

John McColgan Financial Services Ltd - 57 Port Road, Letterkenny, Co. Donegal, Ireland

Tel: 074 9124366

Email: enquiries@mccolganfinancial.ie, www.mccolganfinancial.ie

Date

Terms of Business

Dear

I attach for your information a document setting out the terms under which my firm will provide insurance and investment business services to you.

You should read through this document and if there are any matters on which you require clarification I will be happy to explain the matter in more detail.

These terms will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you in writing in advance of the changes.

Data Protection

John McColgan Financial Services Ltd complies with the Data Protection Acts 1988 and 2003. The data which you provide to us will be held on a computer database and paper files for the purpose of arranging transactions on your behalf. Your data will be passed to the relevant product producers with whom John McColgan Financial Services Ltd has agencies for the purpose of arranging transactions agreed with you.

Yours sincerely,

John McColgan Financial Services Ltd

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Terms of Business of John McColgan Financial Services Ltd

These terms of business will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you at our next meeting.

Authorisation with the Central Bank of Ireland

John McColgan Financial Services Ltd is authorised and regulated by the Central Bank of Ireland as an insurance intermediary registered under the European Communities (Insurance Mediation) Regulations, 2005; 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. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at www.centralbank.ie to verify our credentials. Our Central Bank reference number is C29686

Codes of Conduct

John McColgan Financial Services Ltd is subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can be found on the Central Bank's website www.centralbank.ie

Our Services

John McColgan Financial Services Ltd offers a range of products and services, including life assurance, pensions and investments. John McColgan Financial Services Ltd holds written appointments with a number of insurance undertakings, lenders and product producers, however, John McColgan Financial Services Ltd has selected one preferred product producer, Irish Life Assurance Plc, for life insurance plans (including life assurance, specified illness cover, income protection, unit linked savings, investments, and pension plans), tracker bonds, and Personal Retirement Savings Accounts (PRSAs). Analysis of the market will be limited to products provided by Irish Life Assurance Plc.

There may be occasions relating to similar products whereby the recommendation from John McColgan Financial Services relates to products offered by another product producer with whom an agency appointment is held. This will be in exceptional circumstances and will be clearly explained during the sales process.

A list of the product producers with which John McColgan Financial Services Ltd holds an agency appointment is available as an appendix to this document.

So that we can provide you with business services, you will have to give personal information including your name, address, date of birth, and details about your financial arrangements such as your existing protection cover, pension arrangements, and your savings and investments. From time to time you may also need to give sensitive personal information such as medical details. All the personal information you give me will be processed in line with your rights under the Data Protection Acts 1988 to 2003. This information will only be used to provide you with business services, to meet any legal and regulatory obligations, and for legitimate business reasons. For these purposes personal information may have to be given to third parties and to contractors where necessary, to regulatory authorities that need the information by law, to other companies and service providers with whom we have a data processing contract and to any person your plan is transferred to. From time to time, Information about other financial products and services may be sent to you. You have the right to ask us not to send you this marketing material and, at any time you can 'opt out' of receiving marketing material. You have a right to see the information that is held on you and you can do this by writing to me at the address given. A charge of up to €6.35 may be required before we send you the information.

John McColgan Financial Services Ltd is regulated by the Central Bank of Ireland

Life, Pensions & Investments

We will 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 and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover; particularly in relation to PHI and specified illness policies.

Specifically on the subject of permanent health insurance policies it is our policy to explain to you a) the meaning of disability as defined in the policy; b) the benefits available under the policy; c) the general exclusions that apply to the policy; and d) the reductions applied to the benefit where there are disability payments from other sources.

For a specified illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

Disclosure of Information

Any failure to disclose material information may invalidate your claim and render your policy void.

Commission

John McColgan Financial Services Ltd may receive commission and other payments from the life assurance provider to whom orders are transmitted. Summary details of these payments will be included in a product information document, under the Customer Information Notice section, which you are legally entitled to receive before an application for a product is completed, and full details will be included with your cooling-off letter and welcome pack . Any ongoing commission shown in the Customer Information Notice will be paid to me as long as I continue to be your Financial Adviser. Details of charges and commission payments for other products are available on request. In certain circumstances the firm may charge you a fee for the services provided. If we do this we will provide you with a written estimate of this in advance of providing any business service.

Life Assurance, Pension & PRSA Advice Fees (optional)

You may elect to deal with us on a fee basis. *(It is common to distinguish on the basis of the seniority of the person and between advisers and support staff.)*

e.g.:

Principles / Directors	€250 per hour
Senior Advisers	€200 per hour
Associates	€150 per hour
Support staff	€100 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. Where the commission is greater than the fee due, the commission will become the amount payable to John McColgan Financial Services Ltd. unless an arrangement to the contrary is made.

Regular Reviews

It is in your best interests that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change. You must advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review, may result in you having insufficient insurance cover and/or inappropriate investments.

Conflicts of interest

It is the policy of John McColgan Financial Services Ltd to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict may arise we will advise you of this in writing before proceeding to provide any business service. If you have not been advised on any such conflict you are entitled to assume that none arises.

Default on payments by clients

John McColgan Financial Services Ltd will, if necessary, exercise its legal rights to receive any payments due to it, from clients for business services provided by it and to be reimbursed for any value obtained by it for clients arising from payments to it by clients which subsequently default. Irish Life Financial Services may withdraw benefits on default of payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions..

Complaints

Any complaint that you may have in relation to the business services provided should be made in writing to John McColgan Financial Services Ltd outlining the nature of your complaint. All complaints will be acknowledged in writing within 5 business days of the complaint being received. The complaint will be fully investigated by John McColgan Financial Services Ltd and a full response will be provided to you. We will aim to provide this response not later than 20 business days from receipt of your complaint. In the event that you remain dissatisfied with the firm's handling of and response to your complaint you are entitled to refer your complaint to the Financial Services Ombudsman's Bureau or the Pensions Ombudsman (contact details below).

Financial Services Ombudsman Bureau
3rd Floor
Lincoln House
Lincoln Place
Dublin 2
Lo-call: 1890 88 20 90
Fax: 01 662 0890
E-mail: enquires@financialombudsman.ie
Website: www.financialombudsman.ie

Office of the Pensions Ombudsman
4th Floor
Lincoln House
Lincoln Place
Dublin 2
Phone: 01 6766002
Fax: 01 6618776
Email: info@pensionombudsman.ie
Website: www.pensionombudsman.ie

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Investor Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. See below for details.

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 where 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) 224 4955.

These Terms of Business are effective from September 2017

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CLIENT ACKNOWLEDGEMENT

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of John McColgan Financial Services Ltd and that I/we have read through and understand these terms.

Signed: _____

Date: _____

Signed: _____

Date: _____

DIRECT MARKETING

I/We consent to John McColgan Financial Services Ltd making contact with me/us by letter, landline, mobile phone, email or SMS text in relation to the range of services provided by John McColgan Financial Services Ltd or it's associated or partnership companies.

If you wish to avail of these services please tick here

You may opt out of this service at any time by writing to John McColgan Financial Services Ltd or by selecting the unsubscribe option on any email sent.

Appendix 1: List of Agency appointments held by the Firm

The firm is deemed to act as an intermediary for Product Producers with whom the firm holds written Letters of Appointment.

Name of Product Provider	Nature of the products
Irish Life Assurance Plc.	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Zurich Life Assurance	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
New Ireland Assurance	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Aviva Life and Pensions Ireland Ltd.	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies. ■ Lump sum investments in various types of

	<p>non-linked, unit-linked and other investment funds.</p> <ul style="list-style-type: none"> ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Royal London	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
Friends First Life Assurance Company	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Standard Life Assurance Company	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Merrion Solutions Ltd.	<ul style="list-style-type: none"> ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■
Merrion Stockbrokers Ltd.	<ul style="list-style-type: none"> ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
Wealth Options Trustees Ltd.	<ul style="list-style-type: none"> ■ Pension planning and retirement income plans. ■ Lump sum investments in various types of non-linked, unit-linked and other investment

	funds.
Davy Stockbrokers	<ul style="list-style-type: none"> ■ Pension planning and retirement income plans. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
Dolmen Cantor Fitzgerald	<ul style="list-style-type: none"> ■ Pension planning and retirement income plans. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
BCP Asset Management	<ul style="list-style-type: none"> ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
Newcourt Pensioneer Trustees Ltd.	<ul style="list-style-type: none"> ■ Pension planning and retirement income plans. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds.
Phoenix Ireland	<ul style="list-style-type: none"> ■ Life Assurance cover, specified serious illness cover, income protection and other protection policies. ■ Lump sum investments in various types of non-linked, unit-linked and other investment funds. ■ Regular contribution savings plans in various types of non-linked, unit-linked and other investment funds. ■ Pension planning and retirement income plans.
Cogent	<ul style="list-style-type: none"> ■ Lump sum investments
Greenman	<ul style="list-style-type: none"> ■ Lump sum investments

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