



TERMS OF BUSINESS

I outline for your information a document setting out the terms under which the firm will provide insurance, Mortgage and investment business services to you.

Please take a few minutes to read through this document and if you have any questions, we will be happy to answer them.

These terms will remain in force and shall apply to current business service provided to you.

AUTHORISED STATUS

- The full name and address of the firm is ***Kegra Limited t/a Finance Solutions, Best Life Cover***, 6 Lower Main Street, 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 Union (Insurance Distribution) Regulations, 2018; 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 2017, 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

SERVICES

- ***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 which means that we make a recommendation based on a review of the majority of providers in the market. 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 a limited analysis basis, as we have a preferred provider, consequently we do not survey the whole market before making recommendations. We will provide assistance to you for any queries you may have in relation to the policies arranged or in the event of a claim during the life of the policies. If you elect for that service, we will provide you with ongoing pension advice. It is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the cover under the policy.
- ***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, Zurich Life 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 to include life assurance, specified illness cover, income protection cover, unit linked savings, investments, and pension plans, tracker bonds, Personal Retirement Savings Accounts (PRSAs). ***Analysis of the market will be primarily of products provided by Irish Life Assurance plc. If a suitable product is not available from Irish Life, we will research products available from other producers we have agencies with.***
- ***Permanent Health Insurance (Income Protection Cover)*** - In relation to permanent health insurance policies, it is our aim 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.

- **Specified Serious Illness Cover** - 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, Best Life Cover** also holds agencies with Zurich, 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 and ITC will provide facilities for pension clients to purchase a property through their fund and Quilter will provide clients access to discretionary investment advice where they hold a pension through an independent trustee.
- **Kegra Limited t/a Finance Solutions, Best Life Cover** also holds a written appointment to act as a mortgage intermediary from the following providers: The Mortgage Store powered by Bank Of Ireland, Haven Mortgages Ltd, KBC Bank Ireland Plc, Permanent TSB plc, Ulster Bank Ireland Limited, Finance Ireland, Dilosk/ICS and Avantcard t/a Avant Money.

RENUMERATION POLICY

- For mortgage business **Kegra Limited t/a Finance Solutions and Best Life Cover** receive mortgage commission from lenders at a rate of 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, please revert to appendix A, section A for any applicable mortgage application fees Please note that lenders may charge specific fees in certain circumstances and if this applies, these fees will be specified in your Loan Offer. The actual amount of commission received will be disclosed at a later stage in the ESIS (European Standardised Information Sheet), which will be forwarded to you by your lender.
- **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. 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 us as long as we continue to be your Financial Adviser. Details of charges and commission payments for other products are available on request. See our commission disclosure on our website at <https://financesolutions.ie/commissions.html>.
- See appendix A section B included in this document for fee details.
- 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.

DATA PROTECTION

- **Kegra Limited t/a Finance Solutions, Best Life Cover** complies with the requirements of the General Data Protection Regulation 2016 and the Irish Data Protection Acts 1998- 2018.
- 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. Your data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Notice and Data Protection Policy and Procedures. This information will only be used to provide you with business services, to meet any legal and regulatory obligations and for legitimate business reasons.
- From time to time, we will send information about other financial products and services, provided by us or associated companies with which we have a formal business arrangement, which we think may be of interest to you. You have the right to ask us not to



FINANCE SOLUTIONS

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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 us at the address given.

- You have the right at any time to request a copy of any 'personal data' within the meaning of the GDPR that our office holds about you and to have any inaccuracies in that information corrected. Please contact us at ***Kegra Limited t/a Finance Solutions, Best Life Cover***, ken@financesolutions.ie, if you have any queries about your personal data.

CONFLICT OF INTEREST

- 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 our 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.

COMPLAINTS

- 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 and Pensions Ombudsman's Bureau (FSPO), Lincoln House, Lincoln Place, Dublin 2. Telephone 01-567 7000. Email info@fspoi.ie

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

CONSUMER PROTECTION

- 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
Finance Ireland, Dilosk/ICS
The Mortgage Store powered by Bank of Ireland
Avantcard DAC t/a Avant Money

Product Provider: Life & Pensions

Irish Life Assurance Plc, Zurich Life, ..
New Ireland Assurance Company Plc.,
Quilter Cheviot, Wealth Options,
Independent Trustee Company Ltd.

Product Provider: Home Insurance

Brian Mullins Insurance Broker Limited

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.

APPENDIX A

Section A

Applicable Mortgage Application Fees

In the majority of mortgage applications, we do not charge any fee however, specific case as outlined below, will have an additional fee charged. Please note this must be agreed with Finance Solutions prior to the commencement of any application.

Commercial Mortgages - A 1% fee or a fee of €3,000, whichever is the greater will apply. 50% to be paid up front at application (Non-refundable), with remaining 50% on approval (Non-refundable).

Residential Mortgages of €100,000 or less - A €1,000 fee will apply. 50% to be paid up front at application (Non-refundable), with remaining 50% on approval (Non-refundable).

Tracker Portal Mortgages - Please be advised that the lender will not pay us for the portion of the tracker mortgage which is being ported. Therefore, a fee of €1,000 will apply. 50% to be paid up front at application (Non-refundable) with remaining 50% on approval (Non-refundable)

Self-Build Mortgages - A fee of €500 will apply. 50% to be paid up front at application (Non-refundable), with remaining 50% on approval (Non-refundable).

Buy to Let Mortgages with Dilosk - Mortgages cases with Dilosk/ISC over €750,000 a fee of 0.25% of the loan amount will apply on approval with the lender. (Non-Refundable).

A Pension Mortgage Unit Trust Set Up - A fee of €1500 will apply (if applicable).

Please note all fees to be agreed with Finance Solutions, in advance of application.

Section B

- In most cases in relation to life, pension and investment business, Kegra Limited t/a Finance Solutions, Best Life cover, remuneration is commission paid by the product providers, with which it has letters of appointment in place.
- Where we do not receive commission from a product provider or where we provide an advice only service, we may charge a fee and will notify you of the fee basis in advance of any service being provided.
- 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 apply in the future.

Cases where fees apply:

Category	Euro rate per hour
Advisory	€200 (please note additional fees may be payable for complex cases or to reflect value, specialist skills or urgency)
Administration	€100

These Terms of Business are effective from August 2020