

TERMS OF BUSINESS

INTRODUCTION

These terms of business set out the general terms under which we, Ollie Moran Financial Services Limited will provide the following products and services to you and the respective duties of both the company and you in relation to such services:

- a) Life & Pensions
- b) Savings & Investments
- c) Mortgages & Protection
- d) General Insurance

Please ensure you read these terms thoroughly and if you have any queries please contact the undersigned who will be happy to clarify any queries raised. If any material changes are made to these terms, we will notify you as soon as possible.

Ollie Moran QFA, Director, Ollie Moran Financial Services Ltd.
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(T) 061 444900 (F) 061 444901 (E) info@olliemoranfs.com

Ollie Moran

Date

AUTHORISED STATUS

Ollie Moran Financial Services Limited is regulated by the Central Bank of Ireland. Ollie Moran Financial Services Ltd is regulated by the Financial Regulator as a Multi-Agency Intermediary under the Investment Intermediaries Act, 1995 and as an Insurance Intermediary registered under the European Communities (Insurance Mediation) Regulations, 2005. Ollie Moran Financial Services Limited is authorised as a mortgage intermediary, under the Consumer Credit Act, 1995. The Financial Regulator holds registers of regulated firms. You may contact the Financial Regulator on (01) 410 4000 or alternatively visit their website on www.financialregulator.ie to verify our credentials.

Ollie Moran Financial Services Limited is a member of the Professional Insurance Brokers Association (PIBA). Ollie Moran Financial Services Limited is authorised to act on your behalf in receiving and transmitting orders in relation to one or more investment instruments with companies from whom we hold a written letter of appointment. Currently this list includes:-

Life, Pensions & Investment Companies	BCP Asset Management, Caledonian Life & Pensions, Canada Life, Dolmen, Zurich Life, Friends First, Global Reach, Aviva Life & Pensions, KBC Bank Ltd., Irish Life, New Ireland, Wealth Options Ltd,
Mortgage Companies	AIB Plc, ICS Homeloans, KBC Homeloans Ltd, PIBA Mortgage Services, Prima Mortgages Ltd, Carrigmartin Ltd t/a Hickey Financial Services.
General Insurance	Agent for Assurant Solutions Mortgage Repayment Cover, Tied Agents of Aviva Insurance for household insurance. Tied Agent for AVIVA Health Insurance . Agents for Lloyds Insurance c/o of Hickey Clarke Langan Ltd, Agents for O' Driscoll O' Neill

We will act as your agent in advising you and arranging protection products, pension products, savings, investments and mortgages with the companies listed. We do not provide any advice in relation to specific shares or stock selection.

Where we have arranged an investment on your behalf with one of the above companies, we may provide an ongoing advisory service in relation to that investment.

It is in your best interests however that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change also and you must advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us of changes in your circumstances, or request a review, may result in you having insufficient insurance cover and/or inappropriate investments.

We never own the investments that you arrange through us and all investments will be registered in your name. We will forward to you all documents showing ownership of your investments as soon as we receive them.

We will keep records of all business transactions for at least 6 years after the date of the transaction. We will retain all other documentation concerning your account for 6 years from the date the relationship ends.

You, or we, may terminate our authority to act on your behalf at any time, without penalty. Notice of this termination, must be given in writing.

FEES & CHARGES

Ollie Moran Financial Services Limited operates a transparent charging structure for the different products and services we provide. We will agree an appropriate charging structure based on the service or product you wish us to provide. Our typical hourly rates are as follows:

Consultancy/Advice	€75
Administration/Secretarial	€50

If we transact business with one of the companies listed, we may be remunerated by way of commission or other payments for placing this business with them on your behalf. The level of commission varies from product to product and we will advise you of the amount payable prior to you undertaking the transaction. In some instances we may charge an additional fee if the commission received from the product provider is less than the number of service hours provided during the course of the business being transacted.

Please refer to the OMFS Fee Information Leaflet in relation to our Mortgage Fees.

You must advise the basis on which you wish to proceed prior to us providing any advice or undertaking any service on your behalf. A copy of our Commission/Fee Agreement and an indicative schedule of commission payable on various products available through our office, are available upon request.

Ollie Moran Financial Services Limited reserves the right to charge a fee where our commission payment has been clawed back by a financial institution as a result of a mortgage or investment / life product being cancelled / redeemed / switched / paid up. In some instances we may offer a discount either on an upfront basis or as a rebate on first year premiums. We reserve the right to redeem this discount if it is cancelled or not paid within the agreed time frame.

CONFLICT OF INTEREST

It is the policy of the firm to avoid any conflict of interest when providing business services to its clients. Where this is unavoidable, we will not transact any business on your behalf in which we, or one of our customers, has an interest without prior written notice and your consent to proceed. Therefore, we will have no further liability in relation to same. Individuals should refer to their policy conditions for the details of such provisions.

COMPLAINTS

The firm has a written procedure in place for the effective consideration and handling of complaints. All complaints should be sent, in writing, to the Compliance Officer, Mr. Ollie Moran, at the above address. All complaints will be recorded and acknowledged in writing within 5 business days of the complaint being received. All complaints will be fully investigated and regular written updates on the progress of the investigation of the complaint will be provided to you at intervals of not greater than 20 business days. The firm will endeavour to investigate and resolve a complaint as soon as possible and no later than 40 business days of having received the complaint. Where 40 business days have elapsed and the complaint is not resolved, we will inform you of the anticipated timeframe within which we hope to resolve the complaint. We will advise you in writing within 5 business days of the completion of our investigation of a complaint and of the outcome of that investigation. In the event that you remain dissatisfied with the outcome, you have the right to refer the matter to the Financial Services Ombudsman, contact details of which we will provide to you should you require them.

CONSUMER PROTECTION

If you make a valid claim against the firm and we are unable to return your money or investment instruments, you may be eligible to obtain redress from the Investors Compensation Scheme, of which we are a member. You can confirm our membership of the Investor Compensation Scheme by contacting the Financial Regulator or the Investor Compensation Company Limited. We are required under Section 38(1) of the Investor Compensation Act, 1998 to inform you of the following information concerning investor compensation:

- 1) The Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain clients (known as eligible investors) of authorised investment firms, as defined in that Act;
- 2) Compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by the firm, cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of the firm being able to do so;
- 3) A right to compensation will only arise:
 - a. If the client is an eligible client as defined in the Act;
 - b. If it transpires that the firm is not in a position to return client money or investment instruments owed or belonging to clients of the firm; and
 - c. To the extent that the client's loss is recognised for the purposes of the Act;
- 4) Where an entitlement to compensation is established, the compensation payable will be the lesser of:
 - a. 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
 - b. Compensation of up to €20,000.

Ollie Moran Financial Services Limited also maintains **Professional Indemnity Insurance** which provides an additional safeguard to our clients, in certain circumstances.

DEFAULT ON PAYMENT

The firm will exercise its legal rights to receive payments due to it from clients for investment business services provided. In addition, insurers and product producers may withdraw benefits or cover in the event of default on payment due under policies of insurance or other products arranged for you. The firm will not take any responsibility for the lapse of a policy and will

HANDLING CLIENTS' MONEY

Ollie Moran Financial Services Limited will not, as policy, accept payments in cash. All cheques and drafts should be made payable to the relevant financial institution. However, we will undertake to lodge the appropriate funds to a Section 48 Non Life Account (in respect of non life transactions) and to a Client Holding Account for life related transactions, if same are made payable to Ollie Moran Financial Services Limited.

RECEIPTS

Ollie Moran Financial Services Limited shall issue a receipt for each negotiable or non-negotiable instrument presented by you as payment for a financial product or service provided. This is required pursuant to Section 30 of the Investment Intermediaries Act, 1995 and should be retained by you.

MONEY LAUNDERING

We are obliged by law to obtain certain client identification documents in respect of certain transactions, in accordance with anti-money laundering legislation. We may request from you, and retain, some information and documentation for these purposes. If satisfactory evidence of your identity is not provided within a reasonable timeframe, we may not be able to proceed with your instructions.

DATA PROTECTION

Ollie Moran Financial Services Limited are registered under the Data Protection Acts 1988 and 2003 and are bound by the data protection responsibilities set out in the Acts.

CLIENT ACKNOWLEDGEMENT

I / We acknowledge and confirm that I / we have been provided with a copy of the Terms of Business of Ollie Moran Financial Services Limited and that I / we have read through and understand these terms.

Signature (1)

Name (BLOCK)

Date

Signature (2)

Name (BLOCK)

Date

Once these Terms of Business have been agreed, they shall remain in place unless subsequently altered and agreed in writing by both parties.

The Terms of Business shall be construed in accordance with Irish Law. The Courts of Ireland shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the terms of business and any matter arising as between the client and the company.