

PENSIONS ONLINE

A MEMBERS GUIDE

YOU ENJOY TODAY WE LOOK AFTER TOMORROW



Pensions Online is a secure, password-protected website from New Ireland Assurance, where you can view up-to-date information on your pension, including payments you've made, fund values and choice of funds. It forms part of our ongoing efforts to provide you with the information you need to get the most out of your pension.

How do I logon to the online service

Step 1

- Logon to www.newireland.ie.
- Click on the 'Pensions Online' button.
- On the 'User Login' page, simply click on 'Activate Account'.
- You will then be asked to read the 'Terms and Conditions' of the site. To continue, click on the 'I accept' button.

Step 2

To register for Pensions Online, you will need the following information:

- Your **PPS Number** (this should be on your payslip).
- Your **Member Number** (this can be found on your Member Certificate).
- Your **Date of Birth**.
- Your **email address** (if available). We can then send you an email to confirm your registration details or your change of password.

We will automatically update your details and provide you with a **Username**, which you should write down as you will need it each time you login.

You will then be asked two personal questions, which we will use to confirm your identity in the future.

Step 3

Finally, you will be asked to set up a login **Password**.

- It must be 8 characters or more long.
- It has to contain at least one number and one capital letter.
- You cannot use any blank spaces.

We will then send you an email, confirming that you have set up your **Password** successfully.

Congratulations!

You now have a **Username** and **Password** so you can easily logon to **Pensions Online** and view your account information

Remember

To safeguard your information, we advise that:

- You keep your password secret at all times.
- Passwords should be easy for you to remember, but difficult for anyone else to guess.
- You change your password frequently. You can do this by going to the **Frequently Asked Questions (FAQs)**, located on the top of your login page.

Pensions Online is available Mondays to Fridays from 8am to 8pm.*

Don't forget that if you have any questions, you can always access the FAQs located on the top of your login page.

Accessing information

When you logon to **Pensions Online**, you can select your pension account from the **Scheme List** page. It is then easy to navigate through your account details by using the menu bar located on the left hand side of the screen.

- Click on the '**Scheme Number**' to display the '**Personal Details**' page.
- The '**Contribution History**' page shows the last twelve payments you have made or have been made on your behalf.
- The '**Account Statement**' page displays the value of your pension account and your current contributions. Your fund value will be indicated in the '**Current Fund Value**' section.
- You can also check the performance of the funds you are invested in by clicking on the latest Quarterly Investment Report under '**Investment Performance**' (located on the menu bar). If your computer cannot open this report, just click on '**Download Adobe Acrobat Reader**' and you will then be able to view these reports whenever you want in the future.
- To check which funds your contributions are invested in, and whether your contributions are split between funds, click on '**Choice of Funds**'.

Don't forget that if you have any questions, you can always access the FAQs located on the top of your login page.

* There may be times when we need to upgrade or carry out maintenance on the website. In these cases, a message will appear, explaining that the site is under maintenance.

New Ireland Assurance Company plc. is regulated by the Financial Regulator. Member of Bank of Ireland Group.

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