

Terms of business – Naas Insurance Consultants Ltd. Trading as Naas Insurance and Finance, 15 Sth. Main St., Naas, Co. Kildare

Directors: Tom O Keeffe, Adrienne o Keeffe. Telephone no 045 874444 fax no 045 876695 email

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Web – naasinsurance.ie Opening Times: 09.30 to 13.00, 14.00 to 17.30, Mon – Friday, excl bank holidays.

Naas Insurance Consultants Ltd. Trading as Naas Insurance and Finance is regulated by the Central Bank of Ireland

These Terms of Business set out the general terms under which our firm will provide General Insurance and Financial Services business services to you. It details the respective duties and responsibilities of both the firm and you in relation to such services. Please ensure to read these terms thoroughly and if you have any queries, please contact us at the above address and we will be happy to clarify any questions you may have. If any material changes are made to these terms we will notify you, at the earliest opportunity.

We commit to providing you with an excellent and professional level of service. We believe in acting only in the best interests of our clients to ensure that a relationship as important and fundamental as ours is maintained for life.

CLIENT ACKNOWLEDGEMENT

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Naas Insurance & Finance and that I/we have read, understand and agree to these terms.

Signed:

Signed:

Date:

Date:

*I do not wish to be contacted or receive information on products and services available from Naas Insurance & Finance

CENTRAL BANK OF IRELAND AUTHORISATION

Naas Insurance & Finance is regulated by the Central Bank of Ireland under the Investment Intermediaries Act, 1995 (as amended), the Consumer Credit Act, 1995 and the European Communities Insurance Mediation Regulations, 2005. Copies of our Authorisations are available on request; alternatively the Central Bank of Ireland holds registers of regulated firms which can be viewed on their website www.centralbank.ie

STATUTORY CODES

Naas Insurance & Finance is subject to and complies with the Consumer Protection Code, the Minimum Competency Code and the Fitness and Probity Standards. These Codes offer protection to consumers and can be found on the Central Bank of Ireland website www.centralbank.ie

OUR SERVICES:

As Insurance Intermediaries we provide Fair Analysis advice in relation to General Insurance and Life Assurance products and services. With the significant number of appointments we hold, set out in Appendix 1, we can offer our clients an extensive choice of suitable products that best serve their needs and circumstances. We do not guarantee nor make representations in regard to, and expressly disclaim

responsibility for the financial security of Insurance Companies and Product Producers with which we place business. Naas Insurance & Finance are members of the Irish Broker Association (IBA).

GENERAL INSURANCE SERVICES: Inception & Renewal

We provide advice in relation to the following general insurance products: Household, Motor, Commercial, Public Liability and Employers Liability. Depending on your instructions we can advise you in relation to the products of the Insurance Companies and Product Producers listed in Appendix 1 and we will work on your behalf to negotiate competitive renewal terms on your insurance cover.

We will also offer assistance to you in relation to processing claims, on policies taken out through with our firm. This assistance is provided either directly by our staff and/or with the assistance of an appointed loss assessor *appointed by and with the agreement of the policyholder at policyholder's expense*

Credit Finance

If you require credit terms, we may be able to arrange premium finance on your behalf with Close Premium Finance or Premium Credit Ltd. Alternatively a monthly direct debit facility (if available) may be operated by the Insurance Company. We cannot accept instalments paid to our office.

FINANCIAL SERVICES:

LIFE ASSURANCE, INVESTMENTS & PENSIONS: Life Assurance companies and some Product Producers provide many products such as Life Cover, Serious Illness cover, Income Protection, Savings, Investments, Pensions and PRSA's. Depending on your individual circumstances, we may provide you with advice in relation to the nature of these products and which product(s) may be suitable for your needs. You may, however, have particular areas of interest; in this case, we will be happy to give specific advice in these areas. We can give you a choice of different life and pension products from the Insurance Companies and Product Producers with whom we hold an appointment as listed in Appendix 1. On your instruction; we can receive and transmit orders for such products on your behalf to these insurers and product producers. With your agreement, we may review the policies you take out on a periodic basis to ensure you are kept informed as to their benefit and to check whether they are still suitable for your needs. We will also provide assistance to you for any queries you may have in relation to the policies or in the event of a claim during the life of the policies.

MORTGAGES: We provide advice in relation to Mortgages and can arrange Mortgage Lending with the Mortgage Service Providers with whom we have an appointment

In relation to mortgage services:

- a) The client undertakes to ratify all acts of and everything done by the firm and to hold the firm indemnified against all calls, liabilities, costs, claims, or damages incurred by or made against the firm in connection with the mortgage application made by the company on the client's behalf.
- b) The client must complete fact find form and sign the declaration contained therein.

PERSONAL INSOLVENCY BUSINESS:

Re: Authorised Status:

Niall Begley is authorised by the Insolvency Service of Ireland to carry on practice as an insolvency practitioner.

The authorisation was issued on 02/09/2013 by the Insolvency Service of Ireland and the Authorisation Number is PC00029.

Appointment:

Where a Debtor wishes to become party to an Insolvency arrangement, he or she shall appoint a Personal Insolvency Practitioner in writing to act for them.

Niall Begley (Authorisation No: PC00029) reserves the right to either decline the role or if appointed to resign from the role at any time. In the event of resignation, the client and the Insolvency Service of Ireland will be notified in writing.

RE: Remuneration Policy.

There will be a minimum up front charge of €250 per arrangement for a DSA. There will a minimum charge of €250 for a PIA. If a case is more complex there may be additional fees. Any additional fees will be agreed with the client and notified in writing before charged.

In Addition:

The ISI also charge €500 for a PIA and €250 for a DSA

CONFLICTS OF INTEREST:

It is the policy of our firm to avoid conflicts of interest in providing you with insurance and investment business services. If this is not possible, we will notify you as soon as is practicable after we become aware of the conflict of interest and you may rest assured that you will be treated fairly where such a conflict is unavoidable.

COMPLAINTS:

We have a written complaints procedure for the effective handling of all complaints. We will acknowledge receipt of your complaint in writing within 5 working days. A written update will be issued to you every 20 days by a nominated individual within our firm. A comprehensive response to your complaint will be issued within 8 weeks of receipt of your initial complaint. In the event of failure to resolve your complaint you may raise the matter with the Financial Services Ombudsman Bureau Lo Call: 1890 88 20 90 enquires@financialombudsman.ie or the Pension Ombudsman.

Our full Complaints Procedure is available on request

DEFAULT:

Our firm will exercise its legal rights to receive payments due to it from clients for investment business services provided. In particular, without limitation of the generality of the foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of clients where the firm has acted in good faith in renewing a policy of insurance for the client. Insurers and other product producers may withdraw benefits or cover in the event of default on payments due under policies of insurance or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions

DISCLOSURE OF INFORMATION:

It is your responsibility to provide complete and accurate information for Insurers when arranging an insurance policy and/or where a Statement of Fact is completed on your behalf. Failure to disclose any material information to your insurers could invalidate your insurance cover; all/or part of the claim may not be paid.

PREMIUM HANDLING AND RECEIPTS:

When receiving and transmitting orders in relation to insurance policies. Naas Insurance and Finance may accept payment from clients payable to itself where an insurance undertaking has invited renewal of a policy of insurance, or the proposal for insurance has been accepted by an insurance undertaking. A Section 30 receipt is issued for all monies received.

REMUNERATION AND CHARGES:

General Insurance: Naas Insurance & Finance may be remunerated by the Insurance Companies and Product Producers to whom orders are transmitted for new business, on renewal of existing business and/or based on the levels of business introduced; remuneration details are available on request. The firm will charge you a fixed fee or a percentage of the insurance premium and levies for the following services provided:

Remuneration Policy:

The Firm is remunerated for insurance business by commission received from insurance product producers, and/or charges invoiced to the client.

In relation to mortgage business, the firm may receive commission from the lenders of between 0.50 and 0.75% of the amount advanced.

In relation to deposit broking business, the firm may receive commission from the financial institutions of between 0.3 and 0.35% of the amount advanced.

Any additional charge included in amounts invoiced will be separately disclosed on client's invoice. Charges are applied to each policy per policy type as follows:

Life Insurance, Deposit Business – No Charges

Mortgage Business – fee of up to €250 may be charged.

All Non-Life Insurances – premium X % below, at the following minimums:

Commercial Property,	15 min	€175.	Duplicate Policy Document	€35.0
Liability, etc:	%	00		0
Private Car / Commercial	10 min	€55.0	Duplicate Certificate or Disc	€15.0
Motor	%	0		0
Home Insurance	10 min	€35.0	Duplicate NO Claim Bonus	€25.0
	%	0		0
Motor Fleet	15 min	€250.	All credit card payments.	€10.0
	%	00		0
All other renewals	10 min	€45.0		
	%	0		
Mid Term Alterations in	10 min	€25.0	Named Driving experience	€25.0
any of above	%	0	letters EACH	0

On occasion we may need to charge rates different to the above depending on the complexity of the case in question; we shall advise you of these charges in advance and before business is transacted.

On settlement of your account, we will forward to you all documents showing ownership of your policy i.e. Motor Certificate & Disc and Policy Schedules. Where a series of transactions are involved, we will normally hold each document until the series is complete and then forward them to you.

Credit Intermediary: As a credit intermediary we may be remunerated by the premium/credit finance provider on arranging this finance on your behalf.

Financial Services: Naas Insurance & Finance may be remunerated by the Insurance Companies and Product Producer to whom orders are transmitted. Summary details of these payments will be included in a product information document which you will receive before an application form for a product is completed, and extended details will also be included with your cooling-off letter. Fees are not usually charged, but may be charged for complex cases or to reflect value, specialist skills or urgency. We will give an estimate of this rate in advance of providing you with our services.

Mortgage Intermediary: Naas Insurance & Finance may receive a fee from a mortgage provider, should this arise this fee will be disclosed to you in writing. Fees are not usually charged by the firm, but may be charged for complex cases or to reflect value, specialist skills or urgency. We will give an estimate of this rate in advance of providing you with our services.

DATA PROTECTION:

We collect your personal details in order to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for legitimate purposes. To fulfil these objectives we may share information with other affiliated professionals. The information and other data provided to our office may be used to advise you of products and services we may offer from time to time. If you do not wish to receive this information please indicate below*

You have the right at any time to request a copy of any 'personal data' within the meaning of the Data Protection Act 1988 (as amended or re-enacted from time to time) that our office holds about you and to have any inaccuracies in that information corrected

INVESTOR COMPENSATION SCHEME

We are members of the Investor Compensation Scheme established under Section 38 of the Investor Compensation Act 1998. The Act provides that compensation shall be paid to eligible investors (as defined in the Act) to the extent of 90% of an investor's net loss or €20,000, whichever is the lesser and is recognised as being eligible for compensation. We are also members of the Irish Brokers Association (IBA) Compensation Fund. Subject to the rules of the scheme the liabilities of its members firms up to a maximum of €100,000 per client (or €250,000 in aggregate) may be discharged by the fund on its behalf if the member firm is unable to do so, where the above detailed Investor Compensation Scheme has failed to adequately compensate any client of the member. Further details are available on request.

List of appointments

We have appointments from a wide range of producers. These include Irish-based and overseas providers and wholesalers. A list of these is available on request.