

## Terms of Business

These Terms of Business set out the basis on which Brennan Insurances will provide business services to you. Please take a few minutes to read through these and if you have any questions we will be happy to answer them.

1. Brennan Insurances is regulated by the Central Bank of Ireland as a Multi-Agency Intermediary under the Investment Intermediaries Act, 1995, and as an Insurance Intermediary under the Insurance Mediation Directive. Our registrations are maintained in registers held by the Central Bank of Ireland – these may be verified by contacting the Central Bank of Ireland, College Green, Dublin 2 (telephone 1890 77 77 77).

2. We are authorised to:

- Provide you with advice on insurance policies
- Place business on your behalf

with specific product producers and other intermediaries from whom an appointment is held.

3. We deal with a range of products including household, motor, commercial and other general insurance products. Our advice is provided on research carried out with firms from whom we hold an appointment in writing. A list of these product producers with which we can place business is available on request.

4. Brennan Insurances may receive commission and other payments from product producers to whom orders are transmitted. We may charge you a fee for our services. Such fees will be agreed in advance and will be set out in our invoice to you.

5. We operate to the highest standards of client confidentiality and meet statutory requirements under the Data Protection Acts 1988 and 2003. Our staff and support service providers will only use your personal information to offer advice on suitable products, or as otherwise required by law. We may pass your contact information to our associated companies within the Brennan group, in particular Brennan Pensions & Investments, for marketing purposes. We, or our associated companies, may occasionally contact you with information about pertinent products and services. You have the right to ask us not to send this marketing information to you at any time.

6. It is company policy to avoid any conflict of interest in the provision of services. If this should arise, you will be advised in writing before proceeding.

7. If necessary, we will exercise our legal rights to receive payment or reimbursement for business services provided or value obtained for clients.

8. Product producers may withdraw benefits or cover on default of any payments due, as specified in the product terms and conditions.

9. Any complaints regarding services provided should be made in writing and will be acknowledged within five business days. We will investigate any complaint thoroughly and endeavour to respond within one month. If you remain dissatisfied you are entitled to refer to the Financial Services Ombudsman.

12/14 LOWER MOUNT STREET, DUBLIN 2. TEL: (01) 639 5580 FAX: (01) 639 5590

DIRECTORS: N BRENNAN (Chairman) A O'RIORDAN, D BRENNAN,  
A WATERS, P GHOSE. REG. NO. 8991 REPUBLIC OF IRELAND

Brennan Insurances is regulated by the Central Bank of Ireland

## 10. Details of Investor Compensation Scheme

Brennan Insurances is a member of the Investor Compensation Scheme, which provides certain remedies to eligible clients on default by the firm. The main details of the operation and conditions of the Scheme are as follows:

Compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by our 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;
- if it transpires that our firm is not in a position to return client money or investment instruments owned / 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 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1988;

Or

- compensation of up to €20,000.

Your legal rights against the firm are not affected by this scheme.

**Date:** These Terms of Business are valid from 5<sup>th</sup> August 2011 until further notice.

### **Client Acknowledgement & Consent**

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Brennan Insurances and that I/ we have read through and understand these terms.

I/We consent to Brennan Insurances or our associated companies, including Brennan Pensions & Investments, contacting me/us regarding any products which may be of interest. Where a third party has introduced me to Brennan Insurances , 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 you do not wish us to contact you or share information as described, please place an 'X' in this box:

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

On behalf of (Company / Individual Name) \_\_\_\_\_