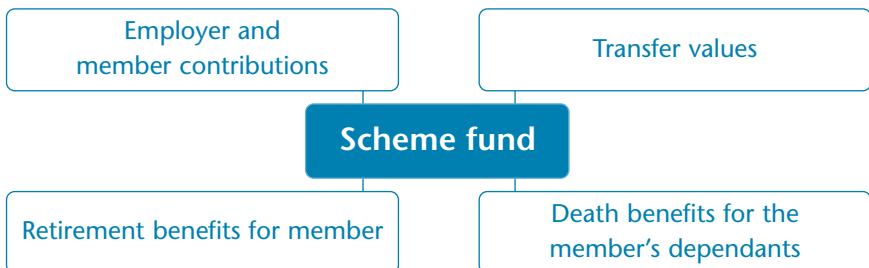
This test involves 12 multiple choice questions, about the content of the handbook. You are encouraged to undertake this test after you have read the handbook.

What is an occupational pension scheme?

The Standard Life Synergy Executive Pension scheme is a one member defined contribution occupational pension scheme.

This means that the scheme is a Revenue approved retirement benefit scheme set up by an employer for one of its employees or working directors. The individual included in the scheme is called the member of the scheme.

- The employer pays contributions to the scheme; sometimes the member also pays in additional contributions. Contributions are tax deductible within certain statutory limits
- Transfer values may be paid into the scheme from other retirement arrangements, of which the individual is also a member
- In the **Standard Life Synergy Executive Pension** scheme, contributions are invested in a Standard Life Assurance Limited ('SLAL') unit linked policy
- The member can control the investment of the scheme by opting to invest contributions in one or more of SLAL's available unit linked funds, or choosing the Self Directed option where he or she can direct investment in specific assets such as property, quoted shares and bank deposits. The scheme fund grows tax free
- When the member retires, the scheme fund is first used to provide him or her with a tax free lump sum, while the balance can be transferred by the member, in certain circumstances, to an Approved Retirement Fund (ARF) or used to buy an annuity
- The scheme is a **defined contribution** arrangement, which means that it does **not** guarantee the member or dependants any particular level of benefit. The benefits provided will be based on the value of the scheme fund at the time of payment
- If the member dies before retirement, the value of the scheme fund at that time is used to provide benefits for his or her dependants, within certain limits
- Certain statutory and Revenue practice limits apply to the benefits which the scheme can provide for the member and his or her dependants



The level of scheme fund available to provide benefits will be dictated by:

- The level of contributions (and transfer values) paid into the scheme
- How long those contributions are invested
- The investment return earned by those contributions
- The level of charges and expenses incurred by the scheme

As the scheme is defined contribution, there are **no guarantees** on the investment return the scheme may earn. The return could be positive or negative and will be determined by the fluctuating value of the unit funds or assets in which the scheme invests.

Charges and expenses reduce the return earned

In the **Standard Life Synergy Executive Pension** scheme, the fund available to provide benefits at any time is the encashment value of the Standard Life policy in which contributions are invested.

This encashment value is not guaranteed as unit values may fall as well as rise.

A trust arrangement

It is a legislative requirement that an occupational pension scheme must be set up as an irrevocable **trust**.

The trust is established at the outset by the employer completing a legal document called a **Letter of Exchange**.

In the Letter of Exchange, the employer appoints one or more **trustees**, to hold the scheme fund in accordance with the **scheme rules** and relevant legislation, for the benefit of the beneficiary of the trust.

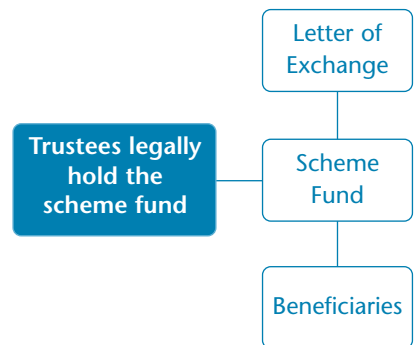
The scheme rules dictate when and how benefits can be provided to a beneficiary.

The **beneficiary** of the scheme is the member on retirement, or his or her dependants should he or she die before retirement.

One of the advantages for the member of the scheme being arranged as an irrevocable trust is that the scheme assets are legally held by the trustees separately from the employer's assets.

The law states that the following persons can **not** act as a trustee of an occupational pension scheme:

- An undischarged bankrupt
- Persons who have undischarged obligations under compositions or arrangements made with their creditors
- Persons convicted of an offence involving fraud or dishonesty
- A person who is subject to a declaration under section 150 of the Companies Act 1990 or a person who is subject to restrictions imposed under section 150 of the Companies Act 1990
- A company any of whose directors would be prohibited from acting as a trustee based on the provisions referred to above



Parties involved in running the scheme

You should be aware of the main roles of the different parties involved in running the Standard Life Synergy Executive Pension scheme

The employer	<p>The employer has set up the scheme and makes contributions to it, for the benefit of the member.</p> <p>The employer retains the right to terminate and wind up the scheme, in certain circumstances.</p>
The trustees	<p>The trustees legally hold the scheme fund and run the scheme in accordance with:</p> <ul style="list-style-type: none">• The scheme rules• Duties imposed on them by the Pensions Act 1990• Various statutory regulations• Revenue requirements• The law applying to all types of trusts
The administrator	<p>The administrator is required by law to deduct and pay over to Revenue certain taxes from the scheme fund and benefits, and to make certain returns to the Revenue.</p> <p>The trustees of the Synergy Executive Pension scheme are the administrator for this purpose.</p>
The Registered Administrator	<p>The trustees must appoint a Registered Administrator, who is required to prepare the member's Annual Benefit Statement and to make annual statistical returns to the Pensions Board.</p> <p>SLAL is the appointed Registered Administrator of the scheme.</p>
The member	<p>The individual who is the sole member of the scheme.</p> <p>The member has the power to control the investment of the scheme fund.</p>
Investment manager(s)	<p>The investment manager of the Synergy Executive Pension scheme will be dependent on the investment options you have selected in your scheme</p>

General duties of a trustee

Trustees of all types of trusts are subject to a number of duties under general trust law:

Act in accordance with the terms of the trust.

As a trustee of an occupational pension scheme the trustee should be familiar with the **scheme rules** which set out:

- When and how benefits can be provided by the scheme for the member or his or her dependants
- How contributions are to be invested
- The various trustees powers and duties in running the scheme, including the trustees' investment powers

Some trustee powers may allow the trustees to exercise a discretion, e.g. who should benefit from the death benefit, where the member dies before retirement.

Act in good faith and in the best interests of the trust beneficiaries, and act fairly as between different beneficiaries.

Act prudently and diligently, particularly when investing the trust assets.

Exercise care and act with utmost good faith.

Seek professional advice where required to carry out trustee duties, e.g. where the trustee does not have relevant legal or investment expertise required.

Maintain confidentiality in relation to all information acquired in relation to acting as a trustee.

Be aware of possible conflicts of interest as between the trustee's own personal interests and their duty as a trustee.

If the trustee of an occupational pension scheme fails to act in accordance with the scheme rules and law applicable to the scheme, the trustee may commit a breach of trust, and could, in some circumstances, be open to prosecution by the Pensions Board as well as legal action by the beneficiaries.

However under the scheme rules the employer indemnifies trustees where they have acted in good faith and are not involved in fraud or wilful neglect.

Specific duties of a scheme trustee

The Pensions Act 1990 and other legislation impose a number of specific duties on the trustees of the Synergy Executive Pension scheme.

The main duties are summarised on the following pages under these headings:

- Administration and record keeping
- Provision of information
- Investments
- Payment of benefits
- Whistle blowing
- Trustee training

While the carrying out of some the duties listed below are, in certain circumstances, delegated by the trustees to SLAL, the trustees remain primarily responsible for complying with such provisions and should ensure they are familiar with them.

Administration and record keeping

Register the scheme with the Pensions Board.

SLAL has already done this, on behalf of the trustees.

Pay an annual registration fee to the Pensions Board.

SLAL deducts this fee from the trust fund and pays it annually to the Pensions Board, on behalf of the trustees.

Appoint a Registered Administrator.
The Registered Administrator must, on behalf of the trustees, keep records for and prepare the member's Annual Benefit Statement.

The trustees have appointed SLAL as the Registered Administrator of the Synergy Executive Pension scheme.

SLAL prepares the member's Annual Benefit Statement and issue it to the member, on behalf of the trustees.

Ensure that proper membership and financial records are kept.

SLAL provides this record keeping service on behalf of the trustees.

Provision of information

Provide certain information to the member (and/or certain other persons):

- Within 2 months of the scheme being set up
- Annually, at least once in every scheme year
- Within 2 months of the receipt of a transfer value into the scheme
- Termination of the member's employment, within 2 months of being notified of termination
- On the member's retirement, within 2 months after retirement
- Following the member's death, within 2 months after death
- Following the serving of a Pensions Adjustment Order (PAO) on the member's pension scheme benefits
- On the winding up of the scheme

SLAL will provide the relevant information as required and when notified of the relevant event, on behalf of the trustees.

Note that there are certain time deadlines to the provision of information outlined.

The member's Annual Benefit Statement must be provided to the member at least once in every scheme year and the information contained in it can not be more than 6 months out of date.

The member's Annual Benefit Statement also contains a Statement of Reasonable Projection (SORP) which sets out the member's projected retirement benefits, based on certain assumptions.

It is important you tell the Registered Administrator when one of these events occur in order for the Registered Administrator to support you by issuing the necessary information:

- When the member leaves employment
- When the member retires
- When the member dies
- When a Pensions Adjustment Order is made
- When the scheme is wound up

Contributions and investments

Ensure that contributions payable to the scheme by the employer and member, are paid over and received when due.

The trustees should check if:

- The member is paying regular contributions by deduction from salary

Any deducted member contributions or regular employer contributions must be paid over (without any deduction) by the employer to SLAL (acting on behalf of the trustees) within 21 days of the end of the month in which the contributions were deducted or due to be paid.

Ensure that contributions are properly invested in accordance with the scheme rules and Revenue practice.

Deducted member contributions or regular employer contributions must be invested in accordance with scheme rules within 10 days of the latest date they should have been received by SLAL.

Ensure that the member is given relevant information about their investment options.

- The employer is contractually obliged to contribute to the scheme at a fixed regular monetary amount or as a set % of the member's remuneration

If either of the above applies, the trustees should ensure that such contributions are received by SLAL (acting on behalf of the trustees) within 21 days of the end of the month in which such contributions were deducted or due to be paid.

In such circumstances, the employer is required to provide the trustees and the member with a monthly statement showing the contributions deducted or payable in the previous month.

Contributions to the scheme can currently invest in a Standard Life unit linked policy, which is an allowable investment under the scheme rules.

Contributions are invested by SLAL when received by them.

Trustees should ensure that the scheme does not make investments outside the range permitted by the scheme rules or Revenue practice.

The member can direct the trustees as to how the scheme fund should be invested, by choosing from a range of Standard Life Synergy unit linked funds and/or opting for the Self Directed option.

The trustees must:

- Decide, in accordance with the scheme rules, the range of allowable

investments which the member can direct the trustees to make on his or her behalf.

There is a wide range of unit linked funds provided by SLAL under the Synergy Executive Pension scheme

- Provide the member with specified information about his or her investment options, if he or she requests it. SLAL will provide this information if required
- Ensure that the member is given sufficient information to enable him or her to make an informed decision with regard to investment directions and choice.

The Standard Life Investment Options Guide sets out information about the fund choices open to the member.

A copy of this guide has been provided to the member

- Ensure that a default investment option applies, where the member gives no investment direction to the trustees. Trustees should determine, in accordance with the scheme rules, how the resources of the scheme are to be invested in circumstances where the member gives no directions

Ensure that trustees do not assign scheme assets or use them to provide a guarantee for a third party.

Trustees are prohibited by law from assigning the scheme assets or using them to provide a guarantee for a third party.

Ensure that at least one trustee has relevant investment experience and qualifications, OR appoint an investment manager or adviser to the scheme.

The investment manager of the Synergy Executive Pension scheme will be dependent on the investment options you have selected in your scheme.

Payment of benefits

Maintain a preserved benefit in the scheme, if the member's employment is terminated before retirement or the scheme winds up.

Make arrangements for the payment of correct benefits as they become due, net of any applicable taxes.

For example, if the member has selected the Self Directed option for investment, the member can nominate a stockbroker to provide an investment service in respect of scheme investment in quoted securities.

The scheme fund must be maintained for the member, where the member's employment ceases before retirement or the scheme winds up.

SLAL will do this on behalf of the trustees. The member and the trustees each have options in relation to the payment of a transfer value from the scheme in lieu of maintaining the scheme fund for the member.

SLAL arranges, on behalf of the trustees, for the payment of correct benefits from the scheme, when notified of the happening of a relevant event and on receipt of all required information.

Under the scheme rules, the trustees have discretion with regard to which dependants should benefit from the payment of a death benefit, where the member dies before retirement.

In this regard, the member may provide a Letter of Wishes to the trustees, indicating his desired allocation of the death benefit. While the trustees should consider such a letter, they are not legally bound by it.

As the scheme administrator, the trustees are required to deduct taxes from certain

Have procedures for handling complaints

Have Internal Disputes Resolution (IDR) procedures for handling complaints from beneficiaries (or potential beneficiaries) about the administration of the scheme.

payments made by the scheme. SLAL will endeavour to make the trustees aware of their responsibility to make such deductions, as they arise.

The scheme has such procedures in place. If a complainant is not satisfied with the handling of their complaint in accordance with the Internal Disputes Resolution procedures, they may then be able to refer their complaint to the Pensions Ombudsman.

Whistle blowing

Report to the Pensions Board if a trustee has reasonable cause to believe that a material misappropriation or fraudulent conversion of scheme assets has occurred or is about to occur.

SLAL also has such a reporting responsibility. The non receipt, within the statutory time period allowed, by SLAL (acting on behalf of the trustees) of expected contributions to the scheme could give rise to a need to investigate the cause of such delay.

Trustee training

Appropriate regular trustee training organised for them by the employer.

Trustees (and all directors of a company which acts as a trustee) must undertake appropriate training first within 6 months of becoming a trustee/director and then every 2 years thereafter.

Existing trustees/directors at 1 February 2010 must complete the training by 1 February 2012, and then every 2 years thereafter. The employer of the scheme has provided you with this handbook so that you can comply with this requirement. When you have read the handbook, you should complete the relevant declaration at the end, and keep it for your records.

Legislation other than the Pensions Act 1990

As a pension scheme trustee you are required to receive training on any law which may be of general application to the operation of your scheme. Apart from the provisions of the Pensions Act 1990 which are covered elsewhere in this handbook, it is difficult to envisage every piece of legislation which may, at some point, be of specific relevance to this one member executive pension scheme. Set out below, however, are brief details of the most common pieces of legislation which are relevant to pension schemes generally. Obviously, if it becomes necessary, you should seek professional legal advice on these matters.

These common pieces of legislation are as follows:

- The Family Law Acts
- Part Time Work Act
- Fixed Time Work Act
- Employment Law
- Tax Legislation
- EU 'IORPS' Directive

The Family Law Acts

The Family Law Act, 1995 governs the handling of pension benefits in relation to judicial separations (and foreign divorces recognised in Ireland). Similar legislation relating to Irish divorces is contained in the Family Law (Divorce) Act, 1996. Essentially, both pieces of legislation require that courts take pension rights into account where, following a judicial separation or divorce, the parties to the marriage apply to court for one or more of the various types of order listed under the above Acts for the purposes of financial settlement e.g. a pension adjustment order. This legislation does not apply to separation agreements not involving the court.

Pension benefits

For the purposes of this legislation, 'pension benefits' refers to rights earned from any type of pension scheme and such benefits fall under the headings of retirement benefits and contingent benefits. Retirement benefits are basically all benefits payable to the member of the pension scheme, or to others, at or

following retirement or earlier withdrawal from service. Contingent benefits are benefits payable under the pension scheme in the event of the death of the member during employment with the scheme employer and are generally referred to as 'death in service' benefits.

Pension Adjustment Order

Where the court decides to make a pension adjustment order, the legislation empowers it to make an order in respect of either or both retirement benefits and contingent benefits. Trustees have a number of responsibilities in relation to pension adjustment orders. For further information you should refer to the Pensions Board Trustee Handbook and the Board's 'A Brief Guide to the Pension Provisions of the Family Law Acts'. Both publications can be downloaded from the Pensions Board website.

Part Time Work Act Protection of Employees (Part Time Work) Act

The Protection of Employees (Part Time Work) Act, 2001 places an obligation on employers not to treat part-time employees less favourably than a comparable full time employee. An exemption exists where there is an objective justification for the less favourable treatment and, in relation to pensions only, where the part time employee works less than 20% of the normal hours of work of the comparable full time employee. Trustees should be aware of the requirements of the Act, the implications for the sponsoring employer and how the employer's compliance with the Act may impact on the scheme. For further details the Pensions Board has produced FAQs on Part Time Work and Pensions which are available from the Pensions Board website.

**Fixed Term Work Act
Protection of Employees
(Fixed Term Work) Act**

The Protection of Employees (Fixed Term Work) Act 2003 places an obligation on employers not to treat fixed term employees less favourably than a comparable permanent employee. An exemption exists where there is an objective justification for the less favourable treatment and, in relation to pensions only, where the fixed term employee works less than 20% of the normal hours of work of the comparable permanent employee. Trustees should be aware of the Fixed Term Work Act and its implications for the sponsoring employer and how the employer's compliance with the Fixed Term Work Act may impact on the scheme. For further information you should refer to the Pensions Board's Trustee Handbook.

Employment law

As a trustee you should at least be aware that pension schemes are established in connection with an employment relationship. The employer may document its pension arrangements in a number of ways. It could, for example, set out an employee's right to pension and the benefit details in the contract of employment or simply state in the contract that the employee is entitled to membership of its pension scheme. A trustee should be aware of the potential for employment law issues to arise between an employer and employee in relation to pension benefits particularly if the employer wishes to make changes to those benefits.

Tax legislation

The main piece of tax legislation of relevance to pension schemes is Part 30 of the Taxes Consolidation Act 1997. This, together with the Revenue Pensions Manual (which can be downloaded from the website of the Revenue Commissioners at www.revenue.ie) sets out the basis on which exempt approval is granted to pension schemes by the Revenue Commissioners. The Taxes Consolidation Act is usually supplemented and amended each year by other legislation, including the annual Finance Act which implements the Government's annual budget provisions.

EU 'IORPS' directive

An IORP is an Institution for Occupational Retirement Provision and is essentially a pension fund or scheme. The purpose of the IORPS directive was to establish a common basis for the operation and supervision of pension funds within EU Member States. The IORPS directive, among other things, sets out provisions for the establishment of what are commonly known as cross border pension schemes e.g. an Irish pension scheme where the trustees accept contributions from an employer in another EU Member State. Trustees should be aware of the need to obtain Pensions Board authorisations and to make notifications to the Board in relation to the operation of cross border pension arrangements. For further information you should refer to the Pensions Board's Guidelines for Cross Border Schemes which can be downloaded from the Board's website.

Self assessment test

Choose the correct option (A, B, C or D) for each question below.

1 Who is the Registered Administrator of the Synergy Executive Pension scheme?

- A The employer
- B Standard Life
- C The trustees
- D The member

2 What happens if the member of the Synergy Executive Pension scheme fails to give any instruction to the trustees regarding the investment of scheme contributions?

- A Contributions are automatically invested in a fund that the trustees have identified as the Default Investment Strategy
- B Contributions are retained in deposits, until an instruction is received from the member
- C Contributions must be returned to the employer, within 21 days
- D The scheme must be wound up without delay

3 The Standard Life Synergy Executive Pension scheme is which type of scheme?

- A Defined benefit
- B Integrated
- C Hybrid
- D Defined contribution

4 If a trustee of the Synergy Executive Pension scheme is unsure about what they should do in relation to some aspect of their duties as a trustee of the scheme they should:

- A Resign
- B Refuse to carry out any further transactions
- C Seek relevant professional advice
- D Seek an indemnity from the beneficiaries, before proceeding

- 5 The specific powers and duties of a trustee of the Synergy Executive Pension scheme are set out in the:**
- A Letter of Exchange, which established the scheme
 - B Scheme rules
 - C Annual Benefit Statement
 - D Member's booklet
- 6 Who is primarily responsible for the deduction of any taxes due on the payment of benefits from the Synergy Executive Pension scheme?**
- A Standard Life
 - B The member
 - C The trustees acting as the administrator
 - D The employer
- 7 Who is required to prepare, on behalf of the trustees, the member's Annual Benefit Statement under the Synergy Executive Pension scheme?**
- A The Registered Administrator
 - B The trustees
 - C The administrator
 - D The employer
- 8 The member of the Synergy Executive Pension scheme must be provided with certain information about his or her scheme benefits within what maximum period after the scheme receives a transfer value on his or her behalf?**
- A 30 days
 - B 6 weeks
 - C 2 months
 - D 6 months
- 9 The member of the Synergy Executive Pension scheme must be provided with an Annual Benefit Statement at least once in every:**
- A Calendar year
 - B Quarter
 - C 6 months
 - D Scheme year

10 If the employer is due to pay a regular contribution to the Synergy Executive Pension scheme in April 2010, this contribution should be received by Standard Life by which latest date?

- A 30 April 2010
- B 15 May 2010
- C 21 May 2010
- D 31 May 2010

11 If the employer is due to pay a regular contribution to the Synergy Executive Pension scheme in April 2010, this contribution should be invested in accordance with scheme rules by which latest date?

- A 30 April 2010
- B 15 May 2010
- C 21 May 2010
- D 31 May 2010

12 Who must prepare, on behalf of the trustees of the Synergy Executive Pension scheme, the member's Statement of Reasonable Projection (SORP)?

- A The scheme's Registered Administrator
- B The scheme's actuary
- C The scheme's administrator
- D The employer

Correct answers on page 19.

Correct answers

Question	Correct answer
1	B
2	A
3	D
4	C
5	B
6	C
7	A
8	C
9	D
10	C
11	D
12	A



Declaration of completion of handbook

This declaration is intended to assist trustees to comply with their legal obligation to maintain up to date records of the trustee training they have completed. It is important to maintain up to date records because this information may be required if the scheme is audited by the Pensions Board.

Trustees should read the terms of this declaration and signify their agreement by signing at the bottom of the page.

Name and address of employer

Name and address of Corporate Trustee (if applicable)

I am a trustee/director (delete as appropriate) of company which is a trustee of the Standard Life Synergy Executive Pension scheme, referred to above.

I declare that I have read and understood the Trustee Training Handbook for the Standard Life Synergy Executive Pension scheme.

I declare that I am aware that further guidance and information on the responsibilities and duties of trustees, including the latest edition of the Pensions Board's Trustees Handbook and Guidance Notes, is available from the website of the Pensions Board.

I declare that I accept the terms of the disclaimer contained in the preceding

Signature

➤

Date

|DD / MM / YYYY

Name of Individual Trustee/Director (Print in block capitals)

Signature

➤

Date

|DD / MM / YYYY

Name of Individual Trustee/Director (Print in block capitals)

Signature

➤

Date

|DD / MM / YYYY

Name of Individual Trustee/Director (Print in block capitals)

Signature

➤

Date

|DD / MM / YYYY

Name of Individual Trustee/Director (Print in block capitals)

Please keep the signed and dated declaration for your records and exhibit it to the Pensions Board if requested.

It might be useful to record this training in the minutes of any board meeting.

Please note this training must be completed every 2 years.

Disclaimer

Whilst SLAL has taken reasonable care to ensure that this Trustee Training Handbook ('handbook') meets the standard of 'appropriate' training under section 59AA of the Pensions Act 1990, SLAL does not represent or warrant that this handbook fulfils this requirement.

SLAL supplies this handbook to employers as a training aid and does not accept any liability for any reliance placed upon it by any employer, trustee or third party.

Any employer, trustee or third party who is uncertain about their legal obligations should take independent legal advice.

Information last updated on April 2010.

Notes

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Standard Life Assurance Limited adheres to codes of conduct issued by the Financial Regulator in Ireland and is authorised and regulated by the Financial Services Authority in the UK.

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