

Terms of Business

MDL Financial Services Limited

These terms of business set out the general terms under which our firm will provide insurance, investment and mortgage business services to you and the respective duties and responsibilities of both the firm and you in relation to such services. Please ensure that you read these terms thoroughly and if you have any queries, please contact the undersigned who will be happy to clarify matters. If any material changes are made to these terms we will notify you.

Contact: Eamon McDwyer

Regulatory Status with the Irish Financial Services Regulatory Authority

MDL Financial Services Limited is regulated by the Irish Financial Services Regulatory Authority as a multi-agency Intermediary and as a Mortgage Intermediary.

Our Services

MDL Financial Services Ltd is an insurance Broker and is a member of the Professional Insurance Brokers Association (PIBA). PIBA members must be in a position to place insurance with at least five life insurers and therefore can generally give consumers greater choice than agents and tied agents.

MDL Financial Services Ltd is a mortgage intermediary and is a member of the Independent Mortgage Advisers Federation (IMAF). Members of IMAF must hold at least five agencies with lending institutions and therefore can give consumers greater choice than agents and tied agents.

We hold written appointments from the product producers set out in Appendix 1 to this document.

Life & Pensions

Life Assurance companies provide products such as life cover, serious illness cover, income protection, savings, investments and pensions. Depending on your individual circumstances, we may provide you with advice and arrange policies on your behalf. You may, however, have particular areas of interest and, in this case, we will be happy to give more detailed advice in these areas. With your agreement, we may review the policies you take out on a periodic basis to ensure that you are kept informed as to their benefit and to check whether they are still suitable for your needs. We will also 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.

Personal Retirement Savings Accounts (PRSAs)

PRSAs are available in two forms – Standard PRSAs with capped charges and Non Standard PRSAs. If you would like us to advise you on PRSAs or arrange a PRSA for you we will charge you a fee commensurate with the work completed (see commissions and charges below).

Non-Life

We provide services in relation to the following non-life insurance products: household. Depending on your instruction, we can give advice in relation to the products of insurers listed in Appendix 1 and receive and transmit orders on your behalf to these insurers. We will also offer assistance to you in relation to processing claims on policies taken out with us and in seeking renewal terms on your cover.

Mortgages

We provide advice in relation to mortgages and can arrange mortgage lending with those mortgage lenders with whom we have an agency as listed in Appendix 1.

Commission and Charges

MDL Financial Services Limited is remunerated by commission and other payments from the completion of business with the product producers listed in Appendix 1. In certain circumstances, it will be necessary to charge a fee for services provided. These are listed below for life / pension business and Standard PRSAs. In other circumstances where fees are chargeable, we will notify you in advance.

Life / Pension Fees

You may elect to deal with us on a fee basis. Our fee structure is as follows:

Director fees: €150 per hour

Advisor fees: €100 per hour.

Support staff: €50 per hour

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

A typical life and pensions application will take 10-20 hours of advisers time.

Personal Retirement Savings Accounts (PRSA's) – Fees

Where advice is requested for PRSA's, the following hourly fees will apply:

Director fees: €150 per hour

Advisor fees: €100 per hour.

Support staff: €50 per hour

Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency. We will give an estimate of this rate in advance of providing you with services.

If we receive commission from a product provider, this will be offset against the fee which we will charge you.

Mortgages

MDL Financial Services Limited are paid between 0.35% and 1% of the loan for arranging mortgage finance. This commission is paid by the mortgage lender.

MDL Financial Services Limited will charge a minimum fee of €300 to defray costs including valuations, this fee may be refunded and offset against commissions received from the mortgage lender.

Mortgage lenders have the discretion to charge additional fees in certain cases, such as arrangement fees. This is more prevalent in sub-prime lending, and as your mortgage broker we will advise you of these fees where applicable.

Conflicts of interest

It is the policy of our firm to avoid conflicts of interest in providing you with insurance and investment business services. In the event of a conflict of interest, our clients' interests are of paramount importance and it is our policy to ensure that they are treated fairly at all times. Should an unavoidable conflict of interest arise, we will notify you at the earliest opportunity.

Default on payments by clients

Our firm will exercise its legal rights to receive payments due to it from clients for investment business services provided. In particular, without limitation of the generality of the foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of clients where the firm has acted in good faith in renewing a policy of insurance for the client.

Insurers and other 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.

Complaints

We ask that you make any complaint against our firm relating to services provided by us in writing. We will acknowledge your complaint within 5 business days and we will fully investigate it. We will notify you with a point of contact, and will provide written updates on the progress of the investigation at intervals not greater than 20 business days. We will attempt to resolve the complaint within 40 business days and on completion of our investigation, we will provide you with a written report of the outcome. In the event that the issue is not resolved within this timeframe and you are still dissatisfied with our handling of, or response to, your complaint, you are entitled to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. A full copy of our complaints procedure is available on request.

Your money

We do not hold money received in the course of providing investment services to our clients. Any cheques or banker's orders drawn by you in respect of amounts owed to third parties should be drawn in favour of the third party concerned as we are not authorised to handle cheques, etc. representing clients' money drawn in favour of the firm.

Service Commitment

We commit to providing you with an excellent and professional level of service. We believe in acting only in the best interests of our client to ensure that a relationship as important as ours is maintained for life.

We look forward to helping you.

Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd.– see Appendix 2 for details.

Appendix 1

List of Product Producers

Life & Pensions

Irish Life
Canada Life
New Ireland
Eagle Star
Hibernian Life & Pensions
Friends First
Scottish Provident
Standard Life
IIB Bank Ltd
ITC
Anglo Irish Assurance
Bank of Scotland
Wealth Options
Merrion Stockbrokers
Cardiff Pinnacle

Non-Life

IIB Bank Ltd
Hibernian Insurance

Mortgages

Permanent TSB
IIB Homeloans
Ulster Bank
Bank of Ireland
Bank of Scotland
Start Mortgages
GE Money
Seniors Money

Appendix 2

Investor Compensation Scheme

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 our firm 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 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.

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) 4344000.

