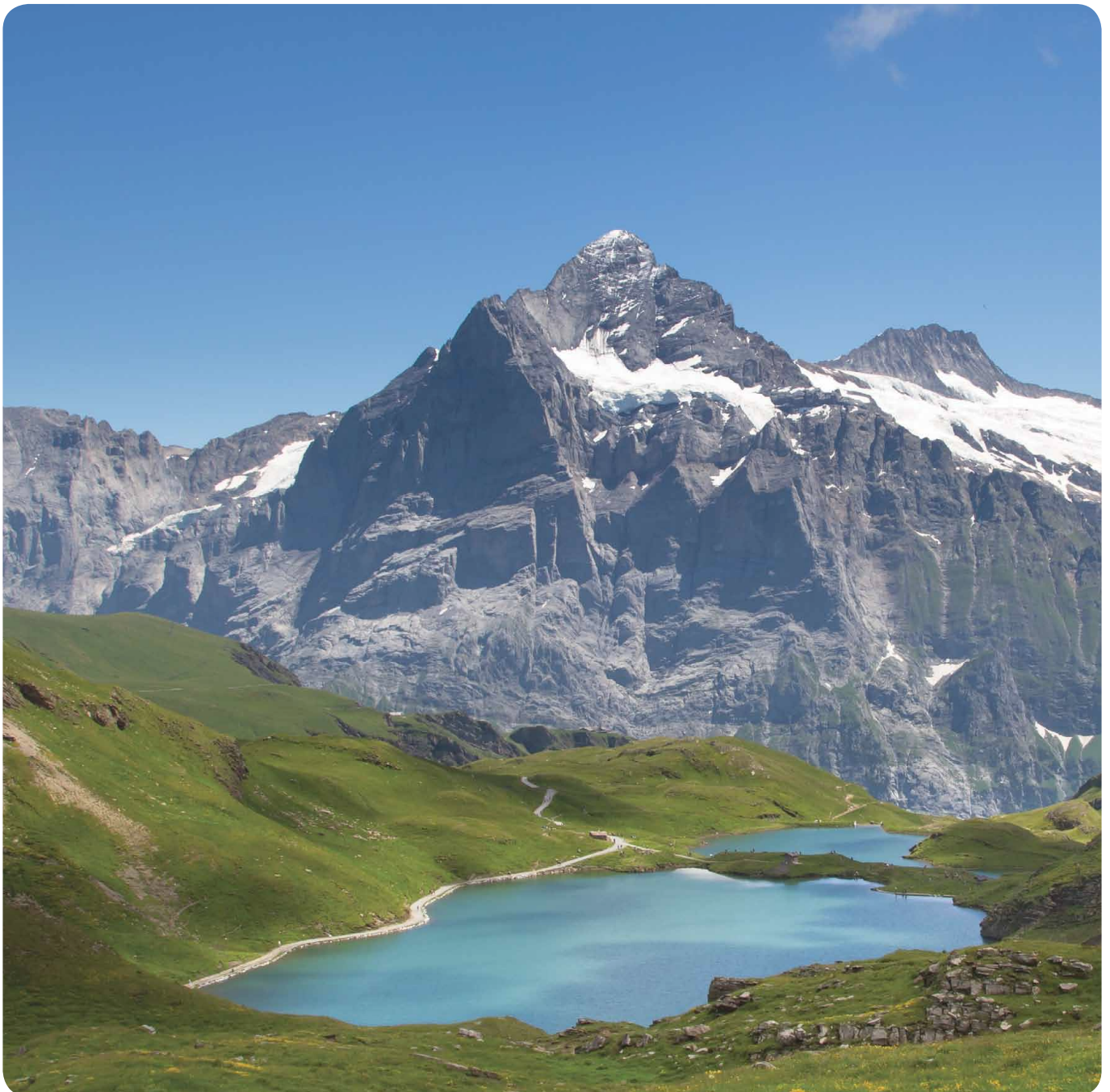


Zurich HelpPoint®



# Zurich Life Guaranteed Tracker Bond Series 2



# About Zurich Life

## A global company with a local presence

Zurich Life Assurance plc ("Zurich Life") is one of Ireland's most successful life insurance companies. We have been meeting our customers' needs in Ireland for over 30 years and are part of the Zurich Financial Services Group which employs approximately 1,100 people in Ireland. We are committed to the provision of service excellence and offering customers an extensive range of financial planning solutions.

### Our group

Zurich Financial Services Group ("the Group") is a leading multi-line insurance provider with a global network of subsidiaries and offices in Europe, North America, Latin America, Asia-Pacific and the Middle East as well as other markets. It offers a wide range of general insurance and life insurance products and services for individuals, small businesses, mid-sized and large companies as well as multinational corporations. The Group employs about 60,000 people serving customers in more than 170 countries. Founded in 1872, the Group is headquartered in Zurich, Switzerland. The Group is an internationally trusted name that is highly rated for financial strength (AA-) and stability (Standard & Poor's as at July 2011).



# About Credit Suisse

Credit Suisse International\* ("Credit Suisse") is a UK domiciled bank and is part of a world leading financial services group, with 153 years of experience and tradition. The Credit Suisse Group provides companies, institutional clients and high-net-worth private clients worldwide, as well as retail clients in Switzerland, with advisory services, comprehensive solutions, and excellent products. Credit Suisse Group is active in over 50 countries and employs more than 47,000 people from approximately 100 different nations. Credit Suisse Group received the 2010 "Best Global Bank" award from Euromoney and the 2010 "Most Innovative Investment Bank" from The Banker magazine. Credit Suisse has the following long-term ratings (as at July 2011) Moody's: Aa1, Standard & Poor's: A+. Obligations in the Moody's "Aa" category are judged to be of high quality and to be very low credit risk; obligations in the S&P "A" category are judged to have a strong capacity to meet financial commitments. Credit Suisse is authorised and regulated by the UK Financial Services Authority.

\* This document and product have not been sponsored or endorsed by Credit Suisse or any of its affiliates and neither these nor any of its directors, officers or agents accept any liability for the contents of this document.

# Is the Guaranteed Tracker Bond Series 2 right for you?

When deciding where to put your hard earned money with any financial institution you will want to make sure that the investment fits your financial profile. Your Financial Advisor will help you to choose an investment that is just right - giving you comfort and security. The following information should be considered when deciding if this bond is right for your investment needs.

## Zurich HelpPoint<sup>®</sup>

### The bond could be right for you if:

- ✓ You want the security of knowing that your original investment is 100% protected if held for 4 years and 11 months from the start date of 22nd September 2011 (i.e. until 22nd August 2016). Zurich Life has, therefore, chosen to invest in an account with a financially strong counterparty, Credit Suisse International ("Credit Suisse").
- ✓ You are looking for a return that is potentially better than you can currently get from a traditional bank account.
- ✓ You are happy to invest for approximately five years or more.
- ✓ You want to invest your money with a financially stable and secure provider.

### The bond will not be right for you if:

- ✗ You need a regular income from your investment.
- ✗ You want regular access to your money.
- ✗ You want to directly invest in shares.

In this brochure we present the following information.

- How the bond works
- Information about Credit Suisse and Zurich Life
- Key product information
- Key dates
- Customer guide
- Application form

It is important that you read the Customer Guide, please see page 8 of this brochure.

# A secure investment with potential to earn real returns

The Zurich Life Guaranteed Tracker Bond Series 2 is an innovative new product that is available for once-off investments for a limited period only.

The **Guaranteed Tracker Bond Series 2** is a secure investment which guarantees you will receive at least your investment amount on 22nd August 2016 provided no full or partial encashments have been taken. Your investment amount is the amount you originally pay less the Government insurance levy. The Government levy is currently 1% (as at July 2011 and may change in the future).

The bond also provides a return on the investment amount linked to the performance of the Euro Stoxx 50 Index.

This gives you the potential for some return while the guarantee limits some of the risks normally associated with direct investment in the stock market.

There is also an innovative annual lock-in feature which protects your investment gains at certain times.

100% Capital Guarantee  
on 22nd August 2016

Potential for returns  
linked to the  
Euro Stoxx 50 Index

Innovative  
Annual Lock-in

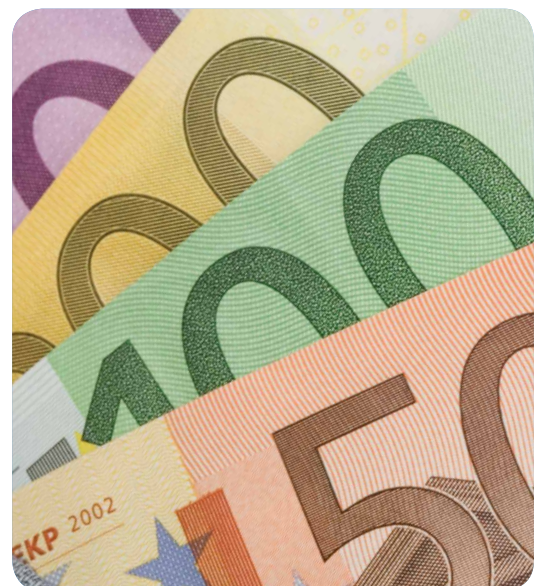
## How does the bond work?

The Guaranteed Tracker Bond Series 2 invests in the Zurich Life Guaranteed Tracker Fund Series 2 which holds an account with Credit Suisse.

The account with Credit Suisse is designed to:

1. repay the original investment amount on 22nd August 2016. This means that even if the Euro Stoxx 50 Index falls over this period, your investment amount is 100% protected; and
2. provide a return on your investment amount which is based on the monthly performance of the Euro Stoxx 50 Index. See page 3 for more information.

For more information on Credit Suisse's role, please see page 5 of this brochure.

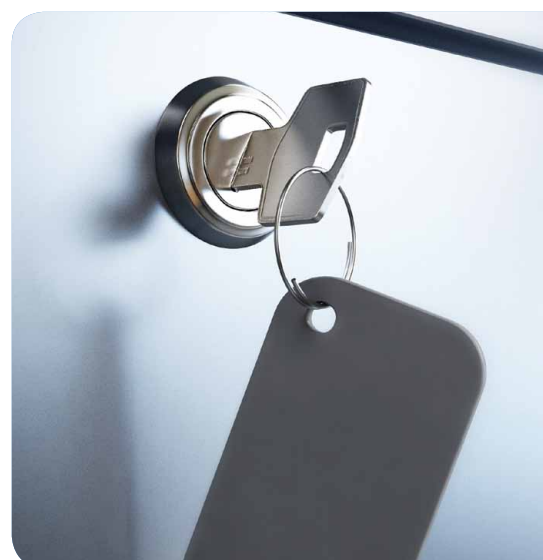


## What does the guarantee mean?

The guarantee is the obligation of Zurich Life to repay your original investment amount in full at maturity, provided:

- (i) your original investment amount is held for the full investment term (i.e. 4 years and 11 months); and
- (ii) Credit Suisse meets its obligations to Zurich Life.

There is no additional guarantee provided by Zurich Life, Credit Suisse or any other third party. In the event that Credit Suisse does not meet its obligations to Zurich Life, or the return from Credit Suisse is otherwise insufficient, the value of the Guaranteed Tracker Fund Series 2 will be based solely on the value returned from the account with Credit Suisse. No other assets of Zurich Life shall be used to make up the difference.



## How is the return calculated?

The performance of the Euro Stoxx 50 Index, excluding dividends, is recorded every month.

The Euro Stoxx 50 is an equity index and as such, the values can rise and fall.

- In order to limit the effect of significant stock market falls on your investment, the maximum loss that can be incurred in any one month will be 6%.
- The maximum gain per month taken into account is 3%.

- ✓ Monthly returns
- ✓ Protection from a large fall in value each month

### Example

| Scenario:<br>If in the month,<br>the market ... | Return of<br>Euro Stoxx 50 Index | Return of the<br>Guaranteed Tracker<br>Bond Series 2 |
|---|----------------------------------|--|
| Rises   | +5%                              | +3%<br>(maximum)                                     |
| Rises   | +2%                              | +2%  |
| Falls   | -2%                              | -2%  |
| Falls   | -10%                             | -6%<br>(minimum)                                     |

The example shown is intended to illustrate how the monthly returns are calculated. It does not in any way represent the actual or expected performance of the product.

So, you can potentially earn as much as 3% each month from your investment, and the protection from large market falls means your investment can recover more quickly if there is a stock market crash.

**Warning: The value of this investment can go down as well as up. If you cash in your investment before 22nd August 2016 you may lose some or all of the money you invested.**

✓ Lock-in of highest anniversary value

Lock-in feature to protect from falls ●

As well as protecting your investment from large market falls, we have included an annual lock-in feature to help protect your investment gains. The lock-in feature calculates the accumulated returns on 24th September 2012, 23rd September 2013, 22nd September 2014, 22nd September 2015 and on 22nd August 2016. The highest of these values recorded is taken as the final value after 4 years and 11 months (i.e. on 22nd August 2016).

To explain how the lock-in works, it's best to look at an example. The table below shows example values at the specified months during the term of the bond. In the example, €20,000 (after the Government insurance levy) is invested in the Guaranteed Tracker Fund Series 2 and you can see that the value of the fund rises on a gradual basis through to Year 4 but then falls by the end of the term (i.e. the 59th month).

In this situation, even though the final value of the fund is €21,400, the payout is €22,400 as this was the highest value calculated on each lock-in date.

This feature means that when you achieve a new high at one of the specified anniversaries, this is locked in and protects your investment gains from subsequent falls in the value of the Euro Stoxx 50 Index.

Example: €20,000 Investment Amount

| Month                                     | Lock-in Value at Maturity |
|---|---------------------------|
| 12  | €21,000                   |
| 24  | €21,600                   |
| 36  | €21,800                   |
| <b>48</b>                                 | <b>€22,400</b>            |
| 59  | €21,400                   |
| Payout of €22,400 at the end of the term. |                           |



The example shown is intended to illustrate how the lock-in feature works. It does not in any way represent the actual or expected performance of the product.

### What is the Euro Stoxx 50 Index?

The return you will receive on the Guaranteed Tracker Bond Series 2 is linked to the performance of the Euro Stoxx 50 Index. The Euro Stoxx 50 is a widely recognised index that measures the performance of the top 50 companies in the eurozone, taking account of their relative stock market values but not of any dividend payments. As the share prices of these companies rise and fall, the value of the Euro Stoxx 50 Index changes to reflect this.

The index currently includes for example **BMW, ING, LVMH, Siemens, Danone, Repsol, Deutsche Telecom** and other leading European companies.

# Credit Suisse

## What is Credit Suisse's role?

Zurich Life Assurance plc ("Zurich Life") has entered into an agreement with Credit Suisse International ("Credit Suisse") under which Zurich Life will open an account with Credit Suisse ("the Agreement").

Under the Agreement, Credit Suisse has agreed to:

- a. repay the amount invested on the maturity date; and
- b. pay a return linked to the performance of the Euro Stoxx 50 Index as described on page 3.

**The Guaranteed Tracker Bond Series 2 does not constitute a contract between you and Credit Suisse and does not give you recourse to Credit Suisse or the assets of the Zurich Life Guaranteed Tracker Fund Series 2. In the event that Credit Suisse does not meet its obligations to Zurich Life under the Agreement, or the return on the Credit Suisse account is otherwise insufficient, the value of the Guaranteed Tracker Bond Series 2 will be based on the value of the Guaranteed Tracker Fund Series 2 which is in turn based solely on the return from the account with Credit Suisse. No other assets of Zurich Life shall be used to make up any difference. Zurich Life (or any company forming part of the Zurich Financial Services Group) will not be liable to you for any act or omission of Credit Suisse in its performance, or failure to perform, its duties under the Agreement. Credit Suisse does not guarantee and will not be liable to you for any act or omission of Zurich Life in its performance, or failure to perform, its duties under the Agreement nor the performance of Zurich Life in relation to the Guaranteed Tracker Bond Series 2 or the Guaranteed Tracker Fund Series 2.**

## What is counterparty risk?

Counterparty risk is the risk that a counterparty does not deliver on its obligations for whatever reason, including but not limited to the counterparty becoming insolvent. For this product, a counterparty risk arises because Credit Suisse is holding the amount invested by Zurich Life which will mature on 22nd August 2016. You need to be reassured that your investment is in a safe place particularly when you are investing for at least five years. It is important to take into account the financial strength of the bank providing the return and the guarantee as this will affect the security of your investment.

One way of assessing this financial strength is by considering the ratings awarded by independent ratings agencies such as Standard & Poor's, Moody's, etc. Zurich Life will invest in an account with Credit Suisse which is rated A+ by Standard & Poor's\*.

Zurich Life has chosen a partner with a financially strong rating to provide the return and guarantee on this product to lessen the counterparty risk to you.

\* You should note that a credit rating is not a recommendation to invest nor a guarantee as to the future returns for this product and such rating may change from time to time.

## Key product information

|                           |   |
|---------------------------|---|
| <b>Product Type:</b>      | Tracker Bond  |
| <b>Investment Amount:</b> | This is the amount originally paid less the Government insurance levy.  |
| <b>Capital Guarantee:</b> | 100% of investment amount provided no full or partial encashments have been taken. Credit Suisse's role in providing this guarantee is explained on page 5.   |
| <b>Investment Return:</b> | The return is linked to the monthly performance of the Euro Stoxx 50 Index. See pages 2 - 4 of this brochure for more details.  |
| <b>Start Date:</b>        | 22nd September 2011   |
| <b>End Date:</b>          | 22nd August 2016  |
| <b>Term:</b>              | Whole of life. The investment term of the Guaranteed Tracker Fund Series 2 is 4 years and 11 months.  |
| <b>Early Withdrawal:</b>  | <p>Allowed. Zurich Life recognises that you may, for whatever reason, need to access your investment before the end date. The bond is flexible allowing early full or partial encashment at market value. The value of your investment will vary from day to day depending on the unit price of the fund. Unit prices for the fund will be quoted on <a href="http://www.zurichlife.ie">www.zurichlife.ie</a></p> <p><b>Please note that the guaranteed return of capital only applies on 22nd August 2016 so you may receive less than you invested if you encash early.</b></p>         |
| <b>Minimum Premium:</b>   | You can invest a once-off amount (premium) of €5,000 or over. No additional investments are permitted.  |
| <b>Death Benefit:</b>     | <p>Paid on death of the policyholder (or on death of last remaining policyholder in case of a joint life policy). Prior to 22nd August 2016, the Death Benefit is the higher of:</p> <ul style="list-style-type: none"> <li>• the early encashment value based on the next unit price issued after date of notification of death; and</li> <li>• the early encashment value calculated with a unit price of 1.</li> </ul> <p>This means that the Death Benefit will be at least equal to the investment amount, provided you have not taken any partial encashments from your policy.</p> |
| <b>Tax:</b>               | Whenever monies are paid out of your policy, tax is payable on any gains made. A tax on gains will also be payable every eight years. Zurich Life will deduct the tax on gains from your bond (currently 30%) and pay it to the Revenue Commissioners. The Death Benefit may also be taxable as part of your estate.  |
| <b>Insurance Levy:</b>    | A Government insurance levy (1% as at July 2011 and may change in the future) applies. The amount of your premium after this levy is applied is invested in the bond and it is this investment amount that is protected. For example, if your premium was €10,000, the levy payable is €100. In this situation, €9,900 will be invested in the bond and it is this amount that is protected. When we refer to return of your premium in this brochure, we refer to the premium <b>after</b> deduction of insurance levy.  |
| <b>Current Values:</b>    | You can monitor the value of your bond daily on our secure website <a href="http://www.zurichlife.ie">www.zurichlife.ie</a>   |

### What happens after 22nd August 2016

On 22nd August 2016, Zurich Life will calculate the value of your bond based on the return we receive from Credit Suisse. We will then switch this value automatically in to the Zurich Life Secure Fund, which is guaranteed not to fall in value. We will write to you to offer you alternative investment options. If you wish you can encash your bond at any stage.



# Key dates

- You can apply from 27th July 2011. **(Launch Date)**
- The last day that you can apply on is 16th September 2011 or earlier if fully subscribed. **(Closing Date)**
- The investment in the Guaranteed Tracker Fund Series 2 starts on 22nd September 2011. **(Start Date)**
- The investment in the Guaranteed Tracker Fund Series 2 matures on 22nd August 2016. **(End Date)**

From 22nd August 2016 your investment amount and any return will be available for reinvestment or withdrawal. Zurich Life will contact you in advance of this date with your options.

**Contact your Financial Advisor or Zurich Life on 1850 202 102 for more details.**

## Zurich Life Guaranteed Tracker Bond Series 2

- 100% Capital Guarantee on 22nd August 2016.
- Potential to earn a return linked to the Euro Stoxx 50 Index.
- Innovative annual lock-in.
- Facility to access investment early\*.
- Financially secure counterparty - Credit Suisse.

\* Note: Guarantee only applies on 22nd August 2016. If you fully or partially cash in your investment before this date you may lose some or all of the money you invest.



# Zurich Life

## Guaranteed Tracker Bond Series 2

### Customer Guide

## Introduction

This guide applies to the Zurich Life Guaranteed Tracker Bond Series 2.

Zurich Life Assurance plc ("Zurich Life") wants to make sure that you purchase a policy that meets exactly with your requirements. This guide is designed to give you all the information required to make an informed purchase decision.

This guide is incomplete unless Part B is completed by your Financial Advisor.

## A. Information about the policy

### 1. Make sure the policy meets your needs!

- i. The primary purpose of this product is investment. It is not designed to provide protection cover other than the normal encashment value of the policy on the date of death.
- ii. This policy is a single premium investment policy.
- iii. Although you may encash your policy at any time, you should be aware that an investment policy is a long-term financial commitment. The value of this policy can fluctuate, so this investment is unsuitable if you are likely to use the proceeds of the policy in a financial emergency. You should be satisfied that the nature of this policy meets your needs, taking into account your financial circumstances.
- iv. **WARNING: If you propose to take out this policy in complete or partial replacement of an existing policy, please take special care to satisfy yourself that this policy meets your needs. In particular, please make sure that you are aware of the financial consequences of replacing your existing policy. If you are in doubt about this, please contact your Insurance Broker/Advisor.**

### 2. What happens if you want to cash in the policy early or stop paying premiums?

- i. This policy acquires an encashment value immediately.
- ii. Please note that policy values are related to the value of the underlying investments and are therefore not guaranteed, except as described in Section 3 below. If you choose to encash this policy then the return may be less than the premium paid.

### 3. How does the Guaranteed Tracker Bond Series 2 work?

#### i. Capital guarantee

The policy is an investment bond that is designed to last for the whole of life. The Guaranteed Tracker Fund Series 2 provides a guaranteed minimum unit price of 1 after 4 years and 11 months on 22nd August 2016. This minimum unit price means that the value of your policy on 22nd August 2016 will be at least equal to the investment amount, provided you have not taken any partial encashments from your policy.

#### ii. Additional return based on the Euro Stoxx 50 Index

In addition to the capital guarantee, the policy provides an additional return, which is calculated as set out below.

##### *Monthly Euro Stoxx 50 returns*

The performance of the Euro Stoxx 50 Index, excluding dividends, is recorded every month. The maximum gain per month taken into account is 3%.

The Euro Stoxx 50 is an equity index and as such the values can rise and fall. In order to limit the effect of significant stock market falls on your investment, the maximum loss that can be incurred will be 6%.

The Guaranteed Tracker Bond Series 2 is suitable only as a capital investment.

### Annual lock-in feature

The policy includes a lock-in feature which calculates the accumulated returns on 24th September 2012, 23rd September 2013, 22nd September 2014, 22nd September 2015 and on 22nd August 2016. The highest of these returns is taken as the maturity value of the Guaranteed Tracker Bond Series 2 on 22nd August 2016. This lock-in feature can reduce the effect of any falls in value in later years of the policy but it has an impact in terms of a lower cap on the monthly returns of the Euro Stoxx 50 Index than if this feature was not provided.

#### iii. What happens after 22nd August 2016

On 22nd August 2016, Zurich Life will calculate the value of your policy based on the return it receives from Credit Suisse. Zurich Life will then switch this value automatically in to the Zurich Life Secure Fund. Unit prices in the Secure Fund are guaranteed never to fall. Zurich Life will write to you to offer you alternative investment options, and you can encash your policy at any stage.

#### iv. The account

Zurich Life will invest in an account with Credit Suisse International ("Credit Suisse"). Clients do not have any interest in the account with Credit Suisse or the assets of the Zurich Life Guaranteed Tracker Fund Series 2. In the event that Credit Suisse does not meet its obligations to Zurich Life, or the return on the Credit Suisse account is otherwise insufficient, the value of the Guaranteed Tracker Bond Series 2 will be based on the value of the Guaranteed Tracker Fund Series 2 which is in turn based solely on the return from the account with Credit Suisse. No other assets of Zurich Life shall be used to make up any difference. Zurich Life (or any company forming part of the Zurich Financial Services Group) will not be liable to you for any act or omission of Credit Suisse in its performance, or failure to perform, its duties under the Agreement. Credit Suisse does not guarantee and will not be liable to you for any act or omission of Zurich Life in its performance, or failure to perform, its duties under the Agreement nor the performance of Zurich Life in relation to the Guaranteed Tracker Bond Series 2 or the Guaranteed Tracker Fund Series 2.

## 4. Where does my investment go?

The table below provides a breakdown of how a typical investment is used.

| Your proposed investment amount of €20,000 will be used, at the date of investment, as follows: |   |
|---|---|
| €16,990   | or 84.95%, will be used to secure the promised payment of €20,000 payable on 22nd August 2016. This is equivalent to a promised return on this part of your investment of 3.37% p.a., before tax is deducted. |
| €1,710  | or 8.55%, will be used to secure the cash bonus which may be payable on 22nd August 2016.   |
| €1,300  | or 6.5%, will be taken in charges.  |
| €20,000   | Total   |

If the cash bonus is zero, the promised payment will represent a return of 0% p.a., on your total investment over the period to the date of the promised payment.

## 5. What are the projected benefits under the policy?

This illustration is prepared for a client paying a premium (after the Government insurance levy) of €20,000 investing in the Zurich Life Guaranteed Tracker Fund Series 2. Zurich Life will provide you with illustrations based on your own exact details when your policy is issued.

*Illustrative table of projected benefits and charges*

|                     | <b>A</b>   | <b>B</b>                                   | <b>C</b>                                      | <b>D</b>                | <b>E=A+B-C-D</b>  |
|---------------------|--|--|---|-------------------------|---|
| <b>Year</b>         | <b>Total amount of premiums paid into the policy to date</b> | <b>Projected investment growth to date</b> | <b>Projected expenses and charges to date</b> | <b>Taxation to date</b> | <b>Projected policy value after payment of taxation</b> |
|                     | €  | €  | €   | €                       | €   |
| 1                   | 20,000   | 561  | 1,300   | -                       | 19,261  |
| 2                   | 20,000   | 1,139                                      | 1,300   | -                       | 19,839  |
| 3                   | 20,000   | 1,734                                      | 1,300   | 130                     | 20,304  |
| 4                   | 20,000   | 2,347                                      | 1,300   | 314                     | 20,733  |
| 4 years + 11 months | 20,000   | 2,925                                      | 1,300   | 488                     | 21,138  |
| 5                   | 20,000   | 2,978                                      | 1,318   | 498                     | 21,163  |
| 10                  | 20,000   | 6,291                                      | 2,412   | 1,164                   | 22,715  |
| 15                  | 20,000   | 9,863                                      | 3,592   | 1,881                   | 24,390  |
| 20                  | 20,000   | 13,667                                     | 4,848   | 2,646                   | 26,173  |

The premium payable includes the costs of all charges, expenses and intermediary/sales remuneration.

The effect of deductions is to reduce the projected investment yield by 1.1% per annum.

Important: These illustrations assume a return of 3% per annum. This rate is for illustration purposes only and is not guaranteed. Actual investment growth will depend on the performance of the underlying investments and may be more or less than illustrated. The rate of taxation is currently 30%.

## 6. What intermediary/sales remuneration is payable?

*Illustrative table of intermediary/sales remuneration*

| Year                | Premium payable in that year | Projected total intermediary/sales remuneration payable in that year |
|---------------------|------------------------------|--|
|                     | €                            | €  |
| 1                   | 20,000                       | 700  |
| 2                   | 0                            | 0  |
| 3                   | 0                            | 0  |
| 4                   | 0                            | 0  |
| 4 years + 11 months | 0                            | 0  |
| 5                   | 0                            | 0  |
| 10                  | 0                            | 0  |
| 15                  | 0                            | 0  |
| 20                  | 0                            | 0  |

**Important:** These illustrations assume a return of 3% per annum. This rate is for illustration purposes only and is not guaranteed. Actual investment growth will depend on the performance of the underlying investments and may be more or less than illustrated.

## 7. Are returns guaranteed and can the premium be reviewed?

Please note that the sample illustrations above assume a rate of return on investment. This rate is for illustration purposes only and is not guaranteed. Actual investment growth will depend on the performance of the underlying investments and may be more or less than illustrated. The Zurich Life Guaranteed Tracker Fund Series 2 has a guarantee that the policy value on 22nd August 2016 will be at least equal to the investment amount. This is described in Section 3, page 8.

## 8. Can the policy be cancelled or amended by the insurer?

- i. The policy can normally only be cancelled or materially amended by Zurich Life as a result of changes required by legislation and/or requirements imposed by the Revenue Commissioners.
- ii. Zurich Life has the right to increase the level of charges deducted from your policy in certain circumstances. These circumstances are described in the Policy Document, which you will receive when your policy is issued, a copy of which is available from Zurich Life on request. Zurich Life will inform you in writing at least three months before any change in this charge is made.

## 9. Information on taxation issues

### i. Taxation of investment funds

The Guaranteed Tracker Bond Series 2 is exempt from tax. As such, it is not subject to capital gains tax or income tax.

### ii. Taxation of your investment policy

Whenever monies are paid out of your policy (on death, encashment, partial encashment or by assignment), tax is payable on any gains made. If after 4 years and 11 months, you remain invested in this policy by choosing another fund offered by Zurich Life, a tax on gains will also be payable every eight years. Zurich Life will deduct the tax from your policy and pay it to the Revenue Commissioners. The rate of tax is currently 30%. The Death Benefit may also be taxable as part of your estate in the same manner as the other assets of your estate.

### iii. Insurance levy

A Government insurance levy of 1% applies on a range of life assurance policies. Where this is applicable to your policy Zurich Life will alter your premium or benefits accordingly. The capital guarantee on 22nd August 2016 applies to the investment amount after application of this levy.

## 10. Additional information in relation to your policy

### i. Descriptions of benefits and options

#### *Partial encashment*

You can encash part of your policy at any time provided the partial encashment is at least €1,000. There is a charge for a partial encashment. This charge is currently €20 and was last set on 1st January 2005. It is guaranteed not to increase by more than the increase in the Consumer Price Index since the charge was last set. If you partially encash your policy before 22nd August 2016, no capital guarantee will apply to the portion encashed and the value may be less than that invested. The guarantee which applies only on 22nd August 2016, will be of no value to you in respect of partial encashments made on any other date. Partial encashments will not affect the guarantee applying to other units remaining in force until 22nd August 2016, i.e. a guaranteed minimum unit price of 1 on 22nd August 2016.

#### *Full encashment*

You may choose to make a full encashment of your policy at any time. If you fully encash your policy before 22nd August 2016, no capital guarantee will apply and the value may be less than you invested. The guarantee which applies only on 22nd August 2016, will be of no value to you in respect of full encashments made on any other date.

#### *Death Benefit*

Prior to 22nd August 2016, the Death Benefit is the higher of:

- the early encashment value based on the next unit price issued after date of notification of death; and
- the early encashment value calculated with a unit price of 1.

This means that the Death Benefit will be at least equal to the investment amount, provided you have not taken any partial encashments from your policy.

Zurich Life will pay the Death Benefit on proof that both of the lives insured have died in the case of a joint life policy, or in the case of a single life policy, on proof that the life insured has died.

### ii. Term of the policy

The policy is an investment bond that is designed to last for the whole of life. The Guaranteed Tracker Fund Series 2 provides a guaranteed minimum unit price of 1 after 4 years and 11 months on 22nd August 2016. This minimum unit price means that the value of your policy on 22nd August 2016 will be at least equal to the investment amount, provided you have not taken any partial encashments from your policy.

### iii. Circumstances under which the policy may be terminated

In the event that you wish to terminate the contract, you should write to your Insurance Broker/Advisor or Zurich Life, quoting your policy number and you will be advised of the options available in accordance with the terms and conditions of the policy.

### iv. Satisfaction period

On receipt of your policy documentation, you will have an opportunity to cancel the policy if you feel it will not meet your needs. To do this, you must return your Policy Document, Policy Certificate and a signed cancellation request to Zurich Life

within 30 days. On receipt of the above, Zurich Life will refund all the premiums paid on your policy and Zurich Life's liability for any benefits will cease. Zurich Life may adjust any single premium refunded for any negative fluctuations in investment markets during this period.

v. **Law applicable to the policy**

The information or any part of it contained in this Customer Guide does not form part of a contract of insurance between you and Zurich Life Assurance plc. The terms and conditions of your contract with Zurich Life are governed by the Law of the Republic of Ireland and will be contained in your Policy Document and accompanying Policy Certificate. Your Policy Document is evidence of a legal contract.

vi. **Zurich Life's complaints procedure**

Zurich Life has an unrivalled reputation for excellence in the insurance industry. Whether you are a policy owner, beneficiary or an insured person, and are not satisfied in any way with this policy, you should contact Zurich Life Customer Services. If Zurich Life is unable to satisfy your complaint, you may have recourse to the Financial Services Ombudsman's Bureau. Details of the services provided by the Financial Services Ombudsman can be given by Zurich Life upon request.

**Zurich Life Customer Services**

Tel: (01) 799 2711

Fax: (01) 799 2890

Email: [customerservices@zurich.com](mailto:customerservices@zurich.com)

**Useful contacts**

**Central Bank of Ireland**

P.O. Box 559, Dame Street, Dublin 2.

Tel: (01) 224 6000

**The Irish Insurance Federation**

39 Molesworth Street, Dublin 2.

Tel: (01) 676 1820

**Financial Services Ombudsman's Bureau**

3rd Floor, Lincoln House,

Lincoln Place, Dublin 2.

Tel: 1890 88 20 90

## B. Information about the insurer, financial advisor/ sales employee and service fee

This part of the guide provides information about Zurich Life, your financial advisor and any service fee that he/she may charge you in respect of the product described in this guide.

### 1. Information about Zurich Life

Zurich Life Assurance plc is registered in Ireland under number 58098 and licensed by the Department of Enterprise, Trade and Innovation to transact life business in Ireland. Zurich Life is registered for Value Added Tax (VAT) under registration number 1410723M.

Zurich Life's head office is situated in Ireland at the address given below:

Zurich House, Frascati Road, Blackrock, Co. Dublin.

Tel: (01) 283 1301

Fax: (01) 283 1578

Website: [www.zurichlife.ie](http://www.zurichlife.ie)

For further information on your policy, please contact:

Customer Services

Tel: (01) 799 2711

Fax: (01) 799 2890

Email: [customerservices@zurich.com](mailto:customerservices@zurich.com)

## 2. Information about the financial advisor

The name and status of the financial advisor and the nature of the relationship with Zurich Life is as follows:

### Financial Advisor Details

|  |
|--|
| Name:  |
| Correspondence Address:                              |
|  |
|  |
| Legal Form (Self-employed/Company/Partnership etc.): |
|  |
| Name of Sales Employee (where applicable):           |
|  |
| Telephone:   |
| Fax:   |
| Email:   |

### Financial Advisor's Agency Agreement with Zurich Life

Broker  Insurance Agent\*  Tied Agent\*  Employee

\* If agent, please state with what other insurance companies you have an agency.

|  |
|--|
|  |
|  |

## 3. Information on the service fee charged by your financial advisor

None

OR

As per written details supplied by your financial advisor





**B Life Insured Details (if different from policy owner details)** **First Life Insured**

Mr     Mrs     Ms    Forename

Surname

Address

Date of Birth 



 Sex  M  F

Civil Status  Married  Single  Widow(er)  Separated  Divorced  Civil Partner  Former Civil Partner

Telephone Number (work)

(home)

(mobile)

Email Address

Nationality

Country of Residence

Occupation

**Life Insured Details (if different from policy owner details)** **Second Life Insured**

Mr     Mrs     Ms    Forename

Surname

Address

Date of Birth 



 Sex  M  F

Civil Status  Married  Single  Widow(er)  Separated  Divorced  Civil Partner  Former Civil Partner

Telephone Number (work)

(home)

(mobile)

Email Address

Nationality

Country of Residence

Occupation

**Note:**  
Minimum investment:  
€5,000

**Note:**  
\*Zurich Life will deduct the levy from your payment before allocating it to your policy. As at July 2011, the levy is 1% and may change in the future.

**C Web Access to Policy Information**

You can look up details of your policy (including current value) online at the Client Centre on [www.zurichlife.ie](http://www.zurichlife.ie)

Do you wish to register for the Client Centre?  Yes  No

**D Plan Details**

**Please note that the Government insurance premium levy will apply to your contribution.\***

Contribution €

Payable by:  Cheque  Bank Draft

Cheques & Bank Drafts should be made payable to Zurich Life.

**Continued overleaf**

Note:

Each person making some or all of the investment must complete this section.

Note:

Under the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010, Zurich Life is required to obtain certain documentation and information about you, the method of payment being used and the origin of the funds used to pay the premium. Further information may subsequently be requested.

## E Source of Funds/Wealth

### Source of Funds

### First Owner

#### Payment by:

Personal Cheque from Policy Owner(s) bank account

or

Third Party Cheque

Please provide Payor Name (if Third Party Cheque).

Please state the exact nature of the relationship of Third Party Payor to Policy Owner(s).

or

Bank Draft

For Bank Drafts only please provide the details of the bank account from which the funds used to pay the premium were drawn.

Account Holder Name(s)

Name of Bank/Building Society

Account Number

Sort Code

Country account is based in

If Third Party Payor, please state the exact nature of the relationship to Policy Owner(s).

or

Maturity of a Zurich Life policy

Please provide policy number.

or

Maturity of an external policy

Please provide: Policy number

Name of life assurance company

or

Other (e.g. Employer payroll scheme) Please provide details.

### Second Owner

#### Payment by:

Personal Cheque from Policy Owner(s) bank account

or

Third Party Cheque

Please provide Payor Name (if Third Party Cheque).

Please state the exact nature of the relationship of Third Party Payor to Policy Owner(s).

or

Bank Draft

For Bank Drafts only please provide the details of the bank account from which the funds used to pay the premium were drawn.

Account Holder Name(s)

Name of Bank/Building Society

Account Number

Sort Code

Country account is based in

If Third Party Payor, please state the exact nature of the relationship to Policy Owner(s).

or

Maturity of a Zurich Life policy

Please provide policy number.

or

Maturity of an external policy

Please provide: Policy number

Name of life assurance company

or

Other (e.g. Employer payroll scheme) Please provide details.

### Source of Wealth

### First Owner

#### Where has the funding come from?

Salary (including bonus)

Please provide yearly income below (include salary, pension and investment income).

€  per annum

Regular Savings

Inheritance

Property Sale

Early Retirement/Redundancy

Investment Proceeds

Other

Please specify.

### Second Owner

#### Where has the funding come from?

Salary (including bonus)

Please provide yearly income below (include salary, pension and investment income).

€  per annum

Regular Savings

Inheritance

Property Sale

Early Retirement/Redundancy

Investment Proceeds

Other

Please specify.

## F Declarations (continued on next page)

Note:

Please sign the appropriate boxes at the bottom of this section.

### Part A (i) Data Protection

Zurich Life Assurance plc ('Zurich Life') or its authorised agents, may hold, use, disclose and process any information provided by me ('data'), which shall include information contained in this application (or provided subsequently in discussion or otherwise) and any information arising in relation to my policy and my relationship with them, in order to:

- process this application, manage and administer my policy; provide data to any of the companies that make up the Zurich Financial Services Group (the 'Group') to enable them to do so; and provide the data to my Financial Advisor to enable them to administer my policy;
- comply with legal and regulatory obligations;

Continued overleaf

**F** **Declarations (continued)**

**Note:**

Please sign the appropriate boxes at the bottom of this section.

**(i) Data Protection (continued)**

- overview and analyse my policy regularly for Group reporting;
- communicate with me (subject to legislation) by post, telephone, email or SMS unless instructed not to by me in writing;
- disclose the data to any (or any proposed) assignee, dispossor or successor or any reinsurer;
- disclose/transfer the data abroad (subject to legislation) for the above purposes to persons approved of by Zurich Life; and
- check my personal data against international trade/economic or financial sanctions laws or regulations listings.

You have a right of access to and the right to rectify the data concerning you held by Zurich Life/the Group.

Zurich Life may, in future, want to use your data to tell you about its products and services, those of the Group, or of a third party that they have arranged for you. If you do **not** want your data to be used for these purposes, please tick here.

You can ask Zurich Life/the Group, at any time to stop using your data in this way, by writing free of charge to Customer Services, Zurich Life Assurance plc, Zurich House, Frascati Road, FREEPOST, Blackrock, Co. Dublin.

**(ii) Consumer Disclosure**

I confirm that I have received the relevant Customer Guide and that the Customer Guide has been fully completed by my Financial Advisor.

Does this policy replace an existing policy, in whole or in part?  Yes  No

If YES, and that policy is a Zurich Life policy, please specify policy number:

**Warning: If you propose to take out this policy in complete or partial replacement of an existing policy, please take special care to satisfy yourself that this policy meets your needs. In particular, please make sure that you are aware of the financial consequences of replacing your existing policy. If you are in doubt about this, please contact your insurer or Financial Advisor.**

**(iii) Policy Declaration**

I agree that the information given shall be the basis of the contract of insurance, and I declare that the statements in this application are true and complete (including any statements written down at my dictation).

If the policy was sold, signed or completed outside Ireland, insert the name of the country where it was sold, signed or completed.

**I/We confirm that I/we have read and fully understand all parts of the above declaration ((i), (ii) and (iii)) and that I/we will be the beneficial owner(s) of this policy.**



**Policy Owner(s):**

Please sign and date.

Signature of Policy Owner  X Date

Signature of Policy Owner  X Date



**Life / Lives Insured:**

(If different from Policy Owner(s))

Please sign and date.

Signature of Life Insured  X Date

Signature of Life Insured  X Date

**Part B - This part should be completed by your Financial Advisor.**

I hereby declare that in accordance with Regulation 6(1) of the Life Assurance (Provision of Information) Regulations, 2001, the applicant(s) has been provided with the information specified in Schedule 1 to those Regulations (the relevant Zurich Life Customer Guide) and that I have advised the client(s) as to the financial consequences of replacing an existing policy with this policy by cancellation or reduction, and of possible financial loss as a result of such replacement.



**Financial Advisor:**

Please sign and date.

Signature of Financial Advisor  X Date

**G** **Application Checklist**

**Please ensure that the following details have been completed on the application form. Please tick**

- Any questions which are amended have been initialled.
- Indicated whether this replaces an existing policy in whole or in part. If this replaces a Zurich Life policy please confirm the existing policy number.
- All personal details are fully complete.
- Intermediary name, Financial Advisor name and Intermediary number are complete.
- The occupation(s) of the Policy Owner(s) and/or the Life (Lives) Insured have been supplied.
- The Declarations have been signed and dated by the Life (Lives) Insured, Policy Owner(s) and Financial Advisor.
- Certified copy of photo ID and certified copy of proof of address supplied (including Third Party Payor(s) where applicable).

**Zurich Life Assurance plc**

Zurich House, Frascati Road, Blackrock, Co. Dublin, Ireland.

Telephone: 01 283 1301 Fax: 01 283 1578 Website: www.zurichlife.ie

Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

Intended for distribution within the Republic of Ireland.

The information contained herein is based on Zurich Life's understanding of current Revenue practice as at July 2011 and may change in the future.



**ZURICH**







**Zurich Life Assurance plc**

Zurich House, Frascati Road, Blackrock, Co. Dublin, Ireland.

Telephone: 01 283 1301 Fax: 01 283 1578 Website: [www.zurichlife.ie](http://www.zurichlife.ie)

Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

Credit Suisse International is authorised and regulated by the UK Financial Services Authority.

Intended for distribution within the Republic of Ireland.

The information contained herein is based on Zurich Life's understanding of current Revenue practice as at July 2011 and may change in the future.

