

# MetLife Ireland Master Trust

## Employer and Broker Guide



# Introduction

## This guide

The guide is intended to be a user-friendly description of the operation of the MetLife Ireland Master Trust. The Master Trust operates by providing life cover to a range of employers and their employees via a section of the Master Trust specific to each employer. The MetLife Ireland Master Trust simplifies this process for customers and offers consistency and independent oversight.

The MetLife Ireland Master Trust is sponsored by MetLife Europe DAC. We bring this solution to the market through our partnership with Irwin Mitchell. Through our partnership, we have created Eblana MT Trustees DAC. Having this solution set up in this way allows for independence and a strong legal structure which protects the employer and the employees interests.

In the event of a claim, MetLife Europe DAC will pay the policy benefit to the Master Trust trustee. The trustee has discretionary authority to pay the benefit to the appropriate beneficiaries. They also act as the scheme administrator and are responsible for tax reporting in respect of the policy.

In the event that the MetLife policy is terminated, this automatically removes the participating employer from the Master Trust.



MetLife's Master Trust has been designed to ensure that life cover can be provided in a flexible trust-based format. This approach aims to simplify the policy set up for employers and maximise protection for their employees in the event of a death.

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# Frequently asked questions

## What is a Master Trust and why use one?

A Master Trust is a discretionary trust capable of providing benefits to a range of different employers unconnected with each other. Each employer via its insurance policy with MetLife operates within its own segregated section of the Master Trust.

Operating in this format provides a flexible and tax-effective approach. The employer has a say in how the cover operates for its business but ultimately the legal responsibility and decision-making, reporting for tax purposes etc. are all the responsibility of the independent trustee.

Using MetLife's Master Trust makes providing life cover for employees easier, as employers don't have to worry about running the trust itself. They simply take out and hold the life policy, and MetLife and their independent trustee does the rest.

## What cover does the Master Trust provide?

A Master Trust enables employers to join an already established and revenue approved Exempt-Approved Group Life arrangement, with a simplified application process.

## What is the legal basis of the Master Trust?

The plan is governed by a constitution set out in a trust deed and rules dated 1st January 2026. The terms of the rules make clear that the employer's responsibility is to maintain the premium payments to MetLife. In the event of a claim following a death, MetLife's claims team will work with the independent trustee, the employer and adviser, to ensure a timely payment of the insured lump sum to the appropriate beneficiaries.

The plan operates on a discretionary trust basis meaning that the trustee has a choice as to whom to pay the lump sum to from a list of potential beneficiaries including spouse, dependants, other family members and any favoured charities.

The plan name is MetLife Ireland Master Trust. The sponsor of this trust is MetLife Europe DAC and the trustee is Eblana MT Trustees DAC, which is supported by MetLife Europe DAC and Irwin Mitchell.

## Who is the independent trustee of the Master Trust?

MetLife has selected and appointed Irwin Mitchell Trustees Limited to act as trustee of MetLife's Master Trusts both in Ireland and the UK. Irwin Mitchell is the 11th largest law firm in the UK, offering a broad range of legal services to national and international organisations and institutions, small and medium-sized businesses and private individuals. More information about the Irwin Mitchell Group can be found [here](#).

For Ireland, MetLife Europe DAC in partnership with Irwin Mitchell has created a new trustee company called Eblana MT Trustees DAC. They will act as the trustee for all of our Irish schemes that choose the Master Trust.

### Eblana M T Trustees DAC

Eblana, the ancient name for Dublin, is maintained and managed by Irwin Mitchell Trustees Limited. Irwin Mitchell LLP is one of the UK's largest law firms. Established in 1912 it now has 3,500 staff and more than 30 offices across the UK.

Irwin Mitchell operates one of the largest trust practices of any UK law firm and its operating subsidiary Irwin Mitchell Trustees Limited (IMTL) act as trustee of many thousand life assurance, pension and other arrangements.

IMTL has unrivalled expertise and experience in life assurance trusteeship. It is trustee of death in service plans covering more than 12,000 employer businesses. Its staff also have expertise in the drafting, tax arrangements and all other legal and regulatory issues relating to wide range of life assurance and other plans.

IMTL make excellent use of technology to help create a clear communication, management and transparent trustee service in this market.

## Who can join the Master Trust?

Any Irish employer taking out a MetLife Group Life policy can use the MetLife Ireland Master Trust. There is no maximum limit as to the number of employees that can be covered under a MetLife Group Life policy, and subsequently, included in the membership of the Master Trust. All an employer needs to do is hold a MetLife Group Life policy and confirm their consent to participate in the MetLife Ireland Master Trust. This can be signed, scanned and emailed to MetLife.

## **How much does it cost to use the Master Trust?**

MetLife does not charge employers, employees or advisers to use its Master Trusts. Access to these are provided free of charge.

## **What if an employer already has its own scheme but wants to use MetLife's Master Trust instead?**

An employer can take out a MetLife Group Life policy and participate in a MetLife Master Trust.

## **If there is a principle employer and multiple associated employers covered under a policy, can they still use the Master Trust?**

Yes, and only one employer admission form needs to be completed by the principle employer for each Master Trust.

## **Why would I choose the MetLife Master Trust?**

This option allows you to enroll your scheme in a revenue approved Master Trust solution that is managed by independent trustees, whose role is to protect the interests of the scheme and the members within the scheme. The trustee is responsible for identifying the correct beneficiaries in the event of a claim. The MetLife Ireland Master Trust is provided at no extra cost to you.

## **How does the process work?**

The MetLife Ireland Master Trust has received approval from the Revenue Commissioners and is registered with the Pensions Authority. To join the Master Trust we require an instruction from the employer in the application form when setting up the scheme. This allows us to enrol the employers scheme with ease into our Master Trust arrangement.

## **How does an employer apply to join?**

They need to complete the Group Life application form with the usual category and benefit details along with confirmation that they wish to Participate.

There is a section on our application form to do this. There is no requirement for a company seal or wet signatures as electronic signatures are accepted.

## **Can my client use an existing trust?**

Yes. If your client has their Group Life scheme already written under its own trust, we can record this arrangement when setting up the new scheme, once we receive a copy of the Revenue approval and pensions authority reference number.

## **Will MetLife Europe DAC offer any other type of trust arrangement?**

The Master Trust is now the default option of MetLife Europe DAC for new business. We will not be able to support the set up or to draft an individual trust for separate schemes.

## **How will claims be paid?**

For all Master Trust arrangements, claims will be paid by the Master Trust Corporate Trustee.

## **How do I find out more?**

Talk to your MetLife account manager, who will be happy to talk through this in more detail or visit our website [www.metlife.ie](http://www.metlife.ie)

# How to join and leave the Master Trust

## Employer without an existing MetLife policy joining Master Trust

1. Employer agrees to take out a policy with MetLife and join the Master Trust.
2. Employer completes the application form which contains a section on how to participate in our Master Trust.
3. Policy Schedule states that the policy belongs to the trustee for the purposes of the Master Trust.
4. The application form is sent to MetLife for submission to Eblana MT Trustees DAC.
5. Eblana MT Trustees DAC sign and date the Employer Participation Form, report to MetLife and the register is updated.

## Employer with an existing MetLife policy leaving Master Trust and keeping MetLife policy

1. Employer agrees to maintain a policy with MetLife but leave the Master Trust.
2. MetLife amends policy by revising the policy schedule with the new trustee as appointed by the employer.
3. MetLife communicates to Eblana MT Trustees DAC that employer will exit.
4. Eblana MT Trustees DAC completes the Employer Exit Notification form.
5. Eblana MT Trustees DAC signs and dates the Employer Exit Notification form, reports to MetLife and the register is updated.

## Employer with an existing MetLife policy leaving Master Trust and MetLife

1. Employer agrees to cancel the policy with MetLife and leave the Master Trust.
2. MetLife terminates policy.
3. MetLife communicates with Eblana MT Trustees DAC that employer will exit.
4. Eblana MT Trustees DAC completes the Employer Exit Notification form.
5. Eblana MT Trustees DAC signs and dates the Employer Exit Notification form, and report to MetLife and the register is updated.

# What happens in the event of a claim?

MetLife assesses the claim in the usual way, and pays the benefit to Eblana MT Trustees DAC as trustee of the scheme. MetLife will ask for some initial documents regarding potential beneficiaries to start the process for the trustee.

The trustee will then determine the appropriate beneficiaries and distribute the money accordingly. They may ask for additional information. It's important to ensure they carry out full due diligence to ensure the money is going to the appropriate individuals. This is just the same as if an employer had appointed its own trustees to run an employer-sponsored scheme rather than using MetLife's Master Trust.

MetLife will never pay money directly to beneficiaries where an employer is using MetLife's Master Trust.

NB - Eblana MT Trustees DAC is the name of the appointed trustee company that supports MetLife Irelands Master Trust. This company is run by Irwin Mitchell. Irwin Mitchell is an established UK solicitor firm that offers trustee solutions to both UK and Irish customers.



# What is an Expression of Wish form and why is it important?

An Expression of Wish form is a form completed by an employee stating who they would like the proceeds of their death benefits to be paid to. As the benefits are paid from a discretionary trust, it is ultimately the trustee's discretion as to who they pay the benefits to. However, the trustee will take the deceased employee's wishes into account (i.e. those expressed in the Expression of Wish form) when considering who should receive the money. Benefits are paid outside of the deceased employee's estate, so this form is separate to any instructions that may be set out in a Will.

It's hugely helpful if an employee has completed an Expression of Wish form that the trustee can take into consideration if the employee dies. As an employer, you can ask and encourage your staff to complete one and retain the forms (perhaps by the HR Manager), to be supplied in the event of an employee's death.

MetLife has a generic expression of wish form that can be used by employers, and can be found on our website [www.metlife.ie](http://www.metlife.ie)



# How do I make a complaint?

MetLife wants you to be entirely satisfied with the group life cover and the Master Trust.

If you have a query or complaint you should in the first instance contact the MetLife Customer Service team on 1800 500276 or by writing to us by email at [ebireland@metlife.com](mailto:ebireland@metlife.com), or to our offices at Employee benefits servicing team, MetLife Europe DAC, 20 on Hatch, Hatch Street Lower, Dublin 2 D02 HC80.

If you have any complaints in relation to this policy, then please contact us using the details above. We will do our best to sort out any complaints you have.

However, if you feel that your complaint has not been properly dealt with, any dispute shall be referred to arbitration pursuant to the provisions of the Arbitration Act 2010.

In the event of a complaint by an insured member or, in certain circumstances, by the trustee against us in relation to this policy or any claim under this policy, such complaint may be referred to the Financial Services and Pensions Ombudsman, at the address opposite, for adjudication:



Financial Services and Pensions Ombudsman

Lincoln House, Lincoln Place, Dublin 2,  
D02 VH29

Tel: (01) 567 7000

Email: [info@fspo.ie](mailto:info@fspo.ie)

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

Certain other complaints which you cannot settle (after contacting us) may be directed to:

The Pensions Authority

Verschoyle House, 28/30 Lower Mount Street, Dublin 2  
D02 KX27

Tel: (01) 613 1900

E-mail: [info@pensionsauthority.ie](mailto:info@pensionsauthority.ie)

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

## **Complaint in respect of Eblana MT Trustees DAC as independent trustee**

Any expression of dissatisfaction about the service you have received from the trustee will be considered seriously and they will ensure that they respond promptly to any complaint.

If you are not happy with the reply provided by the person normally dealing with your case you can refer the matter to his/her supervising partner or manager. The name of the supervising partner or manager will also be found on your initial correspondence or, if you do not have this, by contacting their Client Care team.

The supervising partner or manager will consider your complaint and carry out an investigation and will provide a proposed solution within ten business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within ten business days to give you an approximate timescale of when you can expect a response. If we believe it would be helpful, we may suggest a meeting.

If, following investigation by the supervising partner or manager, you remain dissatisfied with the response then your complaint may be referred to our Client Care team by email, [ClientCare@irwinmitchell.com](mailto:ClientCare@irwinmitchell.com), or

By post:

Client Care Team  
The Capel Building  
Marys Abbey  
Dublin 7

If you are not satisfied with the response from our client care team you are able to take the matter further via the Legal services regulatory authority (LSA). The LSA are contactable on [complaints@lrsa.ie](mailto:complaints@lrsa.ie).

More information is available at  
[www.lrsa.ie/make-a-complaint/how-to-make-a-complaint](http://www.lrsa.ie/make-a-complaint/how-to-make-a-complaint)  
Telephone number for LSA is 01-8592911.



# How is the trustee decision regulated?

In simple cases, such as where there is a surviving spouse, the decision and payment can be made quickly and simply. The Claims Team and the independent trustee will deal with matters with a sympathetic approach and a minimum of fuss.

In more complicated cases, the independent trustee will need to assess information provided to ensure a practical and agreed outcome. Sometimes this may mean establishing a trust for minors or making other similar provision to ensure that the lump sum is secure for the benefit of those intended.

Those staff and others in your organisation covered by a Master Trust are asked to complete and keep up to date an Expression of Wishes form. This is a written document indicating to the trustee and others who is intended to benefit in the event of death. The expression of wishes is just that, an indication and not a legally binding direction. Nevertheless in most cases the trustee will expect to follow the intentions of the deceased.

## Data Protection

### MetLife

MetLife shall at all times comply with, and observe, all applicable data protection laws.

MetLife is the data controller in respect of any personal data provided to us. The ways in which MetLife may collect, share or process personal data are explained in MetLife's Privacy Notice. MetLife's Privacy Notice also explains the rights of data subjects regarding personal data. A copy of MetLife's Privacy Notice is available on our website, [www.metlife.ie](http://www.metlife.ie)

### Eblana MT Trustees DAC

Eblana MT Trustees DAC is the data controller in respect of any personal data provided to them. Details about their privacy and security, including their Privacy Notice, can be found on their website.

#### Master Trust documents available

- Employer Application form (which includes participation agreement)
- Master Trust guide - Broker and Employers
- Master Trust claims guide
- Expression of Wish form (standard)

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MetLife Europe d.a.c. is a private company limited by shares, registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, D02 HC80. Ireland. MetLife Europe d.a.c. (trading as MetLife) is regulated by Central Bank of Ireland.

Eblana MT Trustees DAC is a company registered in Ireland under company number 802936. Its registered office address is The Capel Building, Marys Abbey, Dublin 7, D07 YF6A.

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