

Group Income Continuance Plan

Summary booklet



Vital protection for DCU members

Perhaps the greatest threat to your livelihood is ill health.

Since Public Sector sick pay was significantly reduced in 2014, long term and short term claims have dramatically increased. Everyday illnesses like flu, back injury or stress mean that more members now need to claim than ever before.

Once your sick pay runs out, your income would fall dramatically or cease entirely. This is a situation that many members unfortunately find themselves in. Have you ever considered how you and your family would cope, if you fell ill and lost your income as a result?

The DCU Group Income Continuance Plan, administered by Cornmarket, provides members with the financial security they deserve. The Plan has made provision for the changes to Public Sector sick pay arrangements. This is an extremely important benefit for Plan members, and a great deal of work was done to ensure that this great benefit was secured.

The Plan has grown to become an important benefit of DCU employment and it is well placed to provide vital protection for members, at an affordable cost, for many years to come. Almost everything in your life depends on your income. Please don't risk your future financial security. If you haven't already joined the Plan, I would urge you to do so now.



Yours sincerely,

A handwritten signature in black ink that reads "Ivan Ahern".

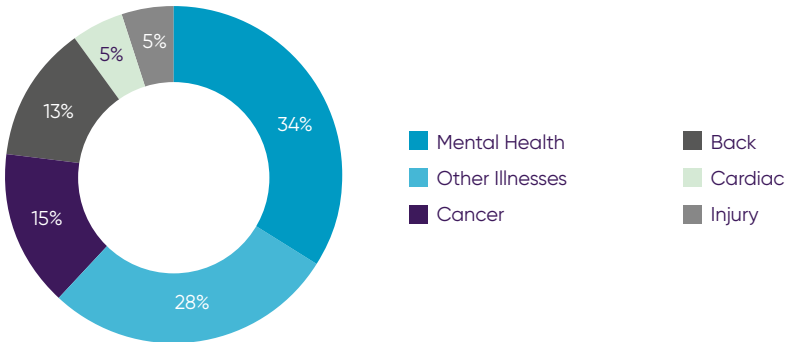
Ivan Ahern
Director,
Cornmarket Group Financial Services Ltd.

The Plan in action

Over 1,000* DCU employees are already protected under the Plan. The comprehensive, tailored benefits that it provides are not available anywhere else.

- Since the 2011 review, **100%** of claims have been paid**
- To date, the Plan has paid out over **€4.7 million***** in benefits to DCU staff and their families
- 24 members are currently receiving Disability Benefit from the Plan with an annual benefit of **€500,000*****
- Over **€777,000***** has been paid out in relation to Death Benefit claims
- Over **€172,000***** has been paid out in relation to Specified Illness Benefit claims

Most common disability claims***



*Source: Cornmarket, August 2016.

**In respect of decisions made for claims notified 01/06/2011-31/05/2016.

***Source: Friends First, June 2016.

Cornmarket's role as administrators

Cornmarket – working for you

Cornmarket has been administering the DCU Group Income Continuance Plan since October 2006. The Plan helps to guarantee a realistic level of income in the event of loss of income through illness.

Our role includes:

1. Negotiating with the insurers (currently Friends First Life Assurance Company dac) to secure the most competitive rates and the best possible benefits for members.
2. Assisting DCU staff members who wish to make a claim from the Plan, by guiding them through every stage of the claims process.
3. Promoting the Plan to DCU staff members.

A Claims Service you can trust

Cornmarket's Claims Team is specialised, experienced and easy to talk to, and they will do all they can to help in a member's time of need.

They provide a vital 'hand-holding' function from start to finish of the claims process. Should you need to make a claim, you can rest assured that it will be dealt with in the efficient, professional and sensitive manner that you deserve.

The Plan in action

Through its various Group Income Continuation Plans, Cornmarket has helped protect the financial security of more Public Sector employees than any other brokerage in Ireland. Here Shelly Barron, a claimant of the DCU Group Income Continuation Plan, told us her story:

“If I didn't have
Income Continuance,
I wouldn't have
anything now.”

Shelly Barron,
Plan Beneficiary.

“If I wasn't a DCU employee and a member of the Plan, I wouldn't have anything now – my home would be gone or I would be in very serious debt at this point.

I never imagined I would need to claim from the Plan for something as simple as a fall and a broken arm. Because of my injury, I went from being in a full time job and in the gym three nights a week, to literally not being able to drive or do anything on my own.

Since my accident happened in 2011, I've had four surgeries. Although my injury is improving, I'm still not fully recovered. Stress management plays an important role in the recovery from any illness, and having your income protected removes the burden of financial stress.

Thanks to the Plan, I could continue to pay my mortgage, my credit union loans, my grocery and mobile phone bills, and TV, electricity and broadband costs. The cost of the Plan is a very small price to pay to ensure that your home and your standard of living are protected. Cornmarket were brilliant and made a huge difference to my situation when I needed to make a claim.

Your income is the most important asset you have, particularly if you are the sole earner in the family. I would recommend everyone to avail of the option to be in this Plan, because you just never know what's around the corner.”

Why you need the DCU Group Income Continuance Plan

Although many members feel that they will never need the protection that the Plan provides, sadly our experience has been that even the healthiest person can suffer unexpected illness or have a serious accident.

What's more, the changes to Public Sector sick leave arrangements which came into effect on 1st September 2014 resulted in a dramatic drop in your paid sick leave. Since the changes have been implemented, DCU staff members without Income Continuance face great financial uncertainty should they fall ill as they will be taken off the payroll sooner than before. Thankfully, the Plan has made provision for these changes and pays out Plan benefits earlier than before, in line with members' needs. The Plan provides essential protection for all DCU staff members. Membership has never been more vital.

What happens to your income if you fall ill under the sick leave arrangements?

Standard Sick Leave

Under Public Sector sick leave arrangements introduced in 2014, typically you have access to paid sick leave of 13 weeks (92 days) at full pay in one year, followed by 13 weeks (91 days) at half pay. This is subject to a maximum of 26 weeks (183 days) in a rolling 4 year period. If you exceed 183 days paid sick leave you may receive Temporary Rehabilitation Remuneration for a further 18 months (548 days), subject to the terms of the Public Sector sick leave arrangements.

Extended Sick Leave for Critical Illness*

Under the Public Sector sick leave arrangements, there is a Critical Illness Protocol whereby employees may be granted extended paid sick leave of 26 weeks (183 days) at full pay in one year, followed by 26 weeks (182 days) at half pay, subject to a maximum of 52 weeks (365 days) in a rolling 4 year period.

If you exceed 365 days paid sick leave, you may receive Temporary Rehabilitation Remuneration for a further 12 months (365 days). Temporary Rehabilitation Remuneration may be extended for a further period up to a maximum of 2 years (730 days) subject to a reasonable prospect of returning to work and is reviewed every 6 months.

Temporary Rehabilitation Remuneration

Temporary Rehabilitation Remuneration is based on your accrued pension benefits that would have applied if you had retired on ill health grounds. This may be granted where there is a realistic prospect of a member returning to work. Any added years arising from purchase of service arrangements are not taken into account, as no retirement has actually taken place.

*There are certain criteria used to determine whether an illness qualifies for extended paid sick leave. Please contact your HR Department for more information.

Ill Health Early Retirement Pension

Alternatively, if you retire on the grounds of ill health you may be entitled to an Ill Health Early Retirement Pension. Even if you have many years of service, your Ill Health Early Retirement Pension will be only a fraction of your salary. In addition, those paying PRSI at the 'A' rate may be entitled to a State Illness Benefit, but at just €10,036 per annum (2017 level), the State Illness Benefit provides a small income only.

How the Plan works – Disability Benefit

Once your salary has reduced to half pay or Temporary Rehabilitation Remuneration is being paid, the Plan aims to pay you an income of up to 75% of your salary less any other income (e.g. half pay, Temporary Rehabilitation Remuneration, Ill Health Early Retirement Pension, State Illness Benefit) to which you may be entitled.

The Plan goes on paying you until:

- You recover **or**
- It has been determined by Friends First, based on medical evidence, that you are no longer prevented from doing your normal job because of illness or injury **or**
- You return to work **or**
- You die **or**
- You reach your 65th birthday, whichever is earliest.

If a member making a claim does not apply for Ill Health Early Retirement Pension (perhaps because he/she intends to return to work) and Friends First agrees that there is a reasonable expectation of them returning to work, then Friends First may pay a benefit of 75% of salary, less any State Illness Benefit/Temporary Rehabilitation Remuneration, for a maximum of 2 years.

In this instance, as no Ill Health Early Retirement Pension is being claimed, then this amount will not be deducted from the amount of Plan benefit that the member receives. However, if a member subsequently retires and an Ill Health Early Retirement Pension is paid, then the additional amount of Plan benefit that was paid since the effective date of early retirement must be repaid to the insurer. If a member does not apply for Ill Health Early Retirement Pension after 2 years, then Friends First reserves the right to deduct that pension amount, even if it is not being paid.

Important

You must be a DCU staff member to be an eligible member of the Plan. If you leave DCU you must inform Cornmarket in writing, as you can no longer stay in the Plan and you will not be able to claim from it.

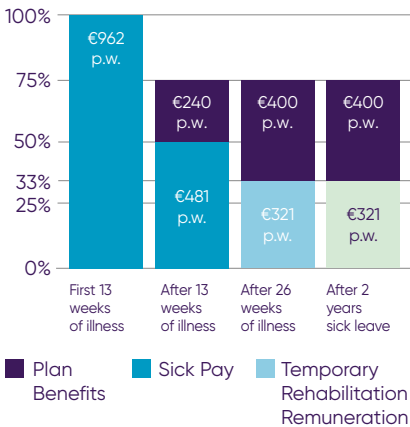
Example of how the Plan works

The example below is based on a Public Sector employee, who is a member of the Superannuation Plan with 20 years' service earning €50,000 per annum, who is now unable to work due to illness or disability.

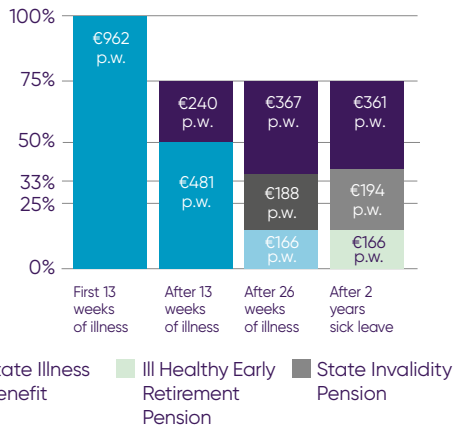
It is assumed that standard Public Sector sick leave arrangements apply (i.e. 13 weeks full pay in one year, followed by 13 weeks half pay). Extended paid sick leave under the Critical Illness Protocol does not apply and Ill Health Early Retirement Pension is granted after 2 years.

How the Plan works

D Rate PRSI Example



A Rate PRSI Example



Staff recruited to the Public Service on or after 6th April 1995 pay class A PRSI. Their Superannuation Plan pension is integrated to take account of the value of the Contributory State Pension in calculating the pension payable. In the event of illness, they may typically claim State Illness Benefit (€10,036 - 2017 level).

Additional protection for you and your family

The main purpose of Income Continuance is to provide you and your family with financial support in the event that you fall ill and find yourself unable to work. The Plan provides additional benefit in the form of:

1. Specified Illness Benefit

If you suffer a serious illness, the reality is that you may face significant extra expenses; regardless of whether or not this illness keeps you out of work long enough to involve a loss of salary. The Plan recognises this fact by providing **an additional benefit in the form of a once-off lump sum of 25% of your annual salary** at the date of diagnosis, if you suffer a 'Specified Illness'. The lump sum that this benefit provides can be vital as extra cash is often needed to pay for medical bills, travel to and from hospital, pay for extra childcare, etc.

Friends First has identified 39 Specified Illnesses (see listing opposite) for which they will pay out this benefit.

There is only 1 Specified Illness payment per life per plan. Other terms and conditions apply. Please call Cornmarket on **(01) 408 4018** for more information.

Once you are paid a claim under the main Specified Illness Benefit, your cover for this specific benefit will cease and you will no longer be able to claim under the Specified Illness Benefit. Consequently, you will no longer be required to pay the 0.13% Specified Illness Benefit premium, so your total contribution to the Plan following a Specified Illness Benefit claim will be 2.13%.

Please note: The Specified Illnesses marked * were introduced at the 1st October 2016 review. The other Specified Illnesses were introduced from the 1st June 2011. Only diagnoses that occur after these dates are eligible to claim Specified Illness Benefit for these illnesses. If, prior to joining the Plan, you have suffered from one of the Specified Illnesses, you will never be covered for that illness.

- Alzheimer's disease before age 65
- Aorta graft surgery
- Aplastic Anaemia*
- Bacterial Meningitis*
- Balloon Valvuloplasty*
- Benign Brain Tumour
- Benign Spinal Cord Tumour*
- Blindness
- Cancer
- Chronic Lung Disease
- Coma
- Coronary artery surgery
- Creutzfeldt-Jakob Disease
- Deafness
- Encephalitis*
- Heart attack
- Heart structural repair
- Heart valve replacement or repair
- HIV infection
- Kidney failure
- Liver Failure*
- Loss of hands or feet*
- Loss of Independent Existence*
- Loss of speech
- Major organ transplant
- Motor neuron disease before age 65
- Multiple sclerosis
- Multiple system atrophy*
- Paralysis of limbs
- Parkinson's Disease before age 65
- Pre-Senile Dementia before age 65*
- Primary Pulmonary Hypertension*
- Progressive Supranuclear Palsy*
- Pulmonary Artery Surgery*
- Rheumatoid Arthritis
- Stroke
- Systemic Lupus Erythematosus
- Third degree burns (covering 20% of the body's surface, or 50% of the surface area of the face)*
- Traumatic head injury*

Terms and conditions apply.

Cancer claims will not qualify for Specified Illness Benefit where the condition presents within **3 months** of a member joining the Plan. Please contact Cornmarket for the policy definition of each Specified Illness and its pre-existing conditions.

This benefit ceases when:

- You reach the 31st August after your 65th birthday **or**
- You retire (other than on grounds of ill health if you were an existing claimant at the time that you were granted Ill Health Early Retirement Pension) **or**
- You leave the Plan, whichever is earliest.

Important

A claim for Specified Illness should be submitted as soon as possible after the date of diagnosis.

2. Specified Illness Benefit – Partial Payments

Based on claims experience, Friends First has identified a further 10 less severe, but still life altering conditions that they will make a separate partial payment on (see listing below). The benefit you would receive should you suffer a Specified Illness covered under the **Partial Payment benefit is €15,000 or 12.5% of salary**, whichever is less.

- Brain abscess drained via craniotomy
- Carcinoma in Situ
- Carotid Artery Stenosis
- Cerebral arteriovenous malformation
- Coronary Angioplasty*
- Ductal Carcinoma in situ
- Low level prostate cancer with Gleason score between 2 and 6
- Serious Accident Cover
- Surgical removal of one eye
- Third Degree Burns covering 5% to 19% of the body's surface area or 25% to 49% of the face's surface area

***Please note:** Coronary Angioplasty has been moved from the main Specified Illnesses category to the Partial Payments category following the 2016 review of the Plan.

There is only one Partial Payment per life per plan. If you have claimed Partial Payment Specified Illness Benefit and need to claim Specified Illness Benefit at a later date, the amount of benefit that you will receive will not be affected.

Please note: The qualifying Specified Illnesses below were introduced at the 1st October 2016 review. Only diagnoses that occur after this date are eligible to claim Specified Illness Benefit under the Partial Payment section for these illnesses. If, prior to joining the Plan, you have suffered from one of the Specified Illnesses you will never be covered for that illness.

The only exception applies if you are diagnosed with a full payment Specified Illness within 30 days of diagnosis of a Partial Payment Specified Illness. In this case, the full payment will be made under the main Specified Illness Benefit only.

Terms and conditions apply.

Please contact Cornmarket for the policy definition of each Specified Illness and its pre-existing conditions.

3. Pension Premium Protection Benefit

A member's pension can be one of the first things to be affected if they are claiming from the Plan and taken off payroll. They may be missing some years of Superannuation contributions as a result.

The Plan recognises this fact by providing **5% of the salary** that your Disability Benefit is based on into a separate Personal Retirement Savings Account (PRSA), if you are claiming from the Plan for more than 2 years. This applies to all claims admitted **after** 1st October 2016.

For members whose claim was admitted **before** 1st October 2016 and who were claiming from the Plan for more than 2 years, a further 10% of the salary that your Disability Benefit is based on will be paid into a separate Personal Retirement Savings Account (PRSA).

This additional contribution will continue to be paid until you recover, return to work, die or reach age 65.

Important

The Pension Premium Protection Benefit only applies to Disability Benefit claims admitted on or after 1st June 2011.

4. Life Cover

Death Benefit

If you die, the issue of financial support may be even more pressing for your family. Mortgage payments, day-to-day living expenses, credit card bills, etc. will still have to be met by those you have left behind. The Plan recognises this fact by providing an important extra benefit in the form of a **Death Benefit (typically equivalent to twice your annual salary)**. As with your Disability Benefit, this Death Benefit is salary linked – so it changes each year in line with your salary.

This benefit ceases when:

- You reach the 31st August after your 65th birthday **or**
- You retire (other than on grounds of ill health if you were an existing claimant at the time that you were granted Ill Health Early Retirement Pension) **or**
- You leave the Plan, whichever is earliest.

All members of the DCU Group Income Continuance Plan are covered for Death Benefit unless they decided not to avail of it when this benefit was introduced in June 2008.

Important information regarding the payment of Death Benefit

Revenue rules permit the payment of a tax-free lump sum payment of up to four times salary, in the event of death in service before retirement. In the majority of cases, the full amount of the benefit under this Plan will be payable as a tax-free lump sum.

The tax-free lump sum Death Benefit will be payable by the Trustees of the Plan to one or more dependants** chosen in accordance with the Plan rules. You may, however, wish to assist the Trustees in exercising their discretion by indicating the person(s) to whom you would wish the tax-free lump sum to be paid, by completing a Letter of Wishes. Any balance of Death Benefit that cannot be paid as a tax-free lump sum will be provided as a pension for your surviving dependants, subject to certain restrictions.

**Dependant means your spouse, civil partner, child or any other person who, in the opinion of the Trustees, is wholly or substantially dependent on you for the ordinary necessities of life or was dependent on you during the two years immediately preceding the date of your death.

What happens at my retirement?

The vast majority of members still need some element of Life Cover (Death Benefit) even after they retire. For this reason, members will automatically move into Cornmarket's Retired Members' Life Cover Plan (underwritten by Irish Life) upon retirement, without having to undergo any medical underwriting.

Contributions for this Plan will not commence until your membership has been transferred into the Retired Members' Life Cover Plan at retirement. The cost of this Plan is 0.5% of the Full-Time Equivalent Pensionable Salary. Full-time Equivalent Pensionable Salary (FTEPS) takes into account your basic salary at retirement, plus any fluctuating pensionable earnings averaged over the 3 years prior to your retirement.

The benefit payable under this Plan is set out in the table below:

Age at date of death	Level of Death Benefit
50 – 59	180% of salary*
60 – 64	120% of salary
65 – 69	90% of salary
70 – 74	60% of salary
75 – 84	24% of salary

*Salary is defined as Full-Time Equivalent Pensionable Salary and is determined at the date of retirement.

Please note: Rates and benefits are guaranteed until the next Plan review which is scheduled to take place on/after the 1st January 2022.

Cover and premiums cease at age 85.

Members who wish to opt-out from the Plan, can do so by sending a letter to SPS Admin Department, Cornmarket Group Financial Services Ltd., Christchurch Square, Dublin 8.

Affordable for every member

How much does the DCU Group Income Continuance Plan cost?

As membership is so vital, the Plan is designed to be affordable for every member. The benefits and contribution rate of the Plan are negotiated on a special 'group basis' for DCU staff members.

The contribution rate is currently set at 2.26% of gross salary and is conveniently deducted from your salary by your employer.

Plan cost

Disability Benefit	1.75%
Death Benefit	0.28%
Specified Illness Benefit	0.13%
Pension Premium Protection	0.10%
Total Cost	2.26%

Note: This rate includes the Government Insurance Levy of 1%.

Please bear in mind that it is your responsibility to ensure that the correct deductions have been made by your employer and that deductions are cancelled where appropriate.

Special concession for members with a salary of less than €15,000 per annum

For members earning a salary of less than €15,000 per annum, the benefits of the Plan are provided free of charge. Contributions will commence when your salary reaches €15,000 or above. This information will be provided by DCU.

A helping hand from Revenue

You are eligible for tax relief at your highest rate of tax on the part of your contribution going towards Disability Benefit, Death Benefit and Pension Premium Protection Benefit (2.13% of the total 2.26%).

The Death Benefit is provided under an AVC arrangement and, therefore, qualifies for tax relief. As you make your contributions through salary, tax relief is applied automatically.

Example

Income	Weekly Gross	Weekly Net
€30,000	€12.99	€10.54*
€50,000	€21.66	€13.49**
€70,000	€30.32	€18.89**
€100,000	€47.64	€29.68**

*If you are paying income tax at 20%, your net contribution will be 1.83%.

**If you are paying income tax at 40%, your net contribution will be 1.41%.

Please note: This rate (based on the benefits in place at the 2016 review) is guaranteed until the next Plan review which will take place on/after 1st October 2019.

How to join the Plan

To be eligible to apply to join the DCU Group Income Continuation Plan, you must be:

1. Under age 65 **and**
2. Employed in pensionable employment **and**
3. A staff member in Dublin City University (DCU).

All eligible new employees are automatically included in the Plan upon commencement of employment, unless they decide to opt out of the Plan.

Important

Employees on paid or unpaid maternity leave are eligible to join the Plan. Subject to the rules governing new entrants.

Apply to join now,
simply call us on
(01) 470 8054

Job/work sharers

Eligible job sharing/work sharing staff members of DCU who satisfy the eligibility conditions may also apply to join the Plan. The level of contribution and benefits which apply for them may differ from those relevant for permanent full-time members.

Important

You must be a staff member of DCU to be an eligible member of the Plan. If you leave DCU, you must inform Cornmarket in writing as you can no longer stay in the Plan and you will not be able to claim from it.

How to Join?

The DCU Group Income Continuation Plan helps DCU staff members maintain the standard of living they deserve. If you haven't already joined the Plan, do it today.

Cover begins as soon as Friends First accepts you as a member of the Plan.

Frequently asked questions

1. When does my membership begin?

All staff members are automatically accepted into the DCU Group Income Continuance Plan from the date that pensionable employment with DCU begins. Members will receive a formal acceptance letter from Cornmarket, confirming that they have been included as a member of the Plan.

If you apply to join the Plan at a later date, your cover begins from the date that Friends First accepts your application to the Plan. In some cases, medical evidence may be required before membership of the Plan can be confirmed. This may involve providing further details over the telephone or attending a medical examination at Friends First's expense.

2. What is the deferred period?

The deferred period is the waiting period before the Plan benefit becomes payable. For the purpose of this Plan, the deferred period is 13 weeks (92 days) disability in a 12 month period, or 26 weeks (183 days) in a rolling 4 year period, where Standard Sick Leave has been granted. For cases where Extended Sick Leave has been granted, the deferred period is after 26 weeks (183 days) disability in a 12 month period or 26 weeks (365 days) in a rolling 4 year period.

Please note

Friends First has agreed that periods of sick leave prior to joining the Plan (except that taken as a result of an excluded condition) will be taken into account in the calculation of the expiry of the deferred period.

3. When does my membership end?

Membership of the Plan ends:

- On your 65th birthday as far as the Disability Benefit and Pension Premium Protection Benefit are concerned, and on 31st August following your 65th birthday, as far as the Death Benefit and Specified Illness Benefit are concerned (assuming you have not retired) **or**
- If you leave DCU or your membership of the DCU Group Income Continuance Plan ceases **or**
- If your contributions to the Plan cease (please bear in mind that the responsibility to ensure that the correct contributions to the Plan are paid rests with you) **or**
- On your retirement (other than on grounds of ill health, if you were an existing claimant at the time that you were granted Ill Health Early Retirement Pension) **or**
- On your death, whichever is earliest.

However, you have the right to carry on an element of Death Benefit following your retirement, as members will automatically move into **Cornmarket's Retired Members' Life Cover Plan** (underwritten by Irish Life) upon retirement (see page 16 for more information).

4. What is the definition of salary?

For the purpose of this policy, salary is defined as:

- i) For a Plan member **who is** a member of the Superannuation Scheme
 - Basic annual salary, plus the average of any allowances received in the preceding 3 years, which are taken into account for sick pay and/or for the purposes of the Superannuation Scheme
- ii) For a Plan member **who is not** a member of the Superannuation Scheme
 - Basic annual salary plus the average of any allowances received in the preceding 3 years, which are taken into account for sick pay and/or for the purposes of the Superannuation Scheme; if that member had been a member of the Superannuation Scheme.

5. When does benefit payment under the Plan begin?

Once Friends First accepts your claim and you have completed the relevant deferred period, your benefit payment under the Plan will begin.

Please remember that it can take around **3 months** to process your claim. Please see page 23, Claiming from the Plan for full information.

6. For how long will I be paid benefit under the Plan?

The Plan will continue to pay benefit as long as your illness or injury prevents you from doing your normal job and you are not following any other occupation. Disability Benefit payments will stop when either:

- You recover **or**
- It has been determined by Friends First, based on medical evidence, that you are no longer prevented from doing your normal job because of illness or injury **or**
- You return to work **or**
- You die **or**
- You reach your 65th birthday, whichever is earliest.

In certain cases benefits may be paid where the member returns to work but at a reduced level of earnings due to partial disability.

Important if claim is ended

In the case of claimants who have been in receipt of benefit for 12 months or more, where medical evidence indicates that a member is fit to return to work, Friends First will give **3 months'** notice before ending the payment of benefit.

7. How disabled do I have to be to qualify for benefit under the Plan?

To qualify for benefit under the Plan, Friends First must be satisfied that you are totally unable to carry out the duties of your normal occupation because of illness or injury, and that you are not engaged in any other occupation for profit, reward or remuneration.

Definition of a Period of Disability

This is a period of time when a member is totally unable to carry out their normal job due to a recognised illness or accident. During this time they are not engaged in any other occupation for profit, reward or remuneration of any kind.

8. What if I take a career break, take unpaid leave or change my working hours?

If you plan to take a career break, unpaid leave or change your working hours (e.g. job sharing) please contact Cornmarket on **(01) 408 4195** to discuss the options available.

9. Are there any exclusions under the DCU Plan?

Exclusions for Disability Benefit

Disability Benefit will not be payable to any member who is not engaged in their full-time occupation when their illness or injury occurs.

In some cases, individual members may be accepted into the Plan subject to exclusions in respect of specific conditions.

Important - Sick Leave exclusion

Any sick leave taken as a result of any excluded condition or illness will not be used in the calculation of the deferred period or factored into the claim.

There will be no entitlement to benefit under this policy if the circumstances giving rise to a claim for benefit are attributable to:

- a) Any form of war, whether declared or not **or**
- b) Participation in a riot, insurrection or civil commotion **or**
- c) The taking of alcohol or drugs (other than under the direction of a registered medical practitioner) **or**
- d) A wilfully self-inflicted injury or the deliberate neglect of health by failure to seek or follow medical advice.

Exclusions for Death Benefit

Benefit will not be payable in the event of the death of the member arising directly or indirectly from any war (whether there has been a declaration of war or not) **or** from any cause if he/she becomes a member of the armed forces of any country **or** otherwise becomes engaged in a form of national service.

10. What benefits do members on a temporary contract get?

A claim in respect of a member on a temporary contract is treated in the normal manner as outlined on page 23 Claiming from the Plan. If a member is disabled and their contract expires before the end of the deferred period (see page 19, question 2), then their claim will be considered under the usual medical evidence requirement. For example, if a member suffers an illness with 3 months remaining on their contract, and remains disabled to the end of the deferred period, their claim will be considered in the normal manner.

11. What if I have unearned income?

In general, investment and rental incomes are not taken into account when making a claim under the Plan. However, benefit from an accident or sickness policy will be taken into account, except in the case of once-off lump sum benefits which are paid under a Critical/Serious Illness Policy.

12. What happens in the event of judicial separation or divorce?

In the event of judicial separation or divorce, you can apply to obtain a Pension Adjustment Order which will set out the payment of Death Benefit under the Plan.

You are eligible to do this if you are:

- A member of the DCU Group Income Continuance Plan **and**
- Obtain a judicial separation or divorce **and**
- A member of the DCU Pension Scheme (not retired).

Further information about the operation and impact of a Pension Adjustment Order can be obtained from the Pensions Authority.

13. Under what circumstances can the Plan be amended?

The Plan contribution rate and benefits are reviewed on a regular basis. The next review of the DCU Group Income Continuance Plan will take place on/after 1st October 2019.

These reviews provide Cornmarket with an opportunity to canvass the market and secure the best deal for members.

At these reviews, Friends First can also change the rate of contribution, or the benefit levels for all members in the Plan, or terminate the Plan altogether.



Claiming from the Plan

A step-by-step guide

Cornmarket's role is to help guide members through the claims process and we have considerable experience in this area. We work closely with the relevant insurance companies, on behalf of claimants, to ensure that all claims are promptly paid. We are here to talk you through the process and to explain any additional documentation that you may need to provide.

1. Contact Cornmarket

Cornmarket is not automatically notified of your absence from work through illness. This means that you should let us know as soon as you become aware that, due to illness or injury, your salary is likely to reduce to half pay or cease altogether. Ideally, we should be informed about **8-9 weeks** in advance to enable Friends First to assess your claim and gather the relevant medical and employer information. As this may not always be possible, Friends First may not be able to pay your benefit at the time your salary reduces or ceases. In such cases the benefit will be backdated where the claim is subsequently admitted. You can contact us by:

Phone: **(01) 408 4018**

Post: **SPS Claims Department,
Cornmarket Group Financial Services Ltd.,
Christchurch Square, Dublin 8.**

Email: **spsclaims@cornmarket.ie**

In the event of a claim, you may wish to nominate someone to contact Cornmarket on your behalf and to assist you with your claim e.g. spouse, next of kin etc. If you wish to do this, please send Cornmarket a letter or email, signed and dated by you, outlining the **name, address and date of birth** of your nominated person.

Please be aware that if you nominate someone to act in this capacity, they will become privy to the information related to your claim which may include medical and financial details. However, they will not have the authority to make changes to your policy e.g. cancel your policy.

This nominated person will only be able to deal with Cornmarket regarding your claim. This permission does not extend to them dealing directly with the insurance company.

2. Your claims pack

Once you have informed us that you wish to make a claim, we will tell you what information is required for Friends First to assess your claim.

3. Processing your claim

Once we receive your completed Claim Notification Form, we will send the details to Friends First so that an assessment of your claim may begin immediately. Thereafter, we will send on any documentation as we receive it and we will liaise between you and Friends First throughout the claims process.

It takes time to gather the necessary medical evidence (specialist medical evidence and/or independent medical assessments) to determine disablement, and to gather information from employers* in order to assess the amount of benefit to be paid if the claim is admitted.

Consequently, claims typically take around **3 months** to process from the date the claim form is received, until the decision is made. Some very straight-forward claims, where the member has already returned to work or is very seriously ill, may be processed sooner than this if no medical evidence is required.

*Employer information includes salary, sick leave, half and off pay dates, Temporary Rehabilitation Remuneration (TRR), Ill Health Early Retirement Pension.

4. Medical examination

Medical evidence will be assessed by Friends First. In most cases the insurer will request that you attend an independent medical examination to help determine whether or not you are able to carry out your normal job because of your illness or injury.

5. Additional medical evidence

In some cases, Friends First may require additional medical evidence from doctors and/or specialists who have attended you. You may be requested to attend a further medical examination (at Friends First's expense).

6. Decision on your claim

Once all the medical evidence and documentation have been received, the insurer will make a decision on your claim.

7. Your benefit

Once a claim is being paid, payment of the benefit is made by Friends First every four weeks in arrears. Benefit payments are subject to income tax.

Your benefit will continue to be paid for as long as you remain unfit to carry out your normal job because of illness or injury. Benefit payments will stop when:

- You recover (i.e. when Friends First decides, based on medical evidence, that you are no longer prevented from doing your normal job because of illness or injury) **or**
- You return to work **or**
- You die **or**
- You reach your 65th birthday, whichever is earliest.

In certain cases, benefit may be paid where you return to work at a reduced level of earnings due to partial disability. Friends First may require medical evidence confirming that you remain unfit to work.

**Please contact
Cornmarket on
(01) 408 4018 for full
details of the Plan.**

Important

Short-term claims

As a result of the changes to Public Sector sick pay arrangements in 2014, there has been an increase in short-term claims. With some short-term claims, the medical evidence required may not be as detailed as that required for a long-term claim.

Late notification of claims

It is not often possible to retrospectively assess the validity of a claim in cases where a significant period of time (approximately 3 months) has elapsed since your salary reduced or ceased. For this reason, it is vital that you register your claim promptly in line with the guidelines given (**8-9 weeks** before your salary reduces to half pay or ceases altogether). In the case of late notification of a claim, cases will be assessed on individual merit and the insurer reserves the right to decline to assess the claim.

DCU Group Income Continuation Plan

This Plan Summary provides an outline only of the main benefits of the DCU Group Income Continuation Plan as of February 2017. It is issued subject to the provisions of the policy, and does not create or confer any legal rights. The information contained herein is based upon our current understanding of Revenue law and practice as of February 2017.

The DCU Group Income Continuation Plan is governed by the master Policy Document No. 708218 issued by Friends First. Members of the Plan may request a copy of the policy document from the Head Office of Dublin City University or the Dublin office of Cornmarket Group Financial Services Ltd.

The Death Benefit is provided under Group Life Assurance Plan No. 710496 issued by Friends First. This is a Defined Contribution Scheme for the purposes of the Pensions Act 1990. It is designed to qualify as an exempt approved scheme under Chapter 1 of Part 30 of the Taxes Consolidation Act 1997 and is established under Trust with formal Rules. All benefits payable under the Plan are provided by means of one or more insurance policies with Friends First. Trustees Freedom Trust Services Limited, Cherrywood Business Park, Loughlinstown, Dublin 18.

This booklet provides a simple explanation of the operation of the Group Life Assurance Plan but you should bear in mind that it cannot overrule the Trust Deed and Rules which govern the Plan. These may be inspected by arrangement with your employer.

Cornmarket is committed to providing a high level of service and has a complaint handling procedure in place. Should you feel that you have not received a satisfactory level of service, please write in the first instance to Compliance Department, Cornmarket Group Financial Services Ltd, Christchurch Square, Dublin 8.

If you are dissatisfied with the outcome of your complaint through Cornmarket, you may also submit your complaint to the Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, or log on to www.financialombudsman.ie.

Join the Plan: Call us on **(01) 470 8054**
or email **clientservices@cornmarket.ie**

For general Plan queries: Call us on **(01) 408 4195**
or email **spsadmin@cornmarket.ie**

To make a claim: Call us on **(01) 408 4018**
or email **spsclaims@cornmarket.ie**
or visit **cornmarket.ie**

Cornmarket Group Financial Services Ltd. is regulated by the Central Bank of Ireland. A member of the Irish Life Group Ltd, which is part of the Great-West Lifeco Group of companies. Telephone calls may be recorded for quality control and training purposes. The Plan is underwritten by Friends First Life Assurance Company dac. Friends First Life Assurance Company dac is regulated by the Central Bank of Ireland. Irish Life Assurance plc is regulated by the Central Bank of Ireland.