

7. NEVIN LIFE AND PENSIONS LTD. is a member of the **Investor Compensation Scheme** established under the Investor Compensation Act 1998. This legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to consumers of firms covered by the Act.

However, you should be aware that a right to compensation will only arise where money or investment instruments held by this firm on your behalf cannot be returned either for the time being or for the foreseeable future and where the consumer falls within the definition of eligible investor as per the Act.

In the event that a right to compensation is established, the amount payable is the lesser of 90% of your loss which is recognised as being eligible for compensation or EUR20,000.

Full details of the cover provided by the scheme will be provided by us at the consumer's request. The Investor Compensation Company Ltd. phone number is 01 2244955.

8. It is the policy of **NEVIN LIFE AND PENSIONS LTD.** to avoid any **conflict of interest** when providing business services to its consumers. However, where an unavoidable conflict may arise, we will advise the consumer in writing before providing any business service. If the consumer has not been advised of any such conflict, he/she may assume none arises.

9. In the event that a consumer wishes to make a **complaint** he/she should write in the first instance to the Compliance Officer, Frank Mitchell at **NEVIN LIFE and PENSIONS LTD., Rockfort House, St Augustine Street, Galway.** We have in place a written procedure for the effective consideration and proper handling of complaints. All written complaints will be acknowledged within 5 working days of receipt. Within 5 working days of the completion of the investigation of a complaint, we will advise the complainant in writing of the outcome of the investigation. A full copy of our complaints procedure is available on request.

If the complaint has not been satisfied, the complainant is entitled to notify the Financial Services and Pensions Ombudsman's Bureau, Lincoln house, Lincoln Place, Dublin 2 Tel 353 1 567 700 info@fspol.ie the Central Bank of Ireland, PO Box 9138, College Green, Dublin 2. Ph. 01 - 2245800

OUR COMMISSION FEES and CHARGES

Regular Pension Contributions	Up to 15% of first years premium
Single Pension Contributions,	Up to 5%
All of the above includes Company Pensions, Individual Pensions, Retirement Bonds Transfers, ARF's AMRF's and PRSA's	
Investment Bonds and Portfolios	Up to 4%
Regular Savings Contributions	Up to 10% of first years premium
Structured Investment Products	Up to 4%
(fees usually built into pricing Structure)	
Servicing and on-Going advice for all of the above	up to .75% p.a.
Annuities	Up to 3%
Term Assurance, Mortgage Protection, Serious Illness and Income Protection	Up to 130% of first years premiums and annual renewal may also apply
Group Life & Group Income Protection	Up to 12% of annual premium

Nevin Life and Pensions Ltd.

reg office: Rockfort House, St. Augustine Street, Galway.

tel: 091 575070

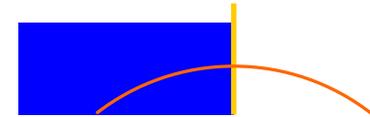
email: admin@nevinlp.ie

web: www.nevinlp.ie

Co Reg No: 41653

Directors: Frank Mitchell & Jennifer Cunningham

These Terms of Business are valid from the 1st Jan 2020



TERMS OF BUSINESS



Rockfort House
St Augustine Street
Galway

tel: 091 575070
email: admin@nevinlp.ie
web: www.nevinlp.ie

TERMS OF BUSINESS

NEVIN LIFE AND PENSIONS LTD. provide financial planning advice and arrange transactions for clients on Pensions, Investments, Protection products and on Deposits.

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.

1. NEVIN LIFE AND PENSIONS LTD. is regulated by the Central Bank of Ireland. We are registered under the European Union (Insurance Distribution) Regulations 2018 as an Insurance Intermediary and as an Investment Intermediary authorised under the Investment Intermediaries Act, 1995. Copies of our regulatory authorisations are available on request. The Central Bank of Ireland holds registers of regulated firms. Details of our authorisations are available at the Central Bank of Ireland. Website www.centralbank.ie Tel: 1890 777 777

We are authorised in-

- advising you in relation to the nature of each type of product and service and advising you to which product is suitable
- identifying and selecting a suitable product producer
- receiving and transmitting instructions on your behalf to one or more product producer.

PENSIONS

Company, Director & Personal Pensions, PRSA's, Pension Mortgages, Retirement ARF's, AMRF's, Pension Transfers and Bonds, Annuities, Self Directed and Self Administered Pensions

INVESTMENTS

Investment Bonds, Property Bonds, Tracker Bonds, Corporate Investments, Investment Trusts, Regular Savings Plans

PROTECTION

Life Assurance, Mortgage Protection, Income Protection, Serious Illness, Inheritance Tax Policies

DEPOSITS

Rates and Terms on short, medium and long term Deposits and Deposit Instruments

2. CONSUMER CODES OF CONDUCT. Our firm is subject to and complies with the Consumer Protection Code 2012, Minimum Competency Code and Fitness and Probity Standards, which offers protection to consumers, as laid down by the Central Bank of Ireland. Details of which are available on the Central Bank website—www.centralbank.ie

3. NEVIN LIFE AND PENSIONS LTD. offer advice on a **fair analysis** basis in relation to Pension, Investment, Protection Policies. This means that we will research a large number of options and companies and recommend the most suitable product/option for your needs. In relation to Deposits, we currently hold limited Deposit Agencies but can offer more Deposit options through other Investment Instruments and Pensions.

We may receive and transmit orders in Investment, Pension and Assurance Instruments and on Deposits to each Product Producer from whom a written letter of appointment is held and may not be in a position to transmit orders on any products where we do not have an Intermediary Agency or where we cannot source adequate information.

4. NEVIN LIFE AND PENSIONS LTD. reward for services take the form of **Commissions** or/and **Fees**. Where we receive recurring commission, this forms part of the remuneration for initial advice provided.

A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid or provided to us which have been agreed with product providers is available in our office or on our website—www.nevinlp.ie

You have the option to pay a fee for our services. In such cases, the amount of the fee will be quoted and agreed before the consumer incurs any obligation to pay.

The amount of the fee for all services provided is based on a rate for Directors of **€200 per hour** in relation to Corporate Financial Advice or **€140 per hour** in relation to Personal Financial Advice, Financial Consultants of **€120 per hour** and support staff of **€50 per hour**.

If we receive commission from a Product Provider, this may be offset against the fee that we may charge you. Our firm may exercise its legal rights to receive and recover payments due from clients for services provided. 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.

It is in your best interest to **review**, on a regular basis, the products you have and the products we have arranged for you.

As your circumstances change, your needs will change. Failure to contact us in relation to changes in your circumstances or failure to request a review, may result in you having insufficient cover, overpaying where more appropriate options are available and/or inappropriate investments.

The firm's services does not automatically include ongoing suitability assessments.

5. NEVIN LIFE AND PENSIONS LTD. policy is not to accept consumer money in cash and to require consumers to make all cheques or payments payable in favour of the Product Producer. All investments and Policies are registered in the name of the consumer, unless otherwise agreed in writing. We will forward to the consumer all documents showing ownership of the consumer's investments as soon as practicable after receipt.

In relation to certain protection products, cover does not come into force until Insurers issue, and the consumer confirms acceptance of the **Terms of Acceptance**. Any failure to disclose material information when proposing for protection products to a Life Company may invalidate any future claim and may render your Policy void.

In relation to all Policies and Deposits, it is your responsibility to read the Policy Documents, Statements, Literature and Brochures to ensure you understand the nature of the transactions.

Following entry into a product transaction (excluding certain deposits), there is a period during which the consumer has the right to cancel. This period is known as the "cooling off" period and gives the consumer the right to withdraw from the transaction within 30 days of receiving notice of the right to cancel.

6. We are subject to the requirements of the General Data Protection regulation 2018 and the Irish Data Protection Act 2018. Our commitment is to protect your personal information and we shall only use it for the purposes of arranging financial transactions on your behalf or as otherwise required by law.