

Member Handbook

Your guide to the RNLI Defined Contribution Master Trust Scheme (Ireland)

January 2026 (valid for issue until December 2026 or changes in legislation)

Contacts

For RNLI specific queries, forms, booklets, salary information etc:

People Admin Team

People Dept.
RNLI, West Quay Road
Poole
BH15 1HZ

Tel: +44 1202 663 301

E-mail: People_Admin@rnli.org.uk

Further information on the RNLI Defined Contribution Master Trust Pension Scheme ('Master Trust Scheme' or 'Scheme') can be found on the RNLI pensions website, available on Compass / Launchpad / RNLI pension site

To arrange transfers into, or to get information on the Scheme:

Aon Employee Benefits

15 Georges Quay | Dublin 2 | D02 VR98/Aon Reception: t: +353.1.266.6000

Aon Contact: gavin.austin@aon.ie

Tel: 087 1317675

E-mail: gavin.austin@aon.ie

Web Access:

Web access for employees will be arranged from the outset, Zurich Life will issue a password and PIN code to new members when they join the scheme.

For a list of Authorised Advisors:

The Central Bank of Ireland

Tel: 01 224 6000

Web: www.centralbank.ie

For formal complaints relating to your Pension Scheme:

Financial Services & Pensions Ombudsman

Tel: 01 567 7000

Web: www.fspo.ie

For queries relating to your State Retirement Benefits:

Department of Social and Family Affairs

Tel: 01 704 3000

Web: www.welfare.ie

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Summary

This summary should be read in conjunction with the rest of this booklet.

Type of Scheme

This is a Group Defined Contribution Master Trust, an Occupational Pension Scheme administered by Zurich Assurance who were chosen by the RNLI following research conducted by Aon.

Life assurance cover is also provided separately within a group Death in Service Plan.

Eligibility

You will have the option to join the scheme immediately upon joining service.

Contributions Rates for employees who joined on or after 1st February 2026

Your pension contribution*	The RNLI's pension contribution	Total pension contribution
1.5%	2%	3.5%
3%	7%	10%
4%	8%	12%
5%	9%	14%
6% or more	10%	16% (or more)

Contributions Rates for employees who joined on or before 31st January 2026

Your pension contribution*	The RNLI's pension contribution	Total pension contribution
1.5%	2%	3.5%
3%	11%	14%
4%	12%	16%
5%	13%	18%
6%	14%	20%
7%	15%	22%
8% or more	16%	24% (or more)

*Please note: if you are a member of the **Pre-May 22 Crew Pension Group***, an alternative pension contribution range is available to you. Please contact the People Admin Team by email: People_Admin@rnli.org.uk or by calling +44 1202 663301. This team can send you the right pension forms to complete if you are a member of this Group.

*To be a member of the **Pre-May 22 Crew Pension Group**, your RNLI employment start date will have been before 1 May 2022. You will have been in an employed lifeboat crew role on 30 April 2022 and you will remain in an employed lifeboat crew role.

* For Compensated Volunteers, RNLI will pay a pension contribution of 2% of your salary and such employee's are also required to pay 1.5% or more of salary.

Salary Base

Contributions will be paid on basic salary plus pensionable allowances. This figure is defined as pensionable salary.

Investment Choices

A wide range of investment options is available. Within these fund choices, you have the right to direct contributions as you think fit. There is a default investment option into which contributions will be invested if you do not choose a specific fund or funds.

Retirement Benefits

You will be able to choose the type of benefits that suit your circumstances at retirement, and these include a pension, a cash lump sum and an approved retirement fund (ARF). An ARF is an alternative to a traditional pension which allows you to retain ownership and control of your pension fund. There are some conditions which must be met before you qualify to purchase an ARF at retirement.

Death in Service

The full value of your fund will be available to your dependants upon death in service.

In addition, a further benefit will be payable from a separate RNLI life assurance arrangement. This benefit will be paid in accordance with the relevant revenue guidelines.

Leaving Service

If you leave service before retirement:

If you are leaving the RNLI within 6 months of joining the RNLI Defined Contribution Master Trust Scheme, you have 4 options in terms of your pension fund as outlined below. If you have more than 6 months membership of the scheme you have options 2,3 or 4 below.

Please note that anyone who leaves with less than two years membership of the pension scheme can elect to take a refund of contributions as per pensions legislation. If you have more than 6 months in the scheme and elect to take this option, you should carefully consider the fact that you will not be entitled to the Employers portion of the fund.

1. Have a refund of the value of your contributions to your pension fund less tax at 20%
2. Transfer the value of your pension fund, including the employer contribution to another Revenue Approved Scheme or a Buy Out Bond.
3. Become a deferred member * of the RNLI Defined Contribution Master Trust Scheme (but the RNLI's contributions will cease when you leave the RNLI)

* if you have less than 6 months in the pension scheme you will not be entitled to the Employer's portion of the fund as a deferred member

4. Under Pensions Legislation if you have less than two years membership in the RNLI Defined Contribution Master Trust Scheme you can elect to take a refund of the value of your contributions less tax at 20%, however you are not entitled to the employer's portion of the fund.

As this is an occupational pension scheme you cannot continue contributions after leaving service. Transfers between pension arrangements are subject to complex regulations and Aon Employee Benefits or another authorised adviser can provide, assistance in this area.

Section 1

Introduction

The RNLI Defined Contribution Master Trust Scheme is administered by Zurich Assurance and allows you to put money aside while you are working, to provide a pension for when you retire.

The Scheme is likely to be suitable for you if you want to save for retirement in a tax-efficient and cost-effective way.

Importantly, the RNLI also pays towards your pension.

The Scheme is a 'Defined Contribution' pension Scheme and works as follows:

When you join, you will be issued with a personal policy – it works like a savings account or an investment plan but is exclusively for you and specifically for your retirement benefits.

- Both you and the RNLI pay contributions.
- If you want, you can pay more than the minimum.
- After reading this booklet, you decide how the money in your policy is invested.
- The money in your policy is used to provide benefits for you and / or your family when you retire or die.

The information in this booklet is valid until 31st December 2026, or until further changes are made by the RNLI or legislation.

As individual circumstances will vary, the Scheme may not be suitable for all. If you are unsure whether the Scheme, or anything else referred to in this booklet, is appropriate to your own retirement planning needs, you are recommended to seek advice from an Independent Authorised Adviser. For a list of independent Authorised Advisers (AAs) local to you call the Central Bank of Ireland on 01 224 6000 or visit their website at: www.centralbank.ie

Aon Dublin are appointed as advisers to the RNLI Master Trust Scheme. They are fully regulated Authorised Advisers. Please contact them if you have any queries relating to the RNLI Master Trust Scheme.

The Organisation/RNLI means Royal National Lifeboat Institution

The Plan is the RNLI Defined Contribution Master Trust Scheme

Defined contribution means that you know in advance how much you will be paying into the Plan and how much the Organisation is going to pay on your behalf.

Section 2

Joining

Who can join?

All eligible employees will join the scheme immediately upon joining service.

Casual employees and those who complete timesheets can elect to join the scheme by contacting pensions@rnli.org.uk

How do I join?

Once you commence employment your details will be shared with Zurich to start your online application to join the scheme. You will receive an email directly from Zurich with a link where you can finalise your application by entering your personal details and submitting.

What happens if I do not join the RNLI Zurich pension scheme?

If you are not eligible to join the RNLI Zurich pension scheme upon joining service, and you meet the eligibility criteria, you will automatically be enrolled in the government scheme – My Future Fund.

Set out below are the contribution rates that are set for this scheme from commencement, 1st January 2026:

Year	Employee	Employer	Government	Total
1 - 3	1.5%	1.5%	0.5%	3.5%
4 - 6	3%	3%	1%	7%
7 - 9	4.5%	4.5%	1.5%	10.5%
10+	6%	6%	2%	14%

You may also need to complete a detailed health questionnaire to benefit from full cover in the Life Assurance Plan. You will be told more about this if it applies to you.

Please make sure that you have read this booklet and all the information from Zurich Assurance before joining the Scheme.



Can I join if I already have a personal pension?

You are not allowed to contribute to a personal pension and to an occupational pension scheme from the same income source. If you are a member of the RNLI Defined Contribution Master Trust Scheme you cannot have an active personal pension. You can contribute to a personal pension if you wish – subject to the conditions shown on page 8 being applied to all contributions.

However, the RNLI will not contribute to any other pension arrangement. You should contact your existing provider to discuss your options if you wish to continue contributing to your existing pension.

Can I transfer a previous pension into the Scheme?

You may be able to transfer in benefits from a previous pension Scheme. However, this can be a complex area and you should seek appropriate financial advice before arranging a transfer. You will need to meet the cost of this advice. If you wish to arrange a transfer, please contact Paul Cassidy at Aon.

You will need to request your leaving service options from your previous pension provider/adviser. You will be required to advise the previous pension provider if you wish to transfer to the RNLI Defined Contribution Master Trust Scheme. Aon will supply the necessary details to facilitate a transfer into the RNLI Defined Contribution Master Trust Scheme.

Depending on the terms of any previous pension, there may be costs/transfer penalties charged by the original pension provider if you transfer into the RNLI Scheme.

Can I change my mind after joining?

Yes. You will receive details of your right to change your mind and a form entitled 'Notice of Cancellation' with your membership confirmation letter from Zurich Assurance. You will then be given 30 days from the date of receipt of the Notice in which to change your mind. You should only return the form if you wish to cancel your membership of the Scheme.

If you decide that you want to leave the Scheme anytime after the initial 30 days, you will need to give one month's written notice to the RNLI. Your benefits will be treated as if you had left employment, as described on page 12.

You may be allowed to re-join the Scheme later, but you cannot backdate pension contributions. You may also need to complete a detailed health questionnaire to benefit from full cover in the Life Assurance Plan.

Section 3

Membership

:

How much do the RNLI and I pay into the Scheme?

The RNLI will contribute 2% of your 'Scheme Earnings' to the Scheme. The Organisation will make this contribution on the understanding that you make a contribution of 1.5% of 'Scheme Earnings'.

You can elect to increase your personal contributions and receive additional employer contributions. Detailed in the following table is the total employer contribution you will receive based upon the total contribution you make:

If you want to contribute more than 6% (or 8% if you joined the RNLI before 1 Feb 2026), the amount in excess of 6% (or 8% if you joined the RNLI before 1 Feb 2026) will be an 'Additional Voluntary Contribution' or 'AVC'. An AVC lets you invest more into your pension but is not matched by additional RNLI contributions. For example, if you joined the RNLI on or after 1 February 2026 and you want to contribute 8% of your Scheme Earnings to your pension, you will contribute 6% and have an AVC of 2%. The RNLI's contribution will be 10%.

Employee Single Premium Contribution / Once Off Contributions

If you wish to make separate once off contributions to the Scheme. Please contact Aon before making these contributions. They will advise on the process and will also ensure you are not exceeding any limits.

Contributions Rates for employees who joined on or after 1st February 2026

Your pension contribution*	The RNLI's pension contribution	Total pension contribution
1.5%	2%	3.5%
3%	7%	10%
4%	8%	12%
5%	9%	14%
6% or more	10%	16% (or more)

Scheme Earnings is defined as your annual basic salary plus pensionable allowances.

Contributions Rates for employees who joined on or before 31st January 2026

Your pension contribution*	The RNLI's pension contribution	Total pension contribution
1.5%	2%	3.5%
3%	11%	14%
4%	12%	16%
5%	13%	18%
6%	14%	20%
7%	15%	22%
8% or more	16%	24% (or more)

*Please note: if you are a member of the **Pre-May 22 Crew Pension** Group, an alternative pension contribution range is available to you. Please contact the People Admin Team by email People_Admin@rnli.org.uk or by calling +44 1202 663301. This team can send you the right pension forms to complete if you are a member of this Group.

*Compensated Volunteers can make contributions of 1.5% or more, however the RNLI contribution will remain at 2%, this will not increase.

If you wish to contribute less than the minimum contribution, please contact RNLI People Admin.

Your contributions are deducted from your pay and paid to the Scheme each month, together with the RNLI's contributions.

If you continue to work after age 65 and wish to continue contributions to the pension Scheme, please make sure that you advise Pensions@rnli.org.uk the RNLI's Pension Administration Manager, prior to this date.

Subject to any legal requirements, the Organisation reserves the right to make changes to the Scheme, reduce, or withdraw employer contributions to the Scheme.

How does tax relief work?

The cost to you of being in the Scheme is reduced because you receive tax relief on your contributions to the Scheme. You pay contributions net of basic rate or higher rate income tax when they are deducted from your pay, and the actual amount invested is increased to reflect the full contribution. Your actual tax rate will depend on your personal circumstances.

2026 tax relief is 20% (Basic Rate) and 40% (Higher Rate).

This means that if your monthly contribution is €100.00, then currently only €80.00 will be taken from your pay (assuming 20% income tax)

Example 1

Monthly Plan Earnings €2,200 – 3% Contribution & 20% Tax Relief	
Your contribution (3%)	€66.00
Income tax relief @ 20%*	€13.20
Your actual net payment	€52.80
RNLI's contribution (11%)	€242.00
Cost to you	€52.80
Amount paid into your Scheme	€308.00

*Based on 20% tax rate

Example 2

Monthly Scheme Earnings €3,983 –6% Contribution & 40% Tax Relief	
Your contribution (6%)	€238.98
Income tax relief @ 40%*	€ 95.59
Your actual net payment	€ 143.39
RNLI's contribution (14%)	€ 557.67
Cost to you	€143.39
Amount paid into your Scheme	€796.65

*Based on 40% tax rate

If you pay income tax at the higher rate you will be entitled to relief at the 40% rate, reducing the cost accordingly.

The 2026 maximum income for tax relief purposes is €115,000. Age related limits also apply and these do not include employer contributions.

Can I pay more?

Yes. There are no limits on the amount of contributions you can make to the Scheme. However, there are limits on the amount of tax relief that you can receive in any tax year. These limits are in the form of a maximum allowable income for contribution purposes and maximum age related contribution percentages as outlined in the table overleaf. It is important to note that these age related limits are not inclusive of the **employer** pension contributions

Current pension contribution limits	
Up to 30 Years	15% of relevant earnings
30 – 39 Years	20% of relevant earnings
40 – 49 Years	25% of relevant earnings
50 – 54 Years	30% of relevant earnings
55 – 59 Years	35% of relevant earnings
60 and over	40% of relevant earnings

Where your contributions exceed the age-related limit, no personal tax relief will apply to the excess. For example, if a 29 year old employee pays over 15% into his **Master Trust Scheme**, the employee would only receive tax relief on contributions up to the 15% limit.

The amount that you can contribute can be changed by completing a “Contribution Alteration Form” from the Library Section of the RNLI Pensions Website on Compass. Completed forms need to be sent to the People Admin team in Poole.

What are the charges?

Aon Employee Benefits have negotiated attractive rates with Zurich Assurance on your behalf.

The only charge that is made will be the annual management charge which will be 0.75% of your fund value, i.e.: €0.75 for each €100 of your fund value. There will be no other charges. These are 'nil commission' terms, which reflect the fact that the RNLI pays Aon a fee for its advice rather than Zurich Assurance paying commission to Aon (which would have increased the charges on your fund). Some Funds may carry a fund management charge in excess of 0.75%.

Section 4

Investing

Investment choice

There are a range of unit linked funds available to you in which your own, and the Organisation's, contributions may be invested. It is possible to either switch existing funds or redirect future contributions to another fund at any time, so the decision you make now is not final. A full description of the funds is set out in the Zurich Range of Funds. (Full information available on www.Zurich.ie)

Default Investment Option

The Scheme offers a 'default' investment option and if you do not choose a particular fund or funds from those available, your contributions will be invested using the 'default' option.

Following Aon's advice, the RNLI has decided that the 'default' option will be the Personalised Guide Path (PGP). An innovative new investment strategy that provides the essential peace-of-mind trustees require, while making it clear and easier for employees/members to get involved in their Company Pension without having to be experts.

PGP makes it easy for individual members to personalise their investment strategy to suit their very specific needs and preferences. See Member Lifestyle Strategy in the link below.

Zurichbroker.ie - [Zurich Life Broker Centre | Master Trust](#)

Unit linked funds

For members who wish to make their own decisions about where to invest, Zurich Assurance offer a range of additional funds. Full details of these funds are available in the Zurich Range of Funds Guide and on their website – www.zurichlife.ie

In a unit-linked fund the assets are divided into units of equal value. The value of these units can change on a daily basis as the value of the fund's assets falls or rises. Contributions are used to buy units and the value of the units determines how much your policy

 Important comments regarding investments

Assets held in unit-linked funds can fluctuate in money terms and the unit prices can go down as well as up. If unit prices fall, you may not get back as much as you have invested. In addition, several funds invest in one particular sector or geographic region, with the assets within each sector/region being chosen by the investment manager. In general, it is suggested that members only invest in these more specialist funds if they have knowledge of these markets or are fully aware of the type of risks involved.

If the fund you choose invests in overseas markets, changes in rates of exchange between currencies may cause the value of your holding to fall. Some of the overseas funds can invest in developing markets where arrangements in relation to regulation, dealing, liquidity and custody may be less secure than in the Irish, UK, European or US markets. Such funds can therefore carry greater risk.

Unit Linked funds are very commonly used in Irish pension arrangements as they provide investors with a very transparent and easy to understand product. However, it is very important to understand that the investment returns (or losses) in these funds depend entirely on the type of assets and the markets in which they invest.

Section 5

Benefits

How will I know how my Scheme is performing?

Details of your contributions, current fund value and a projection of your total benefits, based on your current contribution rates, are available online. In addition, you will receive a written benefit statement every 12 months.

Online information is available at www.zurichlife.ie

When can I retire?

You can take some or all of your benefits from the Scheme at any time between the ages of 50 and 70, however under the current legislation you are required to select a Normal Retirement Age of between 60 and 65. The Default Retirement Age under the scheme is age 65. If you elect to take your benefits prior to your selected retirement age this is deemed to be early retirement however no penalties are applied for utilising this option.

However, you should be aware that your pension will generally be smaller the earlier you retire because fewer contributions will have been paid in, your fund will have been invested for a shorter period of time and your pension will potentially be paid for a longer period. On the other hand, the later you retire the higher your pension is likely to be, because more money will have been paid into your Scheme, it will have been invested for longer and your pension will potentially be paid over a shorter time.

What options do I have when I retire?

The level of your benefits at retirement will depend on the value of your fund in the Scheme and the type of retirement benefits you choose when you retire.

You can take a tax-free cash sum from your fund on retirement. The amount of this fund depends on service and salary at retirement subject to Revenue Limits and Formulae. Or you can take 25% of your fund as a tax-free lump sum. The rest of your fund must be used to provide either a guaranteed retirement income for you or an Approved Retirement Fund (ARF). These are alternatives to the guaranteed retirement income where you retain ownership/control of the funds after you retire.

An annuity guarantees to provide a series of payments in retirement which are payable for life. It may have 'ancillary' benefits, such as dependants' pensions, minimum payment periods, or annual increases.

Your options for the guaranteed retirement income are:

- Pension for yourself – a regular income in retirement, payable for life.
- Cash sum and reduced pension – under current rules the cash sum is tax-free.
- Pension increases – you may choose whether your pension remains at its starting level or increases in payment.
- Family pensions – you can choose to have a pension paid to your spouse or other dependants in the event of your death.
- Guarantee period – you can have your pension guaranteed to be paid for a minimum period (e.g.: five years or longer).

Before retirement you will receive a statement showing full details of your options and more information about buying pensions. You may also want to obtain appropriate financial advice about your options when you near retirement.

Are there limits on the benefits?

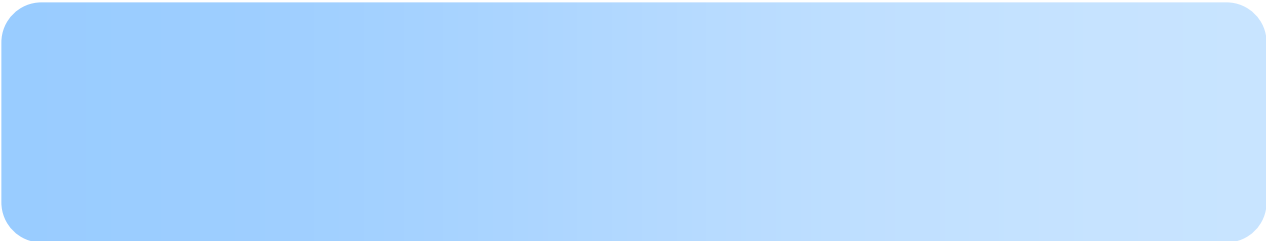
Your fund will be based on cumulative contributions plus investment growth. There is a maximum fund limit of €2.0 Million for 2025. There are Revenue limits in regard to maximum tax-free lump sum currently €200,000 and pension amount currently 2/3rds of Final Salary.

What happens if I leave the RNLI?

You will keep your fund and you may:

- Leave your benefits in the Scheme where they will continue to be invested in the default fund option or in your chosen fund(s).
- Transfer your fund to another pension arrangement.
- If you have less than 2 years in the scheme. You can take a refund of the value of your own contributions less tax at 20%.

The most suitable option will depend on your circumstances after leaving. It may be in your interest to seek appropriate financial advice



before deciding. Zurich Assurance do not apply any charge to a transfer **out** of a Master Trust Scheme.

Please ensure that the Nomination Form is completed on your Pension Application Form. This will ensure that the trustees are aware of who you want to be the beneficiary of your pension fund in the event of your death. If you wish to change details of a beneficiary please email Zurich Admin - zcp3@zurich.com.

Is my family protected if I die before I retire?

The Scheme not only helps you provide for your retirement, but also offers financial protection for your family.

If you die before benefits are taken, your fund will be paid free of income tax to your estate. Inheritance tax, however, may still apply.

What happens if I die after I retire?

The benefits your family would receive if you die after retirement will depend on the options you choose when you retire.

Is there additional life assurance cover?

The Organisation provides additional lump sum death in service cover (see Section 7, 'The Life Assurance Plan').

What if I am too ill to work?

If you receive Occupational Sick Pay (OSP) your contributions will continue as normal. If you exhaust your OSP, there are products available which might help you to maintain your income or otherwise enable you to maintain your contributions to the Scheme. If you are interested in finding out more about what is available, you should consider seeking appropriate financial advice.

Section 6

The State Pension

The State pension scheme is designed to provide a basic annual pension to individuals, currently from age 66 onwards. Depending on your PRSI contribution record, you may receive either the full state pension or a reduced state pension based on a sliding scale linked to your actual contribution record.

State Pension Age is 66 for both men and women.

From January 2024, the State Pension (Contributory) has become more flexible. You will be able to drawdown your pension at any age between 66 and 70 using flexible options.

This will give you the opportunity to continue to work which may improve your contribution record for when you decide to drawdown your State Pension (Contributory).

You will still be able to drawdown your pension at the age 66 in the same way as you can today. You can continue to work full-time after your pension is drawn down.

If you claim your pension beyond the age of 66, you may be entitled to an actuarially increased rate of payment. During deferral, you will be able to continue to make PRSI contributions to increase your personal rate of payment or meet the qualifying condition of 520 (10 years) contributions for State Pension (Contributory).

- The current maximum planned state pension for a single person in 2026 is €15,563.60 per annum (€299.30 per week).
- A higher state pension may apply should you have a qualifying adult dependant.

Section 7

The Life Assurance Plan

What are the life assurance benefits?

The RNLI has a life assurance policy for employees up to age 75.

The form in which this benefit is paid will be dependant on the relevant legislation at the time.

The full benefit may be subject to special conditions imposed on individual employees by the life insurance company. You will be notified if any such restrictions apply to you.

Your life cover salary is your basic salary.

Who pays for the cost of the benefits?

The RNLI pays for the full cost of this benefit in addition to the pension contributions it makes on your behalf.

Who is eligible?

All employees will be eligible for this benefit.

If you leave the Organisation, your life assurance benefit will cease on the last day of your employment.

How are death benefits paid?

Pension benefits are normally paid in either a lump sum or a guaranteed annual income to your dependants/beneficiaries or a combination of both. Please note that the RNLI's life cover policy is a UK policy. This covers all employees, including employees in Ireland.

However, although the benefit will be paid to employees' beneficiaries in euros (unless part of the benefit needs to be used to buy an annuity), the benefit payment will be reduced to cover exchange rate costs.

Nomination of beneficiary

It is important that you notify the trustees of the Life Assurance Plan of the person(s) whom you would like to benefit in the event of your death. This should be done by using the Life Cover Expression of Wish form, which can be obtained from the People Admin Team. If you have previously completed a form, a new one is not required unless you wish to change your nominated beneficiary.

A nomination form is used to indicate who you wish to receive the benefit should you die before you retire. It is not legally binding, but account will be taken of your wishes.

Section 8

Other Information

Is everything I need to know about the Scheme in this booklet?

Every effort has been made to give you an accurate overview of how the Scheme works. However, it is not possible to cover absolutely everything in this booklet – it can only be a summary.

In the event of any difference between this booklet and the Scheme's policy documentation, the policy documents will always overrule this booklet. You will receive a copy of the Scheme's policy documentation if you join the Scheme.

In addition, this booklet should be read in conjunction with the information provided to you by Zurich Assurance.

Where can I get more information?

If you require more information please contact an appropriate source as detailed at the front of this handbook.

How has the Scheme been arranged?

The RNLI's adviser in Ireland is Aon Employee Benefits. Aon Employee Benefits is independent and is authorised and regulated by the Financial Regulator. The Organisation has engaged Aon Employee Benefits to provide advice to them with regard to the arrangement of this Group Pension Scheme. Because Aon is paid by fees by the Organisation, rather than by commission from the insurance company, no additional charges will be paid by you if you join the Scheme, other than those detailed under 'What are the charges?'.

Based on Aon's research into the Group Pensions market, they recommended to the RNLI that the Scheme should be established with Zurich Assurance.

Zurich Assurance is also authorised and regulated by the Financial Regulator.

What if I have questions about my State benefits?

For queries relating to your State benefits, you should contact the Department of Social & Family Affairs. Contact details are provided in the opening section of this booklet.

For a list of independent Authorised Advisers (AAs) local to you call the Financial Regulator or check their website. All contact details are provided in the opening section of this booklet.

What should I do if I have a complaint?

If you have a complaint, please contact the Head of Compliance for Aon.

If you cannot settle your complaint with Aon Employee Benefits, you may be entitled to refer it to the Pensions Ombudsman.

Information about Aon Employee Benefits

This booklet reflects present legislation and income tax rates that may be subject to change. It has been approved by Aon whose registered office is Metropolitan House, James Joyce Street, Dublin 1, a Company authorised and regulated by the Financial Regulator.

Aon Employee Benefits offers investment products from the whole market as well as offering insurance products from a range of insurers for life assurance and income protection insurance and can provide advice to individuals. As Aon advice is to the Organisation, unless you request Aon to provide you with independent advice with regard to the Scheme, you will not receive any advice or a recommendation from Aon. Should you wish to receive advice from Aon on products other than the Scheme, you would need to agree with Aon Employee Benefits the basis of its remuneration. Aon will tell you how it gets paid, and the amount, before it carries out any business for you.

State Benefits are governed by complex Domestic rules and European Legislation

*Head of Compliance
Aon Employee Benefits
Metropolitan House
James Joyce Street
Dublin 1*

*Office of the Financial Services & Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2*