

**Authorised Status**

Parkborough Ltd. t/a MortgageAdvice.ie (henceforth 'MA') is regulated by the Central Bank of Ireland as a Multi Agency and Mortgage Intermediary. A copy of the company's Authorised Status is contained in this document. MA is a member of both the Insurance Brokers Association and Institute of Professional Auctioneers and Valuers.

**Services**

MA offer a fair analysis of the market in relation to non-life insurance (motor, property, liability and personal accident) and life insurance products (term cover, serious illness, pensions, savings investments and domestic, commercial and residential investment mortgages) and transmit orders on clients behalf to any of the insurance undertakings, lenders or product producers from whom the Company hold letters of appointment.

**Remuneration Policy****General Branch**

MA, in respect of personal lines business, **may** charge a service fee of €30 per policy (at inception and renewal). A service fee of up to €75 is charged in respect of mid term adjustment to contracts.

**Life Assurance & Investment Business**

MA, in the case of life assurance/investments contracts where the firm is not in receipt of commission, will charge a service fee, agreed with clients, depending on complexity the transaction, time spent, the nature and extent of the transaction.

**Mortgage Business**

MA is in receipt of mortgage commission from lenders at a rate of up to 1% of the value of the amount borrowed. A list of lenders with whom MA hold agencies is listed in this document. MA **may** charge an administration fee of 0.5% for arranging your mortgage finance, which is agreed with your mortgage consultant. MA may additionally receive renewal commissions of 0.1% from such lenders for business placed on an ongoing basis.

**Conflict of Interest**

It is the policy of MA to avoid conflict of interest when providing services to clients. Where unavoidable conflict arises, we will advise you of this in writing before providing service.

**Complaints Procedure**

A written procedure is in place for the handling of complaints. Complaints should be addressed in writing to the Managing Director, Parkborough Ltd., 28 Patrick Street, Waterford. Complaints are acknowledged in writing within 5 business days of receipt with updates will be advised in intervals of no more than 20 business days. We endeavour to resolve complaints within 40 business days and findings will be furnished to you within 5 business days of completion of the investigation. In the event that you are not satisfied with the handling of or response to your complaint, you may refer the matter to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 or call 1890-882090.

**Consumer Protection**

Our firm is subject to the following Codes of Conduct issued by the Central Bank of Ireland. These codes offer protection to our clients and all of the Codes can be found on the Central Bank's website

www.centralbank.ie - Consumer Protection Code 2012, Minimum Competition Code 2011, Prudential Handbook for Authorised Advisors and Restricted Intermediaries.

MA is a member of the Investor Compensation Scheme established under the Investor Compensation Act, 1998. The legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to clients of firms covered by the Act. However, a right to compensation only applies where money or investment instruments held by us on your behalf cannot be returned either for the time being or for the foreseeable future, and where the client falls within the definition of eligible investor as contained in the Act. If the right to compensation is established, the amount payable will be lesser of 90% of the client's loss, which is recognised as being eligible for compensation or €20,000. MA is bonded for the sum of €1.5 million aggregate and €250,000 aggregate in relation to mortgage business.

**Use of Client Data**

Use of personal data will be solely used by MA for the purpose of marketing and advising clients of changes to market products. MA reserves the right to contact you via phone, SMS and e-mail if you submit your contact details on our website.

**Client's Money**

MA accept payments in cash, cheque, or bankers credit in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995. Payments must represent premium in respect of either a renewal of a policy, which has been invited by an insurance undertaking or product producer or a proposal accepted by an insurance undertaking or product producer. MA is not authorised to accept cash or negotiable instruments in any other circumstances.

**Credit Policy**

Credit cannot be extended to clients in respect of initial, renewal or additional premiums. Initial or first premiums must be paid at inception of cover and renewal premiums before the policy renewal date. Otherwise, we will advise the insurance undertaking or product producer involved and cover will be cancelled.

**Receipts**

MA issue receipts for all payments received pursuant to Section 30 of the Investment Intermediaries Act, 1995, and should be retained in a safe place.

**Data Protection**

MA abides by the Data Protection Act, 1988 and 2003. You may be entitled under this Act to inspect all personal information held on file upon request and have any errors of fact corrected. All requests should be forwarded to the Compliance Officer.

**In the Event of Default of Payment of your Insurance Policy**

A 30 day grace period is allowed by Product Producers for premiums to be collected on each anniversary of the policy. If you fail to maintain payment of your insurance premium, your insurance company will be notified and your cover cancelled. Therefore, your home or other properties may be at risk.

**Below is a list of insurance undertakings and product producers from which letters of appointment are held**

**Product Producers (Mortgage)**

Allied Irish Banks Plc  
ICS Building Society  
Haven Mortgages Ltd  
KBC Mortgage Bank  
Irish Life & Permanent Plc.

**Product Producers (Life and Pensions)**

April (Insurety) Ireland Ltd  
Aviva Life and Pensions Ltd  
BCP Asset Management Ltd  
Caledonian Life  
Canada Life Assurance (Ireland) Ltd  
Friends First Life Assurance Company Ltd  
Irish Life Assurance Plc  
KBC Bank Ireland Ltd  
New Ireland Assurance Company Plc  
O'Regan Financial Ltd  
Scottish Mutual International Ltd  
Scottish Provident Ltd  
Standard Life Assurance Company  
Zurich Life Assurance Plc

**Product Producers (General Insurance)**

AIG Europe Ltd  
Allianz Insurance Plc  
ARB Underwriting Ltd  
Aviva Insurance Ltd  
AXA Insurance Ltd  
Benchmark Underwriting Ltd  
BCMI Insurance & Investments Ltd  
Cover Centre Insurance Ltd  
DAS Legal Expenses Insurance Company Ltd  
Dolmen Insurance Brokers Ltd  
First Ireland Risk Management Ltd  
O'Brien Finlay Insurance Associates Ltd  
RSA Insurance Ireland Ltd  
Sertus Underwriting Ltd  
Travelers Insurance Company Ltd  
Willis Risk Services (Ireland) Ltd  
Wrightway Underwriting Ltd  
XS Direct Insurance Brokers Ltd  
Zurich Insurance Plc

**This Terms of Business is effective as of the 5<sup>th</sup> September 2013**