



Republic of Ireland Colleague Benefits

This document gives you an overview of the benefits available under the bank's flexible benefits programme for colleagues in Republic of Ireland.

To make use of single sign on links within this document please [sign in](#) to the NatWest Group Benefits Hub.

[Defined Benefit Pension Plan](#)

[The RBS Group Ireland Retirement Savings Plan](#)

[Life Cover](#)

[Disability Cover](#)

[Life Assurance Spouse Partner](#)

[Critical Illness Insurance](#)

[Personal Accident Insurance](#)

[Private Medical Cover](#)

[Dental Insurance](#)

[Health Assessment](#)

[Holiday Buy](#)

[Bike for Work](#)

How it works

Your pension is a way of providing an income for your life after work.

About this benefit

The name of your scheme depends on your region (see below). But we'll talk about it generally as 'the scheme'.

Great Britain	The NatWest Group Pension Fund
Northern Ireland	The Ulster Bank Pension Scheme
Jersey, Guernsey, Isle of Man, Gibraltar	International Pension Trust
Republic of Ireland	The Ulster Bank Pension Scheme ROI Lombard Ireland Limited Non-Contributory Pension and Death Benefits Plan First Active Pension Scheme

This defined benefit pension is based on the time you've been a member and your 'final pensionable salary'. Your pensionable salary is on your pay statement – it simply means your pay that your pension is based on. Your **final** pensionable salary is based on your pensionable salary when you start to take your pension. Membership can also give you other benefits, such as:

- life cover to give your family some protection after your death; and
- an income if you're too sick and can't work.

Each scheme has several sections.

Each one slightly different terms and conditions.

Contact WTW if you need to check which one you're in and to see the specifics of your plan.

If you're already in the Benefits Hub, you can click [here](#) to reach the WTW website without a password. Or you can go

to epa.towerswatson.com/accounts/rbs directly, but you'll need your log in details.

Membership

No one can join the scheme anymore – most schemes were closed to new members in 2006.

But if you're already a member you can still build up benefits and make certain changes. We've listed the changes in 'Your options' under the 'More info' page.

If you're not a member, you can pay into the Retirement Savings Plan instead. To see what plan you're in, look at your Confirmation Statement in the Benefits Hub.

Your pension

You get a pension for life at your retiring age, which is normally 63 or 65. You can start to take your pension from 50 if the Bank and the Trustee agree. But it will be less, as you are taking it early.

Whatever age you take it, you can normally pay to choose to swap some of your pension for a tax-free cash lump sum.

Security for your family

If you die while you're still an 'active member', the scheme will pay out life cover and a monthly pension. Being an 'active member' means you're paying into the scheme.

To help us pay the money to the right people, go to the [WTW website](#) to make sure you've made your wishes clear. Remember to keep this up to date if your personal situation changes (for example, if you lose a partner or become a parent).

See more detail in the 'If you die' section on the 'More info' page.

Boosting your benefits

You can "top up" your savings for life after work by adding Additional Voluntary Contributions (AVCs). You'll find out more about this and how to do it [here](#) on the AVC page on Insite.

Cost and tax

What you pay

You pay a charge equal to 15% of your 'DB Chargeable Salary'. Your DB Chargeable Salary is based on your base salary before the 1 October 2018 changes so they don't affect your pension charge. You get some Income Tax relief because the charge comes off before tax. You'll also get some relief from USC and PRSI.

The charge will show on your payslip as 'RBSelect Pension'.

You may need to pay an extra contribution, depending on what section of the scheme you're in.

The Group helps you to pay for your pension with funding of 15% of your basic salary. The total cost of providing your pension is much more than the cost to you, so the Bank also pays in to the scheme to meet the overall cost of benefits.

Contribution examples

The tables below show some examples of how contributions work for different tax bands. This is just a guide – your figures might not match this exactly.

'Standard rate' tax

You'll normally pay 20% Income Tax. So, if your charge for membership is €500 a month, you'll only pay €400 because of the tax relief.

Monthly charge	Monthly actual cost	Monthly Tax savings	Annual actual cost
€50.00	€40.00	€10.00	€480.00
€100.00	€80.00	€20.00	€960.00
€500.00	€400.00	€100.00	€4,800.00

'Higher rate' tax

You'll normally pay 40% Income Tax.

Monthly charge	Monthly actual cost	Monthly Tax savings	Annual actual cost
€50.00	€30.00	€20.00	€360.00
€100.00	€60.00	€40.00	€720.00
€500.00	€300.00	€200.00	€3,600.00

Tax limits

The highest amount of pension contributions you can get Income Tax relief on depends on your age:

Age	Limited to
under 30 years	15% of gross pay
30-39 years	20% of gross pay
40-49 years	25% of gross pay
50-54 years	30% of gross pay
55-59 years	35% of gross pay
60 years plus	40% of gross pay

Your gross pay for tax relief purposes is limited to €115,000.

There's also a limit of €200,000 on the amount of tax-free cash you take.

Lump sum amounts between €200,000 and €500,000 will be taxed at 20%.

Amounts over €500,000 will be taxed at your highest tax rate, and be subject to USC.

Read more about tax allowances on the [revenue website](#).

More info

Your options

You have several options open to you for your pension.

- Stay in the scheme.
- Leave the scheme.
- Pay Additional Voluntary Contributions (AVCs) to your pension.

Leaving the scheme while still working here ('opting out')

You can choose to leave the scheme, or opt out, at any time. If you choose to leave, you will stop paying the monthly charge

You'll automatically join the Retirement Savings Plan with a default employer contribution of 15% of salary (less a small amount for compulsory Life Cover and Disability Cover). You can change the amount you contribute at any time. You need to be actively at work on the date you opt out for Life Cover and Long Term Disability to start. Once you've opted out of the scheme, you will be a 'deferred' member.

You'll need to give a full month's notice to leave the scheme, so if you do so now it won't happen until the month after next. For example, if you opt out during April, your last day of active membership will be 31 May.

If you want to opt out you can do this on the Benefits Hub. If you change your mind during the notice period – let HR know by [clicking on Ask Archie on the Intranet page](#). If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can either:

- ask your manager to contact Archie for you; or
- you can email hronline@natwest.com. This email address is only for colleagues who are out the business or on leave.

Remember: if you leave, you can't re-join the scheme.

The scheme is a valuable benefit, so opting out is a major step. You should take independent financial advice and think very carefully before you choose to leave.

For example, consider the people you want to get your pension benefits if you die. If you leave the scheme, those benefits will change. It's important to let them know if you decide to leave.

If you opt out, your pension will be based on your service and pensionable salary only up to the point you leave.

This will also apply to any ill-health pension you might receive, or that your dependants may get after you die.

You won't get any special early retirement terms or enhanced redundancy terms available to scheme members.

If you die

The scheme pays out a lump sum to your beneficiaries.

To help us pay the money to the right people, go to the WTW website to make sure you've made your wishes clear.

The amounts payable depend on:

- your salary;
- whether you're still a member of the scheme; and
- how long you've been a member of the scheme at the date you die.

The scheme may also pay a pension to your partner or children.

If you get too sick to work

If you have to stop work due to ill health, you might get a pension from the scheme. It depends on your personal situation and what part of the scheme you're in.

If you leave the Bank

If you stop working here, your monthly charge will stop and you won't build up any more pension.

We'll work out the pension you have built up at the date you leave – called your 'deferred' pension.

This pension will increase in line with inflation (up to a cap of 4%) until you start to receive it.

Help and documents

Financial advice

We aim to give you general information and guidance about the scheme and your benefits. But we are not allowed to give you advice on your personal finances. For that you need to speak to an independent financial adviser.

It's important to make sure that any adviser you speak to is properly qualified and registered. There are always scammers in the pensions market. They'll often ask you to sign up for a 'free pension review', a 'one-off investment opportunity' or a 'legal loophole'.

So the best place to find out more about getting financial advice and avoiding scams is your local financial guidance website:

Great Britain and Northern Ireland	www.moneyhelper.org.uk www.fca.org.uk
Jersey	www.jerseyfsc.org
Guernsey	www.gfsc.gg
Isle of Man	www.iomfsa.im
Republic of Ireland	www.pensionsauthority.ie
Gibraltar	www.cab.gi/money-advice

For information about your specific pension:

- log in and check your Confirmation Statement on the Benefits Hub; or
- visit the member portal on the WTW website where you'll find a record of your pension details, including your AVC balance and fund choices.

You can also check your personal details are up to date, get a quote or fill in a Letter of Wishes which the Trustee will take into account if you die.

Further information

You can also use the [WTW website](#) to:

- Read general information about how your pension scheme works;
- Check and update your personal details, and keep your beneficiaries up-to-date;
- See how much pension you've built up;
- Choose when and how you can take your benefits from the pension, with information that explains the choices available; and
- Model your pension to see what happens if you stay in the plan until you take your benefits or transfer the value out to another arrangement.

How to contact Willis Towers Watson

Online	If you're logged into the Benefits Hub you can click here to access the WTW website without a password. If you're not logged in you can go directly to epa.towerswatson.com/accounts/rbs but you'll need your log in details
By phone	ROI: +353 1 669 4470
By email	ROI: RBSIrishpensions@willistowerswatson.com
By post	ROI: Ulster Bank Pension Scheme Administration Team, Willis Towers Watson House, Elm Park, Merrion Road, Dublin 4, DO4 P231

Terms and conditions

If you want a copy of the full terms and conditions you can find these on the [WTW website](#)

Our documents

You can find a number of useful documents in the Plan Library section of the [WTW website](#), including the:

- Fund Booklet – that provides information on how your pension is invested
- Annual Newsletter – which keeps you updated with news about the Fund

- Annual Report & Accounts – sets out the financial contributions to the Fund

Our forms

All forms are available on the [WTW website](#)

These range from the forms you might need to tell us who you want to receive any death benefits from the scheme, or to apply to leave the scheme or retire early.

For anything else, contact WTW.

How it works

The Retirement Savings Plan allows you to save money towards benefits in later life, through contributions from your monthly pay.

About this benefit

The Retirement Savings Plan – or ‘the RSP’ - is a ‘tax-efficient’ way of saving money.

In other words, the effective cost of your contributions is less because they get Income Tax, USC and PRSI relief. And you can receive some of your benefits tax-free too.

It’s also very flexible. It’s a ‘defined contribution’ plan, so you can choose how much to save, where to invest it, when to take it out, and what to do with it.

Some restrictions apply – more details are below and on ‘More info’.

It’s looked after by a Trustee Board that’s separate from the Bank. The Trustee and the Bank have appointed Irish Life as administrators and investment managers for the RSP.

In light of the phased withdrawal from Ireland, members of the RSP will be joining the Irish Life EMPOWER Master Trust during 2023. The benefits that you enjoy in the RSP will remain substantially the same. You’ll be kept informed over the coming months as the move progresses about what it will mean for you.

We’ll have already placed you in the RSP

Being a member of the RSP doesn’t necessarily mean you’re actually paying any money in.

You can see if you’re already a member on the Benefits Hub and how much you’re paying in.

You’ll be in the RSP unless you’re an active member of one of our defined benefit plans.

When you join the Bank we automatically set up contributions for you. You can find full details on this on “Cost and tax”.

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✓	✓
Fixed-term contract	✓	✓	✓	✓

Your new joiner window lasts for 3 months, then closes at the end of the month you make your first choice.

Please note: If you're on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase your contributions. You will be able to increase your choices when you come back from leave. For more details, please check the policy for the type of leave you're on.

To start or increase your contributions, you must be 'actively at work'. This means you're working as usual, or just taking normal holiday.

Taking your benefits

Most people wait until they retire to take their money, but you can draw it any time after you turn 50.

You've got some options for what to do with it:

Buy a pension	You can take your savings to an insurance company and buy a pension.
Transfer your savings to an Approved Minimum Retirement Fund ('AMRF') or Approved Retirement Fund ('ARF')	<p>You might have the option to transfer your fund to an AMRF/ARF. These allow you to 'draw down' money from your pot as and when you want to, and 'keep investing the rest.</p> <p>If you're under 75, you can only transfer to an ARF if you can show you have a guaranteed income of €12,700 a year.</p> <p>If you can't, you'll need to transfer €63,500 to an AMRF or buy an annuity to bring your guaranteed income up to the amount needed.</p> <p>Before choosing this option you should take advice as you may be giving up a guaranteed income for life.</p>

Do a combination

For example, you could use some of your savings to buy a pension and invest the rest to draw down later.

If you're not sure what you plan to do, don't worry. You can change your investments and your contributions to fit your plans as you go. You can start with the 'default option', the Personal Lifestyle Strategy, and check your decision when you get closer to retiring.

The 'default' option means the option we'd put you in automatically if you don't make a different choice yourself. It's a pre-set investment plan that Irish Life manage for you. They invest your money in a mixture of funds. As you get closer to retirement, they gradually move your money from higher-risk, higher-reward funds to lower-risk, higher-security funds.

You can read more about investing and the different funds available in 'More info'.

We can't give you financial advice about your investment choices, we can only explain your options. So if you've looked at the information about the RSP and you're still not sure about what to do, you might want to talk to an independent financial adviser.

Cost and tax

Rules for your contributions

When you first join, we automatically set your contribution at 15% of your salary (less a small amount for compulsory life cover and disability cover) and that will continue unless you tell us otherwise.

If you joined the Bank on or after 1 October 2018, you can't reduce your contributions below 10% of salary unless you've reached the Standard Fund Threshold (€2m in 2023). If this applies to you then you need to contact HR to let us know. You can [click on Ask Archie on the Intranet page](#).

Check if 15% is enough for your future needs.

If you want to pay more, you'll need to choose the amount you want along with your other benefit choices by the end of the month.

It's a good idea to contribute a percentage that's half your age in years when you start paying in, so 15% if you're 30, or 25% if you're 50.

Visit this [Irish Life website](#) and select Retirement Planning to find planning tools to help.

Making changes

You can change what you pay at any time by choosing a new amount on the Benefits Hub. Your new contribution level will then start from the following month.

You won't get any paperwork, but you'll see the change on your next month's payslip, and on your confirmation statement. You'll see your Confirmation Statement when you make your choice on the Benefits Hub.

How tax applies

The tables below show some examples of how contributions might work out for each tax band. It's just a guide though – your figures might not match these exactly.

Standard rate

You'll normally pay 20% tax. So, if your charge for membership is €500 a month, you'll actually only pay €400 because of the Income Tax relief.

Monthly contribution	Monthly actual cost	Monthly Tax savings
€50.00	€40.00	€10.00
€100.00	€80.00	€20.00
€500.00	€400.00	€100.00

Higher rate

You'll normally pay 40% Income Tax.

Monthly contribution	Monthly actual cost	Monthly Tax savings
€50.00	€30.00	€20.00
€100.00	€60.00	€40.00
€500.00	€300.00	€200.00

Tax limits

There's no limit on how much you can pay in, but the Government limits how much you can pay in tax-free every year depending on your age and level of pay.

The highest amount of pension contributions you can get tax relief on depends on your age:

Age	Limited to
under 30 years	15% of gross pay
30-39 years	20% of gross pay
40-49 years	25% of gross pay

Age	Limited to
50-54 years	30% of gross pay
55-59 years	35% of gross pay
60 years plus	40% of gross pay

Your gross pay for tax relief purposes is limited at €115,000.

There's also a limit of €200,000 on the amount of tax-free cash you take.

Lump sum amounts between €200,000 and €500,000 will be taxed at 20%. Amounts over €500,000 will be taxed at your highest tax rate, and be subject to USC.

Read more about tax allowances on the [revenue website](#).

More info

Investing your money

Choosing your funds

When you choose how much to pay into the RSP, you can also choose where you want to invest that money. There are several funds to pick from, based on how much risk you want to take, and when and how you want to take your savings.

Different funds have different levels of risk. So depending on your circumstances and how close you are to taking your benefits, you'll need to decide what kind of balance you want between growing your savings and protecting them from risk.

You can choose to invest in one fund or a mix of several. As a default when you join the RSP, we put your contributions into the Personal Lifestyle Strategy.

There's more information available on the [Irish Life member portal](#) and you'll need your log in details.

We can't give you financial advice about choosing your investment funds – we can only explain your options. So if you've looked at the information about the RSP and are still not sure about what to do, you might want to talk to an independent financial adviser.

Your options

With guidance from their advisers, the Trustees have chosen a range of investment funds that aim to cover most members' needs.

If you don't want to manage your own investments...	If you're comfortable or familiar with investing and want to be more 'hands-on'...
That's fine. You can sign up for the Personal Lifestyle Strategy. It's a pre-set investment plan that Irish Life manage for you.	You can choose your own individual fund – or mix of funds – from our 'Self-Select' range.

Personal Lifestyle Strategy

In a 'Lifestyle' option, we invest your money in a mix of different investment funds. As you get closer to retirement, we gradually move your money from higher-risk funds that aim for high returns to lower-risk, more stable funds.

The Personal Lifestyle Strategy invests your contributions as follows:

Time before you plan to retire (your 'target retirement age')	
More than 20 years	High Growth Fund
Between 20 and 10 years	Move gradually from High to Moderate Growth Fund
Between 10 and 6 years	Move some savings to Stability Fund
Less than 6 years	Move in line with your personal choices

So, your savings keep moving into less risky funds as you approach your retirement age.

Target retirement age

You can set when you plan to take your money. This is especially important if you choose a 'Lifestyle' option, which makes sure your savings are in suitable funds at the time for your plans.

The system automatically sets you up with a target retirement age of 65, but you can change it at any time on the pension website. (The earliest you can currently choose is 50.)

Go to the Irish Life member portal and you'll need your log in details.

Self-select funds

If you don't want to use the Personal Lifestyle Strategy, you can choose your own fund, or mix of funds, from the following.

Fund Name	Objective	Risk Ratings
Developed World Equity Fund	This is a passively managed fund that invests 100% in Developed World Equities, with a 50% exposure to non-Euro currency to reduce risk for Euro investors. It aims to achieve returns consistent with the MSCI World index.	High
Eurozone Equity Fund	This passively managed fund invests in the shares of companies across the Euro region. It aims to achieve returns consistent with of the FTSE World Eurobloc index.	High
High Growth Fund	This fund is a mix of assets such as bonds, shares and property, and it aims to achieve positive returns of Cash + 4.5% while managing the fund within its target risk level. Irish Life Investment Managers monitor and rebalance the fund regularly and may change the mix over time.	High
Moderate Growth Fund	This fund is a mix of assets such as bonds, shares and property, and it aims to achieve positive returns of Cash + 4.0% while managing the fund within its target risk level. Irish Life Investment Managers monitor and rebalance the fund regularly and may change the mix over time.	Medium
Cautious Growth Fund	This fund is a mix of assets such as bonds, shares, property and cash. It aims to have a mix of lower risk assets (cash and bonds) and higher risk assets (shares and property) and to achieve positive returns of Cash + 3.0%. Irish Life Investment Managers monitor and rebalance the fund regularly and may change the mix over time.*	Medium

Fund Name	Objective	Risk Ratings
Stability Fund	This fund is a mix of assets such as bonds, shares, property and cash, and it aims to achieve positive returns of Cash + 2.0%. Irish Life Investment Managers monitor and rebalance the fund regularly and may change the mix over time.	Low
ARF Matching Fund	This fund is a mix of assets such as bonds, shares, property and cash. It aims to have a mix of lower risk assets (cash and bonds) and higher risk assets (shares and property) and to achieve positive returns of Cash + 3.0%. Irish Life Investment Managers monitor and rebalance the fund regularly and may change the mix over time.*	Medium
Annuity Objective Fund	This passively managed fund invests in long-dated Government bonds denominated in Euros. This fund aims to achieve returns consistent with the Merrill Lynch over 10 year Government EMU AAA/AA bond index and can be expected to protect against changes in annuity rates.	Medium
Cash Fund	This actively managed fund invests in a mix of term deposits and other cash like instruments and aims to achieve returns in line with wholesale Euro money market short-term interest rates.	Low

*Note: The Cautious Growth Fund and the ARF Matching Fund are the same underlying fund with different names, reflecting their potential for use at different stages of the investment journey.

Here we explain the three risk ratings in the table. Bear in mind that the value of the funds can go up or down depending on the market so make sure you choose the right level of risk for you.

	How the fund behaves	When it might be suitable...
High risk	Aims for high returns, but with high 'volatility' (short-term ups and downs in the fund's value).	Early to mid-career, when you have time before retirement to make up some short-term losses. You should be comfortable carrying some risk.

	How the fund behaves	When it might be suitable...
Medium risk	Aims for mid-level returns, with moderate volatility.	Early to mid-career, when you have time to make up some short-term losses. You should be prepared to carry some slight risk.
Low risk	Aims for modest returns – more stable than most other funds.	Late-career, when it's more important to protect the savings you've built up than grow them further. At this stage, you want to keep any risk as low as possible.

Irish Life will send you a statement each year to let you know how your funds are doing.

It will tell you:

- the annual income we think you'll *need* in retirement, assuming you're aiming for about a third of your salary; and
- the annual income we think you can *expect* based on your current contributions and savings in the RSP.

You can also keep an eye on the overall performance on the pension website.

Bear in mind the value of your investments can go down as well as up.

There's always some risk involved in investing money, so the amount you get when you choose to take your money could be less than you invested.

If you leave the Bank

If you've been with the Bank for more than two years, you can either:

- keep investing your savings in your chosen funds until you retire; or
- you can transfer your pension benefits to another scheme, for example your new employer's scheme (as long as they accept transfers in).

Note: With effect from 1 January 2023, if you leave the Bank less than two years after joining, the same options apply as though you had worked for more than two years.

If you die

Your beneficiary will get a lump sum from your life cover and the value of your retirement savings. To help us pay the money to the right people, you should fill in an Expression of Wishes form, on the [Irish Life member portal](#).

Help and documents

Financial advice

We aim to give you general information and guidance about the scheme and your benefits. But we are not allowed to give you advice on your personal finances. For that you need to speak to an independent financial adviser.

It's important to make sure that any adviser you speak to is properly qualified and registered. There are always scammers in the pensions market. They'll often ask you to sign up for a 'free pension review', a 'one-off investment opportunity' or a 'legal loophole'.

So the best place to find out more about getting financial advice and avoiding scams is your local financial guidance website:

Great Britain and Northern Ireland	www.moneyhelper.org.uk www.fca.org.uk
Jersey	www.jerseyfsc.org
Guernsey	www.gfsc.gg
Isle of Man	www.iomfsa.im
Republic of Ireland	www.pensionsauthority.ie
Gibraltar	www.cab.gi/money-advice

Our documents

You can find a number of useful documents on the Irish Life website, including the:

- Member Guide – provides information on how your pension is invested
- Investment Booklet – provides information on your fund choices
- Annual Benefit Statement – specific to you and gives you an update on your savings and benefit estimates

Our forms

Forms available on the [Irish Life member portal](#):

- Leaving Statement of Options/Retirement Options form
- Expression of Wishes

Member portal

Pension Planet Interactive' is the [Irish Life member portal](#). Its the best place to find out more about your savings in the Plan, including monthly “fact sheets” on each of the investment funds available. You’ll find useful tools to help you:

- plan for the future by using a modeller which can help you to find out how changes to your pay and retirement age can affect your savings at retirement;
- view your retirement savings account and see how much you’ve saved already
- work out how much extra you might need to save to boost your retirement savings
- estimate your annual costs in retirement for household, leisure, health etc.

If you haven’t registered already, go to the [Irish Life member portal](#), and click register to follow the simple registration process to unlock your access to a wealth of information and tools.

You’ll also find more tools to help you plan for the future at the [Irish Life website](#) under Retirement Planning.

The Irish Life app is also a great place to find out information about your pension. Go to the App Store and look for Irish Life Empower.

How to contact Irish Life

Online :	For general information about the Plan, go to the Irish Life website For information about your retirement savings, go to the Irish Life member portal .
By phone :	01 704 2000 (Ireland) 00 353 1 704 2000 (UK)
By email :	happytohelp@IrishLife.ie
By post :	RBS Group Ireland Retirement Savings Plan – Administration Team Irish Life Corporate Business Irish Life Centre Lower Abbey Street Dublin 1

Terms and conditions

The RSP is set up under a trust, so you can find the full terms and conditions in the trust's deed and rules. You can get a printed copy from Irish Life, but you might have to pay a small charge.

The Pensions Authority website provides you with a wide range of information and guidance material to help you understand pensions, including content that you can tailor according to your personal situation.

How it works

Life cover pays a cash lump sum if you die, that's normally tax free, as long as you're still working for the Bank.

About this benefit

It could give you peace of mind, knowing that a tax free payment, could ease financial strain during a difficult time.

This benefit is payable if you die while working for the Bank.

If you're a member of our Retirement Savings Plan, you automatically have this benefit, whether or not you're actually paying anything into the RSP.

This benefit is **not** available:

- if you're a member of one of the Bank's Defined Benefit pension plans – you already have cover through that plan.
- after you turn 65.

Telling us your wishes

To help us pay the money to the right people, you should fill in an Expression of Wishes form, on the [Irish Life member portal](#). Your beneficiary will get a lump sum from your life cover and the value of your retirement savings.

The scheme is managed through a Trust. The Pension Trustees will use your form to help decide who to make the payment to, but they have the final say. Making the payment through a Trust in this way means it doesn't become part of your estate – so it will usually be free of inheritance tax.

Remember to keep your form up to date if your personal situation changes (for example, if you lose a partner or become a parent).

Your cover

The cover amount will be 3 times your annual Value Account.

Cost and tax

Your monthly charge is 0.165% of your Value Account.

If you're a new joiner, we'll set cover up for you from your first day and take the charge for this from your first pay. So, if you start work on 16 May, you'll pay the first charge on 18 May.

Your cover will renew automatically on 1 October each year. It will stop at the end of the benefit year you turn 65.

Example

We've used someone who has a Value Account of €30,000.

We've used someone who has a Value Account of €30,000.

Benefit is 3 times €30,000 = €90,000

Monthly pay is €30,000 divided by 12 = €2,500 a month.

Cover costs 0.165%.

So the monthly charge is 0.165% of €2,500 = **€4.13**.

If your Value Account changes

Your monthly charge is based on your Value Account. So, if your Value Account changes, so will your monthly charge and the amount of your cover. We'll take care of this automatically and you'll see the new charge on your payslip.

More info

Minimum level of cover

We automatically set you up with cover (3 times your annual Value Account) and this cannot be cancelled.

It's a 'core' cover and is part of your employment contract.

If your life cover is very high

If the total of your life cover is more than €1.8 million, we'll get in touch to do some medical underwriting. (This means extra checks to make sure the insurer is happy to provide that much cover.) We'll send you some forms and let you know you what you need to do.

Proof of cover

You won't receive any paperwork. Your proof of cover is your Confirmation Statement, this has your cover and the level noted on there.

Receiving the payment

Following your death, the cash sum will be payable to your partner, or another dependant, or charity – depending on who you've named as beneficiaries.

Because it's paid through a Pension Trust, the Pension Trustees (and not the Bank) look after it. It's up to them to decide who should get the money and they'll start by looking at who you've nominated. So it's important your nominations get updated regularly to reflect any changes in your life.

Your family should get in touch with your line manager, who will make the necessary arrangements.

If you leave the Bank

Your cover will stop on the date you leave the Bank.

If you're under age 50, you may be able to continue your life cover, without the need for any medical underwriting. The insurer would set the cost. You would have 31 days after you leave to decide whether to take up this option.

It is not available if you're retiring, but should be fine in most other situations.

Please contact Mercer's Protection Consultant by emailing myprotection@mercer.com, if you want to discuss this option.

Help and documents

We've organised our life cover through Irish Life.

To help us pay the money to the right people, you should fill in an Expression of Wishes form, on the Irish Life member portal. Your beneficiary will get a lump sum from your life cover and the value of your retirement savings.

[Expression of wishes](#)

But if you need to speak to someone you'll need to contact HR. You can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can ask your manager to contact Archie for you, or you can email hronline@natwest.com

This email address is only for colleagues who are out the business or on leave.

How it works

Disability cover gives you peace of mind, paying you an income if you can't work because of illness or injury – and support to help you get back as quickly as possible.

About this benefit

This benefit could pay you a monthly income if you're too unwell or injured to do, full or part-time either:

- your current job; or
- a similar job that might suit you.

It's the insurer's decision whether you are eligible to receive Disability Cover benefit. See 'More info' for further details on this.

If you're a member of our ROI Retirement Savings Plan, you automatically have this benefit, whether or not you're actually paying anything into the RSP.

But please note:

- Your Value Account must be €14,421.33 a year or more for you to qualify for this benefit;
- If you belong to another one of our Defined Benefit pension plans, you might have different disability benefits.

Also please bear in mind that we don't offer Disability Cover for anyone over 65. (If you have cover then turn 65, we'll stop it at 30 September before your 65th birthday.)

Your cover

The amount you get depends on your Value Account – as you can see in this table.

Value Account	What you get
Below €14,421.33 a year	You don't qualify for our disability benefit
€14,421.34 to €43,264.99 a year	75% of your Value Account a year (less State Disability Benefit), for up to five years
Over €43,265 a year	50% of your Value Account a year, for up to five years

It'll go up in line with inflation, **up to** 2.5% every year.

As well as the single State Disability Benefit, we'll also take the following off the amount you receive:

- Any money you make from any work you do outside the Bank – like profits, pensions and any other earnings.
- Any compensation the court has awarded you for your disability (we'll work this out in weekly amounts).
- Benefits from any income protection policies you have somewhere else.

Cost and tax

If you take up this benefit, you'll pay €3.75 a month for each €10,000 of cover.

You don't pay Income Tax on the charge, but you will pay Universal Social Charge (USC) and PRSI.

You'll need to pay Income Tax, PRSI and USC on any benefits you get through Disability Cover. We'll take these off for you automatically through payroll.

More info

Proof of cover

You won't receive any paperwork. Your proof of cover is your Confirmation Statement, this has your cover and the level noted on there.

Benefit limit

You can get cover up to €360,000 a year.

After 5 years ...

After you've been on the Disability Cover scheme for 4.5 years, your manager will arrange a meeting to discuss next steps. Ideally, we'll be able to help you come back to work.

If not, we may dismiss you at this meeting and your employment will end when you've had Disability Cover for 5 years.

If you leave the Bank

Your cover will end on the day you officially stop working for us.

Help and Documents

Financial advice

We aim to give you general information and guidance about the scheme. But we are not allowed to give you advice on your personal finances. For that you need to speak to an independent financial adviser.

We've organised our Disability Cover through Irish Life.

But if you need to speak to someone please contact HR in the first instance. You can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can ask your manager to contact Archie for you, or you can email hronline@natwest.com

This email address is only for colleagues who are out the business or on leave.

How it works

Life assurance pays you a tax-free cash sum if your partner dies while you're working for us.

About this benefit

Because you work for the bank you've already got life cover in place for you. This is a similar, optional benefit for your partner.

It could give you peace of mind knowing that the tax-free payment could ease financial strain during a difficult time, if your partner passed away.

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✗	✓
Fixed-term contract	✓	✓	✗	✓

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice.

Please note: If you're on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You may be able to change your choices when you come back from leave – if so, we'll write to let you know. For more details, please check the policy for the type of leave you're on.

To start or increase this benefit, you must be 'actively at work'. This means you're working as usual, or just taking normal holiday.

Levels of cover

You can choose between €25,000 and €150,000, in 'steps' of €25,000.

You'll be able to see your cover options on the Benefits Hub.

Cost and tax

The cost depends on:

- the value of cover you choose
- the age of your partner

The table below sets out the charges.

As your partner moves up through the age bands, you'll start paying the charge in the next row.

How old your partner will be on 30 September 2023	Monthly charge for every £25,000
under 25	€0.71
26 – 30	€0.77
31 - 35	€1.00
36 – 40	€1.46
41 – 45	€2.48
46 – 50	€4.35
51 – 55	€7.06
56 – 60	€12.46
61 – 65	€20.69

We'll stop your partner's cover at the annual election window **before** their 65th birthday.

Example

Your partner is turning 37 on their next birthday. You've chosen €125,000 worth of cover for them.

Number of €25,000 'steps' in €125,000 = 5.

Monthly charge for one €25,000 step, for someone turning 37 = €1.46.

So, the monthly charge for €125,000 is $5 \times €1.46 = €7.30$

More info

Health questions

Here are some questions the provider uses to check whether your partner qualifies for cover. You'll need to answer them on an application form and return it directly to Irish Life.

If the answer is "no" to all the questions, your partner is likely to qualify.

If you have any "yes" answers, Irish Life will get in touch for more details.

1. Has your partner ever had (or been told they have) any heart or circulation problem, stroke, diabetes, raised blood pressure or raised cholesterol?
2. Have they ever had any form of cancer or tumour, or any treatment for abnormal growths, lumps or moles?
3. In the last year, have they been prescribed or advised to take any medication or treatment including tablets, creams, inhalers, eye drops or sprays? (There's no need to mention the oral contraceptive pill or treatment for colds, influenza & respiratory tract infections)
4. In the last 5 years, have they attended (or been told to attend) any follow up or had any tests or investigations?
5. Are they currently unwell with any medical condition or physical complaint not already covered above?

6. Have they ever been declined, postponed or accepted on special terms by Irish Life or any other insurer for life, serious (critical) illness or income protection?

The outcome of this may be that your partner's cover is accepted or it may be declined.

Confirming your cover

Irish Life will send you the application form in the post. Once you receive it, ask your partner to complete and return the application form in the next 90 days.

Your partner's cover – and the monthly charge – will **only start** once you get a decision letter from Irish Life confirming they've accepted the cover.

It's the same if you increase their cover level. Your partner's current cover will carry on until Irish Life write to confirm they've accepted the higher cover.

Once it's accepted you'll receive notification from Irish Life and you'll see your partner's level of cover, and the monthly charge, on your Confirmation Statement on the Benefits Hub.

Making a claim

If your partner passes away please contact HR by using Ask Archie and say you need to talk about your partner's life assurance. We'll tell you what to do and give you any paperwork you need.

If you're out of the business, or on leave, you can ask your manager to contact Archie for you, or you can email hronline@natwest.com.

Stopping cover

You can usually only stop your cover at the annual election window.

But if you separate from your partner, they may no longer qualify for cover, so you can remove them. If they don't meet the benefit's conditions for being a 'partner', then the cover may not be in place, even if you keep paying the charge.

To remove this benefit contact HR by using Ask Archie.

If you leave the Bank

Your partner's cover will stop on the date you leave. We'll take a full monthly charge from your final month's pay.

Help and documents

Financial advice

We aim to give you general information and guidance about the scheme. But we are not allowed to give you advice on your personal finances. For that you need to speak to an independent financial adviser.

We've organised this benefit through Irish Life.

If you need to speak to someone or make a claim you'll need to contact HR. You can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave, you can ask your manager to contact Archie for you, or you can email hronline@natwest.com.

This email address is only for colleagues who are out the business or on leave.

How it works

Critical illness insurance pays you a tax-free cash sum if you're diagnosed with a life-changing illness covered by the plan.

About this benefit

You can choose a plan for just you, or both you and your partner.

You can't choose cover for anyone over 70. If you or your partner turn 70 during the benefit year (October to September), the cover will last until the end of September.

The plan covers your children automatically until they're 18 (or under 22 if they're in full time education, including adopted and step children).

Your confirmation statement on the Benefits Hub is your record of cover. (You won't receive any other policy documents.)

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✗	✓
Fixed-term contract	✓	✓	✗	✓

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice.

To start or increase this benefit, you must be 'actively at work'. This means you're working as usual, or just taking normal holiday.

Please note: If you're on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You can only reduce or stop it, when the annual election window comes round. You may be able to change your choices when you come back from leave – if so, we'll write to let you know. For more details, please check the policy for the type of leave you're on.

Levels of cover

When you first elect this benefit you can choose cover of up to €350,000.

You can then change your cover in 'steps' of €25,000 during the annual election window.

You can increase cover 4 'steps' each benefit year.

For example, you could:

- increase your cover by €100,000 in one policy year (4 steps)
- or switch from Silver to Gold cover and increase the cover by €75,000 in one policy year (switching silver to gold = 1 step).

Please note there's a waiting period before the new level of cover starts, see the exclusions section in the [Members Guide to Terms & Conditions](#).

Read the [Members Guide to Terms & Conditions](#) for full details of the scheme and what's covered.

We have removed the cap that restricts cover to four times your ValueAccount and the restriction to only increase cover 1 step at a time.

Children's cover

Children are covered for 25% of your cover up to €20,000 for each child. So, if you have €50,000 worth of cover, they'll get €12,500 of cover. But if you have €100,000, they'll get the maximum €20,000, not €25,000.

You can cover any number of children as long as they're:

- under 18 (or under 22 if they're in full time education) on the date they're diagnosed
- unmarried

We'll stop their cover if:

- your cover stops
- they make a successful claim (they can only make one)

- they reach 18 (or 22 if they're in full time education)

Partner's cover

You can cover your partner for up to €150,000, or up to your level of cover, if lower.

We'll stop their cover if:

- your cover stops
- they make a successful second claim (they can only make two)
- they'll turn 70 in the 12 months following the annual election window

If you and your partner both work for the Bank and want cover, either one of you can cover the other, or you can choose this benefit separately. Either way, you can only be covered once on the scheme.

However, even if you both have your own separate cover, only one of you can claim for your children.

Cost and tax

The cost depends on the level and amount of cover you choose:

Age you or your partner will be as at 30/09/2024	<u>Silver cover</u> Monthly charge each for every €25, 000	<u>Gold cover</u> Monthly charge each for every €25, 000
Up to 30	€1.26	€1.36
31-35	€2.18	€2.34
36-40	€3.18	€3.45
41-45	€5.20	€5.61
46-50	€8.15	€8.80
51-55	€12.82	€13.88
56-60	€20.22	€21.85

Age you or your partner will be as at 30/09/2024	<u>Silver cover</u> Monthly charge each for every €25, 000	<u>Gold cover</u> Monthly charge each for every €25, 000
61-65	€32.22	€34.85
66-70	€48.55	€52.48

For example:

- You're 40 and your partner's 41.
- You want Gold cover for both of you up to €75,000 – that's 3 'steps' of €25,000.
- For you, that's 3 x €3.45 = €10.35 a month.
- For your partner, that's 3 x €5.61 = €16.83 a month.
- So your total charge is €10.35 + €16.83 = €27.18 a month.

Your monthly charge will increase as you get older and move through the age brackets. Its not a fixed charge.

More info

Example illnesses

Here are some of the illnesses the benefit covers:

Silver cover	Gold cover (On top of what's covered by Silver)
Alzheimer's Disease	Aorta graft
Cancer	Blindness
Dementia	Liver failure
Heart Attack	Loss of speech
Multiple Sclerosis	Systemic Lupus

Silver cover	Gold cover (On top of what's covered by Silver)
Parkinson Disease	Terminal illness
Stroke	Traumatic brain injury
Cardiac Arrest	Balloon Valvuloplasty
	Pulmonary Artery Surgery
	Primary Pulmonary Arterial Hypertension
	Encephalitis

Full lists of what's covered – as well as what's not covered - are in the [Critical Illness Guide to Cover](#) and the [Members Guide to Terms & Conditions](#).

You don't need to have a medical before starting or changing cover. But bear in mind that you can't claim for a 'pre-existing condition' – that is, an illness you already know you have at the time you choose the benefit.

You're free to spend the money you receive on whatever you like.

Second Medical Opinion

This service offers second opinions on diagnoses and treatments for almost any condition. It draws on support from over 50,000 leading consultants to make sure you're getting the best medical advice available. Your immediate family can also use it at no extra cost. You can find out about it in the [Second Medical Opinion](#) pack.

Making a claim

You **must claim within 90 days** of getting your diagnosis. If you don't, you might not get your money.

- Contact HR as soon as possible after you decide to claim. They'll ask you some questions and send you a claim form.
- Fill in the form and send to the provider, Canada Life.

If you are out of the business, your manager can contact HR on your behalf and we will get in touch with you. But if the claim's for your child, you still need to contact HR directly.

Canada Life will get back to you within a couple of weeks about what to do next. They'll manage everything from that point.

Remember: Canada Life need to **receive your claim** within 90 days. You don't have 90 days to make first contact with HR so contact HR as soon as possible.

You can find the contact details in 'Help and documents'

You'll get access to the Personal Nurse Service

A serious health condition can mean a worrying time for you and your family. [The Personal Nurse Service](#) is free with this benefit to support you at a difficult time, bridging the gap sometimes missed by NHS services.

They can help you with coming to terms with medical news, making sense of test results and deciding what to do next. Emotional support will be offered to you and your immediate family.

You won't need to take any action, the team will contact you as part of the claims process.

After you claim

Your cover continues as normal, whether or not your claim is successful.

So, if you're diagnosed with another condition, you can claim again – although please check the [Critical Illness Guide to Cover](#) for any rules that may apply.

Please bear in mind that the benefit does not pay out if:

- You're diagnosed with the same condition again.
- you die within 14 days of getting a diagnosis or having surgery for the condition.

If you leave the Bank

We'll charge you for a full month in your final pay.

This means you'll still be able to claim until the end of the month you leave. So, if you leave on 9 May you can make a claim right up to 31 May.

Help and documents

Financial advice

We aim to give you general information and guidance about the scheme. But we are not allowed to give you advice on your personal finances. For that you need to speak to an independent financial adviser.

If you need to speak to someone or make a claim, contact HR.

You can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can either:

- ask your manager to contact Archie for you; or
- email hronline@natwest.com. This email address is only for colleagues who are out the business or on leave.

[Members Guide to Terms & Conditions](#)

[Critical Illness Guide to Cover](#)

[The Personal Nurse Service](#)

[Key contacts list](#)

How it works

Personal accident insurance pays you a tax free lump sum if you're injured in an accident the policy covers.

About this benefit

The insurance covers you wherever you are, 24/7, worldwide.

The lump sum amount depends on the injury and your level of cover.

It typically pays out if the accident results in permanent disability, death, a fracture or a hospital stay. It includes extreme sports – apart from flying activities, such as hang-gliding and sky-diving.

Read more in the policy document for your region under 'Help and documents'.

You can also use the Virtual Care Program which offers:

- Telephone access to a doctor 24/7 who can provide medical advice and everyday prescriptions.
- A second opinion consultative service to help answer complex medical questions relating to a diagnosis you may have had; and
- A safe and secure mental health coaching service.

You can see full information [here](#)

This benefit is available to anyone on the policy at no additional charge. You can choose this benefit for just you, or for you and your partner (who must live at the same permanent address). It automatically includes your children (if single) until they turn 18 (or 23 if in full time education).

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✗	✓

	New joiner window	Annual election window	Anytime window	Change in circumstances
Fixed-term contract	✓	✓	✗	✓

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice.

To start or increase this benefit, you must be ‘actively at work’. This means you’re working as usual, or just taking normal holiday.

Please note: If you’re on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You can only reduce or stop it when the annual election window comes round. You may be able to change your choices when you come back from leave – if so, we’ll write to let you know. For more details, please check the policy for the type of leave you’re on.

Levels of cover

You can choose cover between €25,000 and €250,000 in ‘steps’ of €25,000.

It’s a sliding scale, so the more cover you choose, the higher the amount you’ll receive. But check the [policy](#) and [summary](#) because the exact amount will depend on your injury.

You can choose this benefit up to the age of 69. Cover will stop at the annual election window before your 70th birthday.

Cost and tax

You can choose from two types of cover:

- Just you, which costs €2.30 a month for every €25,000 ‘step’ of cover;
- You and your partner, which costs €4.55 a month for every €25,000 ‘step’ of cover

To work out how much you'll pay

Just multiply the monthly charge by the number of €25,000 steps you choose.

For example

If you choose €100,000 (4 steps of €25,000) of cover for yourself.

That's $€2.30 \times 4 = €9.20$ a month.

Or, if you choose €100,000 (4 steps of €25,000) of cover for yourself and your partner.

That's $€4.55 \times 4 = €18.20$ a month.

More info

After you choose this benefit

You'll get a Policy Document and Schedule from AIG the month after you choose the benefit.

You can also make a claim from the 1st of the following month. So if you choose the benefit in September, you can claim from 1 October.

Making a claim

	Call AIG as soon as the accident happens: UK and Offshore 0800 731 6396 Republic of Ireland: 01-2081400
1	You'll need your individual policy number, so if you don't know this, ask for it when you call. When you call quote your policy number, which is HVA63942. If you don't have it they can still help you.
2	Fill in the Claim form . Your doctor will need to fill in some of it.
3	Send the completed form to AIG (the address is on the form).
4	AIG will confirm they've received your form within ten working days.

5 AIG will let you know if they need more information from you to check your claim.

6 You'll receive your payment as soon as AIG approve your claim.

Injuries not covered

Here are some things your cover doesn't include

- war, whether declared or not;
- suicide or attempted suicide;
- flying as a pilot
- flying as aircrew or flight personnel;
- any fracture after finding out you have osteoporosis.

Please read the [policy document](#) for full details of any cover limits, 'exclusions' (accidents or injuries the benefit doesn't cover) and other conditions for paying out.

When cover stops

Here are some typical situations when cover wouldn't apply:

- If you leave the Bank
- If AIG pays out a benefit under 'Section A - Catastrophic Injuries' of the policy.
- If you no longer live in the Republic of Ireland
- When the cover period ends or payment of the charge stops
- For everyone on the cover – once you turn 70.
- For your partner only – when they turn 70 (if they're older than you).
- For your children – when they turn 18 (or 23 if in full-time education).

Hopefully you'll never need to complain.

But if you do please follow the steps in the [policy document](#).

If you leave the Bank

We'll charge you for the full month. But you can still claim until the end of the month that you leave. So, if you leave on the 9 May you can make a claim right up until 31 May.

Most of the time you'll raise queries with the benefit provider

You can see the [contact details here](#).

To make a claim follow the process on the 'More info' tab'.

If you need to contact HR you can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can either:

- ask your manager to contact Archie for you; or email hronline@natwest.com. This email address is **only** for colleagues who are out the business or on leave.

Help and documents

[Key contacts list](#)

[Schedule of Benefits](#)

[Policy summary](#)

[Policy Document](#)

[Claim Form](#)

We've organised our Personal Accident Insurance through AIG Europe S.A. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances, and is regulated by the Central Bank of Ireland for conduct of business rules.

How it works

Private medical cover pays for the cost of private medical treatment. We've got different options to help you choose the kind of cover you want.

About this benefit

This pays for private care and covers the cost of treatment from health professionals in hospitals or private practices.

It gives you cover with Vhi Healthcare, offering a range of plans and options to suit the needs of you and your family. Each plan offers different coverage and benefits, so please check the details and choose what's right for you.

You don't choose private medical cover through the Benefits Hub. Instead, please contact Vhi Healthcare directly (see 'Help and documents'). They'll walk you through your plan options and pricing.

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✗	✓
Fixed-term contract	✓	✓	✗	✓

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice. You can also add your partner and children to this benefit.

Levels of cover

You can choose from the full range of Vhi Healthcare plans.

All the plans feature:

- cover for a range of treatments, health screenings, and day-to-day medical expenses
- use of public and private hospitals nationwide
- more than 1,900 consultants available nationwide
- maternity benefits
- cover outside Ireland
- treatment for stress

We've highlighted some key plans covering various needs you might have under 'Cost and tax'. Some of them come with a discount.

You should check the details of each plan to choose what's right for you. If you're not sure, speak to Vhi Healthcare directly or use the [online tool on the VHI website](#).

Cost and tax

There's a monthly charge for your cover. These prices are just a guide – they are based on cover for one adult aged between 26 and 34. Vhi will give you a personal quote for your own situation.

This table shows the monthly charges for each cover level, depending on who you add to the benefit.

Plan type	Plans	Discount	Monthly price after discount
Entry level plans	PublicPlus Care Day-to-Day	No discount	€42.78

Plan type	Plans	Discount	Monthly price after discount
	First Care 500 Day to Day	No discount	€61.99
Mid-Level plans	Company Plan Plus Level 1.3	5%	€98.59
	Company Plan Plus Level 1	10%	€102.13
	PMI 52 10	No discount	€98.47
Above Market Median	Company Plan Extra Level 2	10%	€138.41
	Company Plan Extra Level 1	10%	€130.35
	PMI 48 10	10%	€124.24
Executive level plan	Company Plan Executive	10%	€285.85

These are the amounts you will pay – they already take account of Income Tax relief

Prices above may change, so please contact Vhi Healthcare directly to check.

More info

Private medical cover means:

- more choice over the kind of care you get;
- shorter waiting times; and

- specialist support and treatment that you might not be able to get on the Irish Public Health System

You won't have to declare your medical history. You can get cover even if you have pre-existing conditions already, although there may be a "wait time" applied before you can claim for that condition. Contact Vhi directly to discuss your personal circumstances when you're considering this cover.

Special features

You get additional services such as:

- Online Doctor – face to face consultations with doctors based in Ireland
- 24/7 Mental Health support
- Online Physiotherapy – direct access to online clinical care from your home
- Swiftcare clinics for minor injuries and illness
- Nurseline 24/7 – speak to qualified nurses for immediate support
- Dietician
- Best Doctors – second medical opinion service
- Speech and language therapists
- One to one midwife support

You can also use the [MyVhi website](#) to manage your plan online, see your digital membership card, make claims and view your policy.

Vhi Mobile Health Assistant App

On the Vhi Mobile Health Assistant app, you can:

- manage your medical ID and policy details;
- send in claims;
- get ParkRun rewards; and
- reach the Vhi Healthcare team.

And you can use the Vhi Symptom Checker feature - a simple online way for you to check your health. It uses artificial intelligence to look at your symptoms and suggest the most likely medical condition. It will tell you more about the condition including causes and treatment. You can also reach the Vhi Online Doctor from Symptom Checker.

Call Vhi Healthcare directly when you're ready to choose your plan.

Making a claim

To make a claim:

- **call Vhi Healthcare** and quote your policy number;

- log on to [MyVhi website](#); or
- use the Vhi Mobile Health Assistant App.

If you leave the Bank

Your cover ends on your last day of employment. You can continue cover with Vhi Healthcare directly when you leave. Just call them to arrange a quote and to set up your cover.

Help and documents

Follow these links to read full details of nine of the plans available.

Plan type	Plans
Entry level plans	PublicPlus Care Day-to-Day
	First Care 500 Day to Day
Mid-Level plans	Company Plan Plus Level 1.3
	Company Plan Plus Level 1
	PMI 52 10
Above Market Median	Company Plan Extra Level 2
	Company Plan Extra Level 1
	PMI 48 10

Plan type	Plans
Executive level plan	Company Plan Executive

To arrange Private Medical Cover with Vhi, call them directly on **056 777 5800**.
Our group scheme number is 65026.

How it works

Dental insurance allows you and your family to claim money back for any necessary dental treatment. It covers routine check-ups and scaling, through to major work such as crowns, bridges and dentures.

About this benefit

This benefit gives you money back towards dental expenses. How much you get back depends on the level of cover you choose.

You can choose a plan that covers just you, or you can add your partner, children, or both. The benefit covers children up to age 23.

You can see the [terms and conditions](#) here.

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✗	✓
Fixed-term contract	✓	✓	✗	✓

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice.

To start or increase this benefit, you must be ‘actively at work’. This means you’re working as usual, or just taking normal holiday.

Please note: If you’re on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You can only reduce or stop it when the annual election window comes round. You may be able to change your choices when you come back from leave – if so,

we'll write to let you know. For more details, please check the policy for the type of leave you're on.

Levels of cover

There are three levels to choose from. The amounts you get back will depend on the level you choose. Each level pays refunds in line with a benefit schedule – see 'More info'.

Make sure you also read the terms and conditions before choosing your cover.

Cost and tax

Here are the charges for each level.

Cover level	Monthly Charge			
	Just you	You and your partner	You, your partner and your children	You and your children
Level 1	€13.99	€25.72	€36.77	€21.75
Level 2	€15.84	€29.08	€47.38	€28.67
Level 3 Plus	€20.20	€37.00	€59.06	€36.66

More info

Deciding on your cover

Each cover level has a 'benefit list' (or 'benefit schedule') that shows you the treatments it includes and the amount available - or 'limit' - for each one. These limits apply to each person on your cover – not to everyone overall.

How much you get back depends on the cover level you choose and the dental care you actually receive. This means if you don't choose the right level for you, you might not get the full cost of each treatment back.

Before you decide, try to estimate your household's normal dental charges in a year. Most dentists publish their price lists online. Get an idea of what your routine appointments will cost, and perhaps any special treatment you might need.

Then compare these prices to the different levels of cover on the benefit lists. You should start to get an idea of the most suitable cover level for you.

There are some dental costs the benefit doesn't cover.

Among other things, the plans **do not** cover cosmetic treatments. So, please check the benefit schedule before you have any treatment.

Making a claim

You can make a claim from the 1st of the month after you choose this benefit. So, if you choose it in September you can claim from 1 October.

How to claim

The provider DeCare offers two ways to claim.

- Visit a dental practice with a direct payment service to DeCare. This means you won't have to pay the amount upfront (up to the cover limit) or send in a claim. The practice will do all this for you. To find a list of dentists offering this service, visit the DeCare Dentist Finder tool. Details how this works are found on ['direct pay' here](#).
- Visit any dentist in the DeCare dental directory and pay for your treatment as normal. You and your dentist then complete a claim form and post it back to DeCare. You'll receive the refund directly to your bank account. You must claim within 12 months of treatment.

For more details on claiming, please see this [online guide](#) or the [App guide](#). If you have any questions, contact DeCare on 1890 130 017 094 93 78608 or email query@decaredental.ie

If you leave the Bank

We'll charge you for a full month in your final pay.

This means you'll still be able to claim until the end of the month you leave. So, if you leave on 9 May you can make a claim right up to 31 May.

If you still want cover after you leave, contact DeCare directly to arrange a personal policy. Call 1890 130 017 094 93 78608 or email query@decaredental.ie.

Help and documents

Most of the time you'll raise queries with the benefit provider directly.

You can see the [contact details here](#).

If you need to contact HR you can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can either:

- ask your manager to contact Archie for you; or
- email hronline@natwest.com. This email address is **only** for colleagues who are out the business or on leave.

The documents below explain how to make a claim:

[How to claim - online guide](#)

[How to claim - App guide](#)

[Direct pay](#)

The benefits schedules below provide information about the different cover levels :

[Level 1 Benefits schedule](#)

[Level 2 Benefits schedule](#)

[Level 3 Benefits schedule](#)

The full terms and conditions are below:

[Terms and Conditions](#)

Here are the [DeCare FAQs](#)

How it works

This assessment of your health and lifestyle includes a medical and fitness test, carried out by a doctor or physiologist.

About this benefit

The Health Assessment can help you become a healthier version of you.

It's a longer, more thorough check-over than a normal visit to your doctor.

We've arranged this benefit with Mater Private Hospital, Dublin.

There are some lifestyle checks and measurements like height, weight, body mass and blood pressure. You'll also have tests to check for things like early diabetes, kidney disease and infections.

You'll have time to talk through:

- your medical and family history;
- any current health concerns; and
- how to manage any issues that come up.

Read more in the [policy booklet](#).

You can choose this benefit if you're over 18. You can add one for your partner too.

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	×	✓	×	×
Fixed-term contract	×	×	×	×

To start or increase this benefit, you must be ‘actively at work’. This means you’re working as usual, or just taking normal holiday.

Please note: If you’re on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You may be able to change your choices when you come back from leave – if so, we’ll write to let you know. For more details, please check the policy for the type of leave you’re on.

Cost and tax

You spread the cost over twelve months.

This is the cost for you or your partner

Your options	Monthly charge	Annual charge
Health assessment	€48.34	€580.00

This is a special rate we’re arranged with Mater Hospital, so it’s cheaper than if you booked with them directly.

You also get Income Tax relief – so it costs you even less. See [the Revenue website](#) for details on how to claim.

What’s included

Mater Private Network provides your health assessment as part of their comprehensive ‘Healthcheck’ service. They have all the facilities they need on-site, such as cardiology and radiology. So, you’ll get a detailed snapshot of your health in just one visit, in under three hours.

You can choose to see a male or female doctor.

Healthcheck is built on over 30 years’ screening experience. It aims to help you identify risks, signs and symptoms of common conditions, which could result in serious health issues if not caught early.

Booking your appointment

Call them directly to book your assessment on +3531 8858257 or email healthcheck@materprivate.ie.

Cancelling your appointment

Call Mater Private Hospital directly on +3531 8858257 or email healthcheck@materprivate.ie.

Please give as much notice as possible.

If you become pregnant during the year, you can drop this option and get back the money you've already paid, if the assessment has not happened. To do this, contact HR by clicking on [Ask Archie](#) on the Intranet page.

If you leave the Bank

If you've still got payments to make, we'll charge you for the full month as usual. We'll then take the rest of your payments in one lump sum from your final pay after tax.

If you haven't had the assessment by the time you leave, you'll have 12 months from the time you chose the benefit to take it.

Call Mater Private Hospital directly to book.

You won't get a refund if you decide not to have the assessment after you leave. So it's best to take advantage of it.

Help and documents

Most of the time you'll raise queries with the benefit provider directly.

You can call Mater Private Hospital directly on +3531 8858257 or email healthcheck@materprivate.ie.

If you need to contact HR you can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can either:

- ask your manager to contact Archie for you; or

- email hronline@natwest.com. This email address is **only** for colleagues who are out the business or on leave

[Policy booklet](#)

How it works

If you want to get more holidays off work next year; you can buy up to 35 hours – as long as your line manager agrees.

About this benefit

Holiday Buy is a way to increase your time off next year.

The amount of hours you can buy depends on how many hours you work each week:

- Full time: you can buy up to 35 hours.
- Part-time: the hours you can buy are scaled down in line with your working pattern. For example, if you work three out of five days a week, you can buy up to 21 hours (which is 3/5ths of 35).

You pay the cost in 12 equal monthly amounts from October.

You can use your extra holiday once the leave year starts in the following January.

It doesn't matter if you're permanent or on a fixed term contract – you can buy extra holiday if you get your manager's agreement that you can.

It's your responsibility to make sure they've approved your request before you submit it. Once they've agreed, you can make your choices on the Benefits Hub

You can start this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	×	✓	×	×
Fixed-term contract	×	✓	×	×

You'll only be able to buy holidays once a year during the annual election window in September.

If you miss the annual election window you can't buy extra holiday through the Benefits Hub at a later date. You can't amend or cancel this benefit outside of the annual election window.

Please note: If you're on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start this benefit.

To start this benefit, you must be 'actively at work'. This means you're working as usual, or just taking normal holiday.

Cost and tax

Your monthly charge depends on your salary (including any benefit funding) and how many hours you want to buy. You'll be able to see the charge when you're making your choices during the annual election window.

Here are some examples.

If you work 35 hours a week, with a salary of €40,000 and benefit funding of €4,000:

For 35 hours extra holiday, the cost is €70.51 a month.

Here's how we work that out:

- 35 hours a week is 1,820 hours a year.
- Salary €40,000 + benefit funding €4,000 = €44,000.
- Hourly rate is €24.17 (that's €44,000 divided by 1,820 hours).
- So the total cost of 35 hours' holiday is 35 x €24.17 = €846.15.
- Divide by 12 to get a monthly charge of €70.51.

If you work 21 hours a week, with a salary of €19,250 and benefit funding of €1,925:

For 14 hours extra holiday, the cost is €22.62 a month.

Here's how we work that out:

- 21 hours a week is 1,092 hours a year.
- Salary €19,250 + benefit funding €1,925 = €21,175.
- Hourly rate is €19.39 (that's €21,175 divided by 1,092 hours).
- So the total cost of 14 hours' holiday is 14 x €19.39 = €271.47.
- Divide by 12 to get a monthly charge of €22.62.

More info

After choosing this benefit

Bear in mind that you can't change this benefit after you've made your choice.

When the next annual election window comes round, your extra holiday goes back to zero – your choice doesn't 'roll over'. So, if you want to buy extra holiday every year, you must get approval and choose it again, each time.

Using your holiday

We load your bought holidays into Workday for the following year for you.

You can then book and use your extra holiday in the same way as your standard days.

If your pay changes

Your monthly charge is based on your pay on 1 October, it's then fixed for the year. So it'll stay the same even if your salary or hours change during the year.

The only exception is if you receive a pay change back dated before 1 October.

If you leave the Bank

We'll take a scaled-down charge from your pay in the month you leave, in line with the part of the month you actually work.

You should aim to use up any holidays you have left before you leave.

If you can't use all your holidays before you leave, you'll get a payment to cover any days you have left – including any extra days you've bought.

If you leave before the start of the holiday year in January, you'll need to contact HR to ask for a refund for the charges.

Help and documents

If you need to contact HR you can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can:

- ask your manager to contact Archie for you, or
- email hronline@natwest.com. This email address is only for colleagues who are out the business or on leave.

How it works

Choose a bike for your journey to work – get a discount and spread the cost over 12 months.

About the new scheme

This benefit allows you to hire a new bike – and extra kit, such as safety equipment, if you want any – worth between €150 and €3,000.

The main purpose of the bike must be for commuting to work.

Once you choose the amount you want to spend, it has to cover the bike and safety equipment. You can't add to it later and get a more expensive bike.

You get a 5% discount on the bike and equipment, and you'll also make an Income Tax saving.

You spread the amount you choose over twelve months.

Around payday in the month after choosing the benefit, you'll receive your 'letter of collection'. This is your voucher for the amount you've chosen to spend. If you don't receive it by the 20th of the following month, call Halfords directly on 0345 504 6444

You can start, stop or make changes to this benefit as follows:

	New joiner window	Annual election window	Anytime window	Change in circumstances
Permanent contract	✓	✓	✓	✗
Fixed-term contract	✓	✓	✓	✗

Your new joiner window lasts for up to 3 months, then closes at the end of the month you make your first choice.

Please note: If you're on any kind of long-term leave – such as maternity leave, unpaid sick leave, or a career break – you cannot start or increase this benefit. You may be able to change your choices when you come back from leave – if so, we'll write to let you know. For more details, please check the policy for the type of leave you're on.

To start or increase this benefit, you must be 'actively at work'. This means you're working as usual, or just taking normal holiday.

Choosing the bike

Firstly you'll need to pick the bike you want.

You can visit a store or website to see what's available from Halfords or other independent stores – visit [cycle2work](#) for a list of shops taking part.

Then have a think about what safety equipment you might need such as a helmet, reflective lights and a bell.

Have a look at the suggested bundles if you're not sure.

You can't get these as "bundles" from the stores. This is to give you an idea of the type of additional equipment you might need. The prices quoted are subject to change.

Click here to see bundles on [E-Bikes](#), [folding bikes](#), [hybrid bikes](#) and [road bikes](#). When you've picked the bike and any additional equipment you might need, you can now place your order.

You choose your amount using this [form](#). When you complete the [form](#), you must choose either a manual or electric bike. This will make sure you get the right amount of Income Tax relief (see 'Cost and tax').

Cost and tax

You get a 5% discount on the amount you choose.

For example, if you get a letter of collection for €1,000, the repayment will be €950, spread over 12 months.

And you'll actually pay less than this, thanks to tax relief, depending on the type of bike you choose.

The cost is free from tax and PRSI:

- For a manual bike, up to €1,250.

- For an e-bike, up to €1,500.

Additional costs

You might pay additional costs if:

- you leave the bank
- you move to another country

See 'More info' for details on this.

More info

Getting your bike

You'll be sent the "letter of collection" by email the following month. Then you can spend this straight away and arrange to get your bike.

You can do this a few ways. Have your paperwork and bike details ready.

In shop you'll also need some photo I.D

Going online at www.halfords.ie

Calling Halfords on +44 0345 504 6444 or your local branch directly

During the hire period

Halfords own the bike over the 12-month repayment period.

You can't leave the scheme before the 12 months are up.

New bikes

You can get another bike when you finish the 12-month hire period. You can't hire more than one bike at once.

Cancelling the benefit

You've got the right to cancel your letter of collection up to 14 days after receiving it.

To do this, contact HR by [clicking on Archie on the Intranet page](#). If Archie can't help you, he'll pass your details to the team that can.

If you leave the Bank

You'll need to pay the outstanding repayment for your bike. We'll take the rest of your payments in one lump sum from your final pay, after tax (so the usual savings won't apply).

If you transfer to the UK, Channel Islands or Isle of Man you will need to leave the Bike for Work scheme. Any remaining charges will be deducted from your pay at the time of transfer and the bike will belong to you.

Help and documents

The provider of this benefit is Halfords

Most of the time you'll raise queries with the benefit provider directly. This will be for things like if your letter of collection hasn't arrived or you've misplaced it. Halfords can be contacted on 0345 504 6444.

If you need to contact HR about your pay or to cancel your letter of collection, you can click on [Ask Archie](#) on the Intranet page. If Archie can't help you, he'll pass your details to the team that can.

If you're out of the business, or on leave you can ask your manager to contact Archie for you, or you can email hronline@natwest.com.

This email address is only for colleagues who are out the business or on leave.

[Key contacts lists](#)

Here's the information for the new scheme

[Copy of the standard Halfords pre-contract information.](#)

[Your personal one will be generated if you choose this benefit](#)

[E-Bikes bundle](#)

[Folding bikes bundle](#)

[Hybrid bikes bundle](#)

[Road bikes bundle](#)