



**OLLIE MORAN**  
FINANCIAL SERVICES

**Invest in Your Future**

## TERMS OF BUSINESS

V3.4 Effective from 18 May 2026

### INTRODUCTION

These Terms of Business set out the general terms under which Ollie Moran Financial Services Ltd will provide business services to you and the respective duties and responsibilities of both Ollie Moran Financial Services Ltd and you in relation to such services. Please ensure that you read these terms thoroughly and if you have any queries, we will be happy to clarify them. If any material changes are made to these terms, we will notify you.

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### AUTHORISATION WITH THE CENTRAL BANK OF IRELAND

Ollie Moran Financial Services Ltd C50349 is regulated by the Central Bank of Ireland as an insurance intermediary registered under the European Union (Insurance Distribution) Regulations 2018; as an Investment Intermediary authorised under the Investment Intermediaries Act, 1995 and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995, and as a Mortgage Credit Intermediary under the European Union (Consumer Mortgage Credit Agreements) Regulations 2016. Copies 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](http://www.centralbank.ie) to verify our credentials.

### CODES OF CONDUCT

Ollie Moran Financial Services Ltd is subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie)

### OUR SERVICES

Ollie Moran Financial Services Ltd is a member of Brokers Ireland.

Our principal business is to provide advice and arrange transactions on behalf of clients in relation to Life & Pensions/ Mortgages / General Insurance products. A full list of insurers, product producers and lending agencies with whom we deal is available on request.

#### Fair and Personal Analysis

The concept of fair and personal analysis describes the extent of the choice of products and providers offered by an intermediary within a particular category of life assurance, general insurance, mortgages, and/or a specialist area. The number of contracts and providers considered must be sufficiently large to enable an intermediary to recommend a product that would be adequate to meet a client's needs.

The number of providers that constitutes "significantly large" will vary depending on the number of providers operating in the market for a

particular product or service and their relative importance in and share of that market. The extent of fair analysis must be such that could be reasonably expected of a professional conducting business, considering the accessibility of information and product placement to intermediaries and the cost of the search.

In order to ensure that the number of contracts and providers is sufficiently large to constitute a fair and personal analysis of the market, we will consider the following criteria;

- The needs of the customer
- The size of the customer order
- The number of providers in the market that deal with brokers
- The market share of each of those providers
- The number of relevant products available from each provider
- The availability of information about the products
- The quality of the product and service provided by the provider
- Cost and any other relevant consideration

#### Life, Pensions and Investments

Ollie Moran Financial Services Ltd provides life assurance, pensions and investments on a fair and personal analysis basis i.e., providing service on the basis of a sufficiently large number of contracts and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs.

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 and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover, particularly in relation to PHI and Serious Illness policies.

Specifically on the subject of 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.

For a Serious Illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

#### General Insurance

Household Insurance

Ollie Moran Financial Services Ltd provides Household insurance on a limited analysis basis (providing services on the basis of a limited number of contracts within the market). We provide advice on the following product providers:

- Aviva Household Insurance

We will offer assistance to you in relation to processing claims on policies taken out with us and in seeking renewal terms on cover.

#### Mortgages

Through the lenders of other undertakings with which we hold an agency, Ollie Moran Financial Services Ltd, can provide advice on and arrange mortgage products from the following range: fixed-rate mortgages, variable rate mortgages, capital & interest mortgages, interest only mortgages, endowment mortgages, pension mortgages and residential investment property.

Registered in Republic of Ireland at Unit 5C, Whitethorns, Castletroy Limerick. Registration No: 453739.

A private company limited by shares trading as Ollie Moran Financial Services Limited.

Directors: Ollie Moran & Lisa Quinlan. Registered with Brokers Ireland since 2008.

Ollie Moran Financial Services Limited is regulated by the Central Bank of Ireland

Ollie Moran Financial Services Ltd provides mortgage advice on a fair analysis basis. (i.e. providing service on the basis of a sufficiently large number of contracts and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs).

We hold agencies with the following:

- **Haven Mortgages**
- **Brokers Ireland Network Services Ltd**

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 request.

### **Sustainability Factors - Investment/IBIPs/Pension Advice**

In accordance with the Sustainable Finance Disclosure Regulation ('SFDR'), we inform you that when providing advice on insurance-based investment products/Investments, we do not assess, in addition to relevant financial risks, relevant sustainability risks as far as this information is available in relation the products proposed/advised on. This means that we do not assess environmental, social or governance events/conditions that, if they occur, could have a material negative impact on the value of the investment.

When providing advice on insurance-based investment products (IBIP's) or investment advice, Ollie Moran Financial Services Ltd does not consider the impacts of our advice that results in negative effects on sustainable factors (namely environmental, social and employee matters, respect for human rights, anti-corruption and anti-bribery matters), currently there is limited relevant products on the market which meet these criteria. The area of sustainability is relatively new and as the issue progresses, we will review our position.

## **STATEMENT OF CHARGES**

### **Life, Pensions and Investments Fees**

Ollie Moran Financial Services Ltd is remunerated by commission and other payments from product producers or lenders on the completion of business.

Pursuant to Regulation 68 of the Consumer Protection Code, a summary of the details of all arrangements for any fee, commission other reward or remuneration paid or provided to us which have agreed with product providers is available in our office or on our website - [www.olliemoranfs.com](http://www.olliemoranfs.com)

In certain circumstances, it will be necessary to charge a fee for services provided. These are listed below. In other circumstances where fees are chargeable or where you choose to pay in full for our service by fee, we will notify you in writing in advance and agree the scale of fees to be charged if different from fees outlined below. Where it is not possible to provide the exact amount, we will provide you the method of calculation of the fee.

If we receive commission from a product provider, this may/will be offset against the fee which we will charge you. Where the commission is greater than the fee due, the commission may become the amount payable to Ollie Moran Financial Services Ltd unless an arrangement to the contrary is made.

#### **Our Schedule of Fees are as follows:**

<b>Initial Consultation</b>	<b>€150</b>
<b>Directors/Senior Advisers</b>	<b>€150 per hour thereafter</b>

Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency. We will notify you in advance of providing you with these services

### **Ongoing Remuneration**

We wish to inform you that we receive ongoing remuneration from

Product Providers in respect of the financial service provided to you. This remuneration is based on a pre-agreed percentage of your fund value, or a percentage of your annual premium, and is intended to cover the ongoing service that we provide to you in relation to this product.

The nature of the service for which this remuneration is payable is determined by the service level agreement that is put in place prior to the commencement of your chosen policy / investment.

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 the policy is cancelled or not paid fully within the agreed time frame.

### **Clawback**

If we receive commission from a product provider [and off-set the commission against the fee which we would otherwise have charged you] but the commission is subsequently clawed-back by the provider because of early encashment by you or because of the transferring of the assets or business to another provider or in any circumstances consequent on your actions or omissions, we will charge a fee to you that is equal to [100% of] the clawed-back commission. That fee will be owing in simple contract upon the claw-back of the commission.

### **General Insurance Fees**

Ollie Moran Financial Services Ltd. is remunerated by commission from insurers on completion of business. Details of this remuneration are available on our website. Where an override commission is received, this will be disclosed to you in general terms.

### **Mortgage Fees**

We may receive up to 1% of the loan for arranging mortgage finance. This commission is paid by the mortgage lender. The actual amount of commission will be disclosed at a later stage in the ESIS (European Standardised Information Sheet) which will be forwarded to you. Information on the variation in levels of commission payable by the different creditors providing credit agreements being offered are available on request. We also charge additional fees outlined below:

#### **Our Schedule of Mortgage Fees are as follows:**

Initial Meeting	€150
Formal Application	€1,000
Self-Build Application	€1,250
Drawdown of Mortgage	0.5% x Mortgage Amount (€)

In certain situations, additional fees may be payable for complex cases such as self-build mortgages. We will notify you in writing in advance and agree to the scale of fees to be charged if different from the fees outlined above. Where it is not possible to provide the exact amount, we will provide you with the method of calculating the fee.

Please note that lenders may charge specific fees in certain circumstances and if this applies these fees will be specified in your loan offer. You have the right to pay a fee separately and not include it in the loan. Typically, this situation arises in relation to specialist lending.

If we provide mortgage advice and obtain a Loan Offer for you and you subsequently do not proceed with your mortgage through Ollie Moran Financial Services Ltd, the fee we will charge you will be based on our schedule of mortgage fees outlined above for the work completed to date.

### **Ongoing Suitability**

We will provide periodic assessments of the suitability of the insurance-based investment product which we have recommended to you.

### **Regular Reviews**

It is in your best interests that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change, which may result in you having insufficient insurance cover and/or inappropriate investments. We would therefore advise that you contact us to ensure that you are provided with up-to-date advice and products best suited to your needs.

### **Consumers: Duty of Disclosure when completing documentation for new business/renewals and midterm adjustments**

You are required to answer all questions posed by us or the insurer honestly and with reasonable care - the test will be that of the 'average consumer'. Average consumer as per Directive No. 2005/29/EC of the European Parliament and of the Council of 11 May 2005 is reasonably well informed and reasonably observant and circumspect, considering social, cultural and linguistic factors.

Before renewal of the contract of insurance, specific questions will be asked. Again, you will be required to answer honestly and with reasonable care. Where you do not provide additional information (after being requested to do so) it can be presumed that the information previously provided remains unchanged.

Failure to answer all questions honestly and with reasonable care can result in the Insurer being able to rely on proportionate remedies for misrepresentation, which include but are not limited to the insurer voiding the contract of insurance. If a policy is cancelled by an insurer for any reason including payment default you may encounter difficulty in purchasing insurance in the future.

### **Completed proposal forms/statement of fact**

Completed proposal forms or Statements of Facts will be provided to you. These are important documents as they form the basis of insurance contract between the insurer and you the consumer. You should review and confirm that the answers contained within are true and accurate.

### **Commercial Customers: Non-Consumer Disclosure of Information**

It is essential that you should bring to our attention any material alteration in risk such as changes of address or use of premises. Any failure to disclose material information may invalidate your claim and render your policy void.

## **DEFAULT ON PAYMENTS BY CLIENTS**

We will exercise its legal rights to receive payments due to it from clients (fees and insurance premiums) for services provided. In particular, without limitation of the generality of the foregoing, Ollie Moran Financial Services Ltd will seek reimbursement for all payments made to insurers on behalf of clients where Ollie Moran Financial Services Ltd has acted in good faith in renewing a policy of insurance for the client.

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.

Mortgage lenders may seek early repayment of a loan and interest if you default on your repayments. Your home is at risk if you do not maintain your agreed repayments.

Ollie Moran Financial Services Ltd reserves the right to charge a retrospective fee where our commission payment has been clawed back by a financial or lending institution as a result of a mortgage/investment / pension / life policy / general insurance product being cancelled / redeemed / switched / paid up.

## **COMPLAINTS**

Upon receipt of an oral complaint, we will provide the option to have the complaint addressed through Ollie Moran Financial Services Ltd established complaints procedure. We will permit and facilitate submission of complaints in writing by post and by electronic means. We will acknowledge your complaint in writing within 5 working days, and we will fully investigate it. We shall investigate the complaint as swiftly as possible, and the complainant will receive an update on the complaint at intervals of not greater than 20 working days starting from the date on which the complaint is made. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Financial Services and Pensions Ombudsman (FSPO). A full copy of our complaint's procedure is available on request.

**The following sections only apply to consumer duties and rights arising out of the Consumer Insurance Contracts Act 2019 which was implemented to protect consumers. Non-Consumer Commercial clients have no duties and rights under this Act, and therefore the following sections do not apply to them.**

## **NEW AND RENEWAL BUSINESS**

If you have taken out a life insurance contract, you may cancel the contract by giving notice in writing to us within 30 days after the date you were informed the contract is on cover.

If you have taken out a general insurance contract, and we have not met face to face during the process, you may cancel the contract by giving notice in writing to us within 14 days after the date you were informed the contract is on cover.

If you have taken out a general insurance contract, and we have met face to face during the process, you may cancel the contract by giving notice in writing to the insurer within 14 working days after the date you were informed the contract is on cover.

The giving of notice of cancellation by you will have the effect of releasing you from any further obligation arising from the contract of insurance. The insurer cannot impose any costs on you other than the cost of the premium for the period of cover.

This right to cancel does not apply where, in respect of life insurance the contract is for a duration of six months or less, or in respect of general insurance, the duration of the contract is less than one month.

You are under a duty to pay your premium within a reasonable time, or otherwise in accordance with the terms of the contract of insurance.

A court of competent jurisdiction can reduce the pay-out to you if you are in breach of your duties under the Act, in proportion to the breach involved.

## **POST - CONTRACT STAGE AND CLAIMS**

If, in respect of the insurance contract the insurer is not obliged to pay the full claim settlement amount until any repair, replacement or reinstatement work has been completed and specified documents for the work have been furnished to the insurer, the claim settlement deferment amount cannot exceed:

5% of the claim settlement amount where the claim settlement amount is less than €40,000; or  
10% of the claim settlement amount where the claim settlement amount is more than €40,000.

An insurer may refuse a claim made by you under a contract of insurance where there is a change in the risk insured, including as described in an "alteration of risk" clause, and the circumstances have so changed that it has effectively changed the risk to one which the insurer has not agreed to cover.

Any clause in a contract of insurance that refers to a "material change" will be interpreted as being a change that takes the risk outside what was in the reasonable contemplation of both you and the insurer when the contract was concluded.

You must cooperate with the insurer in an investigation of insured events including responding to reasonable requests for information in an honest and reasonably careful manner and must notify the insurer of the occurrence of an insured event in a reasonable time.

You must notify the insurer of a claim within a reasonable time, or otherwise in accordance with the terms of the contract of insurance. If you become aware after a claim is made of information that would either support or prejudice the claim, you are under a duty to disclose it. (The insurer is under the same duty).

If you make a false or misleading claim in any material respect (and know it to be false or misleading or consciously disregards whether it

is) the insurer is entitled to refuse to pay and to terminate the contract.

Where an insurer becomes aware that a consumer has made a fraudulent claim, they may notify the consumer advising that they are voiding the contract of insurance, and it will be treated as being terminated from the date of the submission of the fraudulent claim. The insurer may refuse all liability in respect of any claim made after the date of the fraudulent act, and the insurer is under no obligation to return any of the premiums paid under the contract.

## DATA PROTECTION

We are subject to the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018.

Ollie Moran Financial Services Ltd. is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client.

The data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Notice; this will be given to all our clients at the time of data collection.

We will ensure that this Privacy Notice is easily accessible. Please refer to our website [www.olliemoranfs.com](http://www.olliemoranfs.com). If this medium is not suitable; we will ensure you can easily receive a copy by hard copy.

Please contact us at [info@olliemoranfs.com](mailto:info@olliemoranfs.com) if you have any concerns about your personal data.

## CONFLICTS OF INTEREST

It is the policy of Ollie Moran Financial Services Ltd to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises, we will advise you of this in writing before providing you with any service and Ollie Moran Financial Services Ltd will take all steps within its control to appropriately manage the conflict and minimise the impact of the conflict on the consumer. Ollie Moran is responsible for managing potential conflicts of interest. A full copy of our conflicts of interest policy is available on request.

## INVESTOR COMPENSATION SCHEME

Ollie Moran Financial Services Ltd is members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. 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.

The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such a compensation scheme, and Ollie Moran Financial Services is a member of this scheme.

Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered or managed by Ollie Moran Financial Services Ltd cannot be returned to those clients for the time being and where there is no reasonably foreseeable opportunity of Ollie Moran Financial Services Ltd being able to do so.

A right to compensation will arise only:

- If the client is an eligible investor as defined in the Act; and
- If it transpires that Ollie Moran Financial Services Ltd is not in a position to return client money or investment instruments owned or belonging to the clients of Ollie Moran Financial Services Ltd; and
- To the extent that the client's loss is recognised for the purposes of the Act.
- Where an entitlement to compensation is established, the compensation payable will be the lesser of 90% of the

amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or Compensation of up to €20,000.

For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955.

## BROKERS IRELAND COMPENSATION FUND

We are also members of the Brokers Ireland Clients Compensation and Membership Benefits Scheme (BIC). 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 Ollie Moran Financial Services Ltd 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.