



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

Date

Terms of Business

Dear

I attach for your information a document setting out the terms under which my firm will provide insurance, Mortgage and investment business services to you. You should read through this document and if there are any matters on which you require clarification I will be happy to explain the matter in more detail.

These terms will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you in writing in advance of the changes.

Data Protection

Kegra Limited t/a Finance Solutions, Best Life Cover complies with the Data Protection Acts 1988 and 2003. The data which you provide to us will be held on a computer database and paper files for the purpose of arranging transactions on your behalf. Your data will be passed to the relevant product producers with whom ***Kegra Limited t/a Finance Solutions, Best Life Cover*** has agencies for the purpose of arranging transactions agreed with you.

Yours sincerely,

Kegra Limited t/a Finance Solutions, Best Life Cover

CLIENT ACKNOWLEDGEMENT

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Kegra Limited t/a Finance Solutions, Best Life Cover and that I/we have read through and understand these terms.

Signed: _____

Date: _____

Signed: _____

Date: _____

DIRECT MARKETING

I/We consent to ***Kegra Limited t/a Finance Solutions, Best Life Cover*** making contact with me/us by letter, landline, mobile phone, email or SMS text in relation to the range of services provided by ***Kegra Limited t/a Finance Solutions, Best Life Cover*** or its associated or partnership companies.

If you wish to avail of these services please tick here

You may opt out of this service at any time by writing to ***Kegra Limited t/a Finance Solutions, Best Life Cover*** or by selecting the unsubscribe option on any email sent.



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

TERMS OF BUSINESS OF KEGRA LIMITED T/A FINANCE SOLUTIONS, BEST LIFE COVER

These terms of business will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you at our next meeting.

- The full name and address of the firm is ***Kegra Limited t/a Finance Solutions, Best Life Cover, 4 The Mall, Lucan, Co Dublin***
- ***Kegra Limited t/a Finance Solutions, Best Life Cover*** is authorised and regulated by the Central Bank of Ireland, under code reference C85794, as an Insurance Intermediary registered under the European Communities (Insurance Mediation) Regulations, 2005; as an Investment Intermediary, authorised under the Investment Intermediaries Act, 1995, as a Mortgage Intermediary under the Consumer Credit Act 1995 and as a Mortgage Credit Intermediary under the European Union (Consumer Mortgage Credit Agreements) Regulations 2016. A copy of our regulatory authorisations are available on request. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at www.centralbank.ie to confirm our credentials.
- ***Kegra Limited t/a Finance Solutions, Best Life Cover*** is subject to the Minimum Competency Code 2011, the Consumer Protection Code 2012, Handbook of Prudential Requirements for Investment Intermediaries and the Fitness and Probity standards which can be viewed on www.centralbank.ie
- ***Kegra Limited t/a Finance Solutions, Best Life Cover*** offers a range of products and services including life assurance, mortgages, pensions, and investments.
- ***Mortgages:*** Through the lenders or other undertakings with which we hold an agency, Finance Solutions provide advice on mortgage products. Finance Solutions provides mortgage advice on a fair analysis basis. We will need to collect sufficient information from you before we can offer any advice on housing loans. This is due to the fact that a key issue in relation to mortgage advice is affordability. Such information should be produced promptly upon our request.
- ***Life, Pensions & Investments:*** Finance Solutions provides life assurance, pensions, investments and deposit advice on limited analysis basis. We will 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. It is your responsibility to read the policy documents, literature and brochures to ensure that you understand



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

the nature of the policy cover: particularly in relation to income protection and serious illness policies.

- **Non-Life:** Finance Solutions provides general insurance on a limited analysis basis, by way of providing referrals for Household, Motor, Personal Accident, and commercial Insurances to our preferred general insurance partner, BMIB Limited, T/A Brian Mullins Insurance Broker, who will research the market and provide a recommendation.
- **Kegra Limited t/a Finance Solutions, Best Life Cover** holds written appointments with the following life assurance companies: Irish life Assurance plc and New Ireland Assurance Company plc.
- **Kegra Limited t/a Finance Solutions, Best Life Cover** has selected one preferred product producer, Irish Life Assurance plc (including life assurance, specified illness cover, income protection, unit linked savings, investments, and pension plans), tracker bonds, Private Health Insurance and Personal Retirement Savings Accounts (PRSAs). **Analysis of the market will be limited to products provided by Irish Life Assurance plc.**
- **Permanent Health Insurance (Income Protection)** - In relation to permanent health insurance policies it is our policy to explain to you a) the meaning of disability as defined in the policy; b) the benefits available under the policy; c) the general exclusions that apply to the policy; and d) the reductions applied to the benefit where there are disability payments from other sources.
- **Serious Illness** - In relation to serious illness policies, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.
- **Receipts** - The firm will issue receipts for each payment received pursuant to Section 30 Investment Intermediaries Act, 1995 and Provision 3.5 of the Consumer Protection Code.
- **Kegra Ltd. T/A Finance Solutions, BestLifeCover** also holds agencies with New Ireland, Quilter, Independent Trustee Company (ITC) and Wealth Options. These providers are only used in limited circumstance where Irish Life may not provide a facility which you may seek. For example Wealth Options will provide facilities for pension clients to purchase a property through their fund, Quilter will provide clients access to discretionary investment advice where they hold a pension through an independent trustee and New Ireland would provide cover to clients who are not resident in Ireland but seeking life cover for a mortgage in Ireland
- **Kegra Limited t/a Finance Solutions, Best Life Cover** also holds a written appointment to act as a mortgage intermediary from the following providers: Haven Mortgages Ltd, KBC Bank Ireland Plc, Permanent TSB plc, Ulster Bank Ireland Limited, Pepper Money and Dilosk



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

- For mortgage business ***Kegra Limited t/a Finance Solutions and Best Life Cover*** may receive mortgage commission from lenders at a rate of up to 1% of the value of the amount borrowed. We reserve the right to charge a standard up front commitment fee for arranging a residential mortgage. An additional charge may be payable when the nature and complexity of the case necessitates a senior resource to facilitate the application process. We will agree the basis of all fees with you in advance of providing a service.
- For commercial mortgage business ***Kegra Limited t/a Finance Solutions and Best Life Cover*** will not receive any payment from the bank so there is an arrangement fee of a 1% of the mortgage value subject to a minimum payment of €1500. This is payable up front and in full on securing formal mortgage approval.
- ***Kegra Limited t/a Finance Solutions, Best Life Cover*** may receive commission and other payments from the life assurance provider to whom orders are transmitted. Summary details of these payments will be included in a product information document, under the Customer Information Notice section, which you are legally entitled to receive before an application for a product is completed, and full details will be included with your cooling-off letter and welcome pack . Any ongoing commission shown in the Customer Information Notice will be paid to me as long as I continue to be your Financial Adviser. Details of charges and commission payments for other products are available on request.
- In certain circumstances the firm may charge you a fee for the services provided. If we do this we will provide you with a written estimate of this in advance of providing any business service. Details of bank commissions are available upon request.
- ***Kegra Limited t/a Finance Solutions, Best Life Cover*** is remunerated by way of fees for advice and by way of commission and other payments for receiving and transmitting orders. Fees are charged on a time spent and disbursements basis. Present hourly rates are set out below (as at October 2017). These may vary from time to time subject to notice. Presently there are no VAT implications for the placement of orders with financial institutions however, where we provide only advice, VAT will be chargeable. This may change in the future.

Category	Euro rate per hour
Advisory*	€200
Administration	€100



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

*Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency.

- These fees will cover the advice on the nature of the products and selection of suitable products. Where the client selects a product issued by our preferred provider, Irish Life Assurance plc, commission may be payable and used to offset the fee due. Where the commission is greater than the fee due, the balance will be retained by the company
- So that we can provide you with business services, you will have to give personal information including your name, address, date of birth, and details about your financial arrangements such as your existing protection cover, pension arrangements, and your savings and investments. From time to time you may also need to give sensitive personal information such as medical details. All the personal information you give me will be processed in line with your rights under the Data Protection Acts 1988 to 2003. This information will only be used to provide you with business services, to meet any legal and regulatory obligations, and for legitimate business reasons. For these purposes personal information may have to be given to third parties and to contractors where necessary, to regulatory authorities that need the information by law, to other companies and service providers with whom we have a data processing contract and to any person your plan is transferred to. From time to time, Information about other financial products and services may be sent to you. You have the right to ask us not to send you this marketing material and, at any time you can 'opt out' of receiving marketing material. You have a right to see the information that is held on you and you can do this by writing to me at the address given. A charge of up to €6.35 may be required before we send you the information.
- It is the policy of **Kegra Limited t/a Finance Solutions, Best Life Cover** to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict may arise we will advise you of this in writing before proceeding to provide any business service. If you have not been advised on any such conflict you are entitled to assume that none arises.
- **Kegra Limited t/a Finance Solutions, Best Life Cover** will, if necessary, exercise its legal rights to receive any payments due to it, from clients for business services provided by it and to be reimbursed for any value obtained by it for clients arising from payments to it by clients which subsequently default. The Product Providers may withdraw benefits on default of payments due



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions.

- Any complaint that you may have in relation to the business services provided should be made in writing to ***Kegra Limited t/a Finance Solutions, Best Life Cover***, or by contacting ***Kegra Limited t/a Finance Solutions, Best Life Cover*** outlining the nature of your complaint. All complaints will be acknowledged in writing within 5 business days of the complaint being received. The complaint will be fully investigated by ***Kegra Limited t/a Finance Solutions, Best Life Cover*** and a full response will be provided to you. We will aim to provide this response not later than 20 business days from receipt of your complaint. In the event that you remain dissatisfied with the firm's handling of and response to your complaint you are entitled to refer your complaint to the Financial Services Ombudsman's Bureau or the Pensions Ombudsman (contact details below).

Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Lo-Call: 1890882090/ Fax: 016620890/ Email: enquires@financialombudsman.ie or www.financialombudsman.ie

Office of the Pensions Ombudsman, 4th Floor, Lincoln House, Lincoln Place, Dublin 2. Lo-Call: 01 6766002/ Fax: 01 6618776/ Email: info@pensionombudsman.ie or www.pensionombudsman.ie

A full copy of our Complaints Procedure is available upon request.

- We are a member of the investor compensation scheme run by the Investor Compensation Company Limited. The scheme provides a way of paying certain investors compensation, subject to the relevant limits, if they suffer financial loss caused by an investment firm being unable to meet its financial obligations (in other words, pay everything it owes). In the event that a right to compensation is established, the amount payable is the lesser of ninety per cent of your loss, which is recognised as being eligible for compensation, or €20,000.

Product Provider: Mortgages Haven Mortgages Ltd, KBC Bank Ireland Plc, Permanent TSB plc, Ulster Bank Ireland Limited, Pepper Money Dilosk/ICS	Product Provider: Life & Pensions Irish Life Assurance Plc New Ireland Assurance Company Plc Quilter Cheviot Wealth Options Independent Trustee Company Ltd
Product Provider: Insurance BMIB Limited	



FINANCE SOLUTIONS

PROFESSIONAL FINANCIAL CARE

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Disclosure of Information – All Products

It is important that you ensure that all information provided on proposal forms, application forms, statement of facts and any other documentation relevant to the service being provided to you is complete and accurate. If you are in doubt as to whether information is relevant or not, please disclose it to us. Failure to disclose any material information could invalidate your cover and could mean that all or part of a claim will not be paid.

These Terms of Business are effective from June 2017