

Terms of Business

The following terms of business outlines the terms and conditions on which we will provide our business services to you and is valid from 21/12/2017. Please read this document carefully and if you have any questions please ask.

Authorised Status and Statutory Codes

Shankill F.S. Ltd T/A Shankill Financial Services & Smart Mortgages is regulated by the Central Bank of Ireland. Our reference code is C65926. We are subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards. Our authorisation status and above codes can be verified by the Central Bank of Ireland which can be accessed on www.centralbank.ie.

Services

We shall give advice on the following types of business; Life Assurance, Serious illness, Pension, Retirement, Savings and Investments from the selection of products available from the Product Providers and Lenders we have agencies with this enables us to make a recommendation, regarding which contract would be adequate to meet your needs. We will provide services to you based on your needs/objectives, personal and financial situation.

Life & Pensions

Shankill Financial Services holds an appointment with the following Product Providers; New Ireland Assurance Co plc, Irish Life Assurance plc, Aviva Life & Pensions, Royal London, Friends First, Zurich Life Assurance plc.

Mortgages

Shankill Financial Services provides advice on and arranges mortgage products on a limited analysis of the market through IFG Mortgage & Investment Services Ltd t/a One Platform. We will need to collect sufficient information from you before we can offer any advice on mortgages. 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. Where the creditor is unable to carry out an assessment of creditworthiness because the consumer chooses not to provide the information or verification necessary for an assessment of creditworthiness, the credit cannot be granted.

Non-Life

Shankill Financial Services can arrange products from the following range: household, motor, commercial, public liability, employer liability, and travel insurance, on a referral basis to Aviva and Zurich General Insurance.

Deposits

Shankill Financial Services can provide advice and arrange deposit products on a limited analysis of the market through KBC Bank Ireland PLC.

Commissions and Charges

Shankill Financial Services receive commissions and other payments from product producers on completion of your business. Details of the amount of the commissions and other payments will be included, where applicable, in the product

information documents you will receive before a product proposal is completed by you. Where recurring commission is earned by us from the product producers, we will provide an on-going service to you for that business. Where Shankill Financial Services do not receive a commission or payment from the product producer, we will charge a fee on the basis of a percentage of the value/cost of the product, or by way of an hourly rate for our time. We will agree the fee structure in writing with you in advance of providing this service. We may share commission from product producers with other third parties in respect of referrals. We use a system provided by One Platform that allows us to operate efficiently by applying to more than one lender at a time. There is a €100 application fee applied for this service and we may pass this onto our clients. For mortgages this will be on the European Standardised Information Sheet (ESIS) you will receive from the lender. You have the right to request the variation in levels of commission payable by the different lenders.

Provision of Information

It is your responsibility to provide complete and accurate information to us, insurers and lenders when you transact business and throughout the life of your policy/mortgage. It is important that you ensure that all statements you make on application or claim forms and other documents are full and accurate. We cannot be held responsible for incorrect data held in the event of non-disclosure. If you fail to disclose any material information to us or your insurers/lender, this could invalidate your insurance cover and could mean that part or all of a claim may not be paid. To assist us in providing you with a comprehensive service and to keep our records up-to date, please notify us of any changes to your personal circumstances, e.g. name change, change of address, etc.

Shankill Financial Services 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 or mortgage.

The acceptance by Shankill Financial Services of a completed proposal DOES NOT in itself constitute the effecting of a policy, it is only when the Insurer/lender confirms the policy is effected your policy/mortgage is live.

Default of payments by clients

Shankill Financial Services 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 us on behalf of clients who subsequently default in any payment due to us. Product producers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions. 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. You are strongly advised to contact your lender in the event you are having problems with your payments.

Conflicts of interest

Shankill Financial Services policy is to avoid any conflict of interest when providing business services to our clients. However, where an unavoidable conflict may arise we will advise and agree this with you in writing before proceeding to provide any business service. If you have not been advised of any such conflict you are entitled to assume that none arises. As above we receive payment from Product Providers and lenders for your business.

Complaints

Shankill Financial Services has a full complaints procedure in place which is available on request. Complaints relating to services provided by us can be given in writing, phone, face to face or by email. If your complaint is by phone or face to face we will write to you to confirm our understanding of your complaint. We will acknowledge your complaint within 5 business days and we will fully investigate it. 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 & Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Lo call 1890882090, Tele. 01-6620899, Email: enquiries@financialombudsman.ie.

Please send all complaints for the attention of James Maguire, Shankill Financial Services, Station House, Shankill, Co. Dublin.

Investor Compensation Act,

We are 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. Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered or managed by the firm cannot be returned to those clients for the time being and where there is no reasonably foreseeable opportunity of the firm 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 the firm is not in a position to return client money or investment instruments owned or belonging to the clients of the firm; 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.

Client Money

Shankill Financial Services recommends that all cheques or negotiable instruments are made payable to the appropriate Financial Institution. We can only accept money in respect of a premium from clients in circumstances permitted under Section 25g of the Investment Intermediaries Act, 1995, i.e. where the money represents premiums in respect of either a renewal of a policy which has been invited by an insurance undertaking, or a

proposal accepted by an insurance undertaking. Every effort is made to ensure that clients' money is transmitted to the appropriate Financial Institution without delay.

Data Protection and Confidentiality of Information

Shankill Financial Services complies with the Data Protection Act, 1988 and 2003, treating all personal data as confidential information. We will use this data only for the purpose(s) intended. We will not disclose such information except as permitted by you or as required by law. You are entitled to a copy of the information we hold about you on request of same in writing. We are required to retain your records, for a minimum period of six years after the period following the termination of any relationship between us.

Governing Law and Business Succession

These Terms of Business shall be governed by and construed in all respects according to the laws of the Republic of Ireland and will be deemed to cover any successors in business to Shankill Financial Services.

Agency Transfer

Any policies written as part of the advice to which this Terms of Business relates will be written under the specific agency number allocated to us by the Product Provider/lender. Under this Terms of Business you agree that we are permitted to arrange transfer of the related policy(s) to a different agency number, which could be a third party regulated advisor, provided we advise you beforehand in writing giving you a minimum of two months' notice and the authority to refuse any agency transfer at that time.

DECLARATIONS

Client Acknowledgement & Consent

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Shankill Financial Services and that I/we have read through and understand these terms. You acknowledge and agree that all telephone conversations may be recorded to ensure accuracy of instructions and to assist us with any disputes.

I/We consent to Shankill Financial Services contacting me/us for marketing purposes by letter, email, SMS text or telephone regarding any products we provide which we feel may be of interest to us. Where a third party has referred me to Shankill Financial Services, I/we also consent to the disclosure to that third party of information regarding advice provided and/or transactions arranged on my/our behalf if this person is a regulated entity. You have the right to be removed from our marketing lists in the future, by contacting us and requesting same.

If you wish to avail of these services, please tick here; (Otherwise you will not be on our mailing list).

Client 1 Signature: _____

Client 2 Signature: _____

Signature of Advisor: _____

Date: _____