

Agencies Held

We currently hold agencies with the following Product Producers to transact Assurance Business:

- Allied Irish Banks plc
- Assurant Intermediary Limited
- Aviva Life & Pensions Ireland Limited
- BCP Asset Management Ltd
- BES Management Limited
- Caledonian Life
- Canada Life Assurance (Ireland) Limited
- Dolmen Stockbrokers
- EBS Limited
- Friends First Life Assurance Company Limited
- Irish Life & Permanent plc
- Irish Life Assurance plc
- New Ireland Assurance Company plc
- Oregan Financial Limited
- Scottish Mutual International Limited
- Scottish Provident Limited
- Standard Life Assurance Company
- The Source Pension and Investment Company Ltd
- Wealth Options Limited
- Zurich Life Assurance plc

Please note we can provide advice and transact insurance business only for the above Providers and cannot provide advice on other Companies products.

Deposit Broker

We currently hold an appointment to place both personal and business deposits with:

- Allied Irish Bank Direct Deposits
- Permanent TSB
- EBS Ltd

Mortgage Intermediary

We currently act as a Mortgage Intermediary for:

- AIB Mortgage Bank
- ICS Building Society
- Permanent TSB

Services Provided

Fair Analysis of the Market: Advice given is based on the analysis of a sufficiently large number of insurance contracts available on the market, to enable a recommendation be made, in accordance with professional criteria, regarding which insurance contract would be adequate to meet the client's needs.

We provide advice based on Fair Analysis of the market, for the following services:

- Protection Products - Life Assurance, Term cover, Income Protection, Mortgage Repayment Protection, Serious Illness Cover, Permanent Health Insurance
- Business Protection /Keyman Insurance
- Pension Planning
- Approved Retirement Fund / Annuities
- Regular Savings Plans / Educational Savings Plans
- Lump Sum Investments
- Inheritance Tax Planning
- Deposit & Savings Accounts

Limited Analysis Basis: As the mortgage market in Ireland has narrowed significantly, advice given in relation to mortgage providers is based solely on products available from AIB, ICS Building Society and PTSB.

- Mortgage Facilities:

Execution Only: An Execution-Only service means that you tell us what financial product you wish to buy. We do not offer advice in relation to such products or services but merely facilitate the transaction.

- Share Dealing Facilities through Dolmen Stockbrokers.

Conflicts of Interest

- Your attention is drawn to the fact that when we provide a service for you, we will make all reasonable efforts to avoid conflicts of Interest and when they cannot be avoided, we will ensure that you are treated fairly at all times.
- Our employees (current and future) are required to comply with a policy of independence and disregard any such conflicts of interest.
- We will not accept or give any inducements (monetary or otherwise), which could cause us to

have a conflict of interest in relation to our dealings with you.

- Should an unavoidable conflict of interest arise, we will draw this to your attention at the earliest opportunity.

Default

- Should a default occur on our behalf, as a result of which you are at a loss, the above Product Producers will honour such monies once they are satisfied genuine default has occurred.
- In addition, we contribute to the Investor Compensation Company Limited. This provides, in the event of default, for payments to clients of 90% of funds defaulted on, subject to a current maximum payment of €20,000.
- We require that all payments received by us be made directly to the Product Provider for onward transmission.
- Where onward transmission cannot take place within a reasonable timeframe, we will advise you of this and arrange the appropriate refund.

Duty to Disclose Information

It is your responsibility to provide complete and accurate information for insurers when arranging an insurance policy. Failure to disclose any material information could invalidate your insurance cover and could mean that all or part of a claim will not be paid.

Complaints

In the event of a complaint arising:

- We will acknowledge your complaint in writing within 5 business days.
- You will be provided with the name of the individual (s) appointed as your point of contact.
- We will update you at intervals of not more than 20 business days during the course of your complaint.
- We will endeavour to investigate and resolve your complaint within 40 business days. We will provide you with the contact details of the relevant Ombudsman, should you so desire at any time.
- Within 5 days of the completion of the investigation of a complaint we will send you a letter explaining clearly the outcome of the investigation, and, if appropriate, explain the terms of any offer or settlement being made.

General

Where we accept an instruction from you which is subject to any condition imposed by you we shall maintain a written record of the condition to which the instruction is subject.

Fees

PSC Wealth Plus is remunerated in one of two ways, depending on which method of payment is selected by you, the client.

(1) **Fee Basis:** This is where PSC Wealth Plus undertakes work on your behalf and then issues you with a fee once the work is complete. In determining the rate to charge and any additional charges, factors such as specific skills, complexity, value, risk and urgency will be taken into account. The hourly rate for work undertaken will not exceed €150 for more complex work, with a fee of €75 per hour applicable for less arduous tasks. The rate of fees charged are consistent with the rates recommended by our professional body, the IBA.

(2) **Commission:** This is where PSC Wealth Plus is paid a commission by the company with whom your business is placed. The exact charges involved with your chosen product(s) will be disclosed in full to you at the time of purchase.

In the case of Investment & Pension business, PSC Wealth Plus also take a Fund Based Renewal Commission annually of between 0.25 & 0.5 of 1%. This is added to your existing Fund Management Charge. This is to cover the ongoing maintenance of the contract and related administrative expenses.

In certain circumstances payment may consist of a combination of Fee Based remuneration and Commission.

In relation to the mortgage business, the level of remuneration paid varies between the different mortgage providers. As of **June 2012** the following rates apply; AIB **0.5%** capped at €1,500, ICS **0.45%**, PTSB **0.5%**.

Our Legal Obligations to you

- Provide you with a 'terms of business' letter which includes our contact details, intermediary status, complaints procedures, etc.
- Act in your best interests.
- Prepare a written 'fact find' on your financial commitments, goals and your attitude to risk.
- Provide 'reason why' letters to justify our recommendations based on your needs.

Service Commitment

We commit to providing you with an excellent and professional level of service. We are dedicated to providing you with a comprehensive service to ensure your personalised financial plan is accurate in meeting your needs based on your attitude to risk and your financial goals. We further commit to acting only in the best interests of our clients thus ensuring that the relationship we build is based on honesty and transparency, to be maintained over your lifetime. We look forward to helping you. PSC Wealth Plus Ltd.

CUSTOMER ACKNOWLEDGMENT

I wish to acknowledge receipt of a copy of Terms of Business from PSC Wealth Plus Limited.

SIGNED:

SIGNED:

Date: _____

YOUR INDEPENDENT ADVISOR FOR FINANCIAL ADVICE



TERMS OF BUSINESS STATEMENT

PSC Wealth Plus Limited is regulated by the Central Bank of Ireland.

This firm is subject to the Central Bank of Ireland Code (s) of Conduct; Investment Intermediary Act, Consumer Credit Act and the Consumer Protection Code and Minimum Competency Code. This firm must comply with these codes which offer protection to a consumer and these Code(s) can be found on www.centralbank.ie

Our Trading name is PSC Wealth Plus and we have offices at the following locations:

- Riverside House, Fels Point, Dan Spring Road, Tralee, Co. Kerry, Phone no. (066) 7126333, Fax no. (066) 7124540.
- Beech Tree House, Market Street, Killorglin, Co. Kerry, Phone no. (066) 9761275, Fax no. (066) 9761960.
- Bridge Street, Caherciveen, Co. Kerry Phone no. (066) 9472969, Fax No. (066) 9481627
- Crescent House, Hartstonge Street, Limerick Phone no. (061) 319 603

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