



TERMS OF BUSINESS

These Terms of Business applicable from 01/08/2022 and set out the general terms under which we will provide business services to you and the respective duties and responsibilities of both us and you in relation to such services. 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.

Authorisation and Codes of Conduct

Parish Life Limited t/a Premier Insurances is regulated by the Central Bank of Ireland. Our authorisation can be checked with the Central Bank of Ireland by calling them on 01-2244000 or on their website centralbank.ie. Our reference code is C50918. We are also subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can also be found on the Central Bank's website. We are a member of Brokers Ireland.

Services

We are an Insurance Intermediary, and our principal business is to provide advice and arrange transactions on behalf of our clients in relation to life, pensions, Insurance based investment and General Insurance business and services.

We are not under a contractual obligation to conduct Insurance distribution business exclusively with one or more Insurance Undertakings and do not give advice on the basis of a fair and personal analysis for Life or General Insurance, we do however provide advice from the selection of products provided by the Companies we have agencies with. We recommend the product that, in our professional opinion, is best suited to your needs and objectives from this selection of products. See below for the Life Agencies we have at present; if you require a list of General Insurers, we have an agency with please ask.

Aviva Life & Pensions Ireland Dac
Irish Life Assurance plc
New Ireland Assurance Company plc
Royal London Insurance Dac
Zurich Life Assurance plc
Hive Insurance Services Dac

As part of the process when giving our clients advice on Investments we will need to gather information with regards your investment knowledge and experience, if this information is not provided, we will not be in a position to determine whether the product is appropriate for you.

Conflicts of interest

It is the policy of Premier Insurances to avoid a conflict of interest when providing services to clients. Where an unavoidable conflict arises, we will advise you of this in writing before providing any business services. If you have not been made aware of any such conflict you may assume that none arises. As per our remuneration policy, we receive commission from the companies we have agencies with for the business you transact.

Complaints Procedure

Premier Insurances has a written procedure for the handling of complaints. Your complaint can be in writing, email, telephone or face to face. If your complaint is face to face or by phone, we will write to you to confirm our understanding of your complaint. We will acknowledge your complaint within 5 business days, advising you of the name of the person dealing with your complaint on behalf of the company. Please address any complaint to Complaints Officer, Premier Insurances, 14 Liberty Square, Thurles, Co. Tipperary. If in the event, a complainant is dissatisfied with the outcome of our investigation, you are entitled to refer the matter to the Financial Services & Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, Lo call 01 5677000 email info@fspo.ie.

Investor Compensation Scheme

Premier Insurances is a member of the Investor Compensation Scheme. 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, you should also be aware that a right to compensation would only arise where money or investment instruments held by this company 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. In the event that a right to compensation is established, the amount payable is the lesser of 90% of the client's loss, which is recognised as being eligible for compensation or €20,000.

Data Protection

Premier Insurances complies with the requirements of all applicable Data Protection Acts 1988-2018. The data will be processed in line with our Data Privacy Notice which will be distributed to all our clients and is also available on request or on our website at premierinsurances.ie. Please contact us at dataprotection@premierinsurances.ie if you have any concerns about your personal data.

Default Remedies

Product providers are entitled to withdraw benefit or cover on default of any payments due under any products arranged for your benefit. It is therefore critical to the guaranteed continuance of your insurance that your premium is paid in full. Some insurers may include as a term of the insurance a settlement due date or in some cases a warranty under the terms of which the premium must be paid to them by a certain date. We inform our clients of such requirements and the relevant date in good time to allow the payment terms to be met. Failure to

comply with the terms of the warranty may mean that the insurers obligation under the policy will be terminated. We will automatically advise you of any payments outstanding on your policy and the consequences of failure to pay premiums. We will exercise our legal rights to receive any payments due from clients for business services provided. An outline of the action and remedies which the relevant product producers may take in the event of default by a client is included in the product producers' policy document.

Remuneration Policy

Premier Insurances is remunerated by commission and other payments from product producers on the completion of your business. Where we receive recurring commission, this forms part of the remuneration for ongoing advice with regards to the business we advise you on and we will provide you with an annual update on your investment business. In the case of life or general insurance where we are not in receipt of commission, we may charge a service fee agreed in writing with clients prior to conducting any business, depending on complexity of the transaction, time spent and nature and extent of the transaction.

Our fees on Life Assurance are charged as follows:

Advisor fees: €200 per hour. Support Staff: €150 per hour. On Personal Lines policies we may apply a charge of up to €150 and for Commercial Products we reserve the right to charge a fee which will be a % of the premium and agreed in advance, this will include all mid-term adjustments and/or cancellations. We may charge up to €100 for all mid-term adjustments and/or cancellations. When arranging finance for general insurance products we may apply a charge of up to €100 for facilitating the finance agreement.

If by investing in sustainable investment products there are any differences in charges etc., we will advise you of this in advance of advising you on your investment.

A summary of the details of all arrangements for any fee, commission, other reward, or remuneration paid or provided to us by the product producers is available on our website. If you need further explanation on this information, please do not hesitate to call us.

Handling Clients' Money

Premier Insurances will accept payments in cash, by cheque, credit/debit card, in respect of all classes of insurance in circumstances permitted under legislation, i.e., where the money represents premiums in respect of either a renewal of a policy which has been invited by an insurance undertaking, or a proposal accepted by an insurance undertaking. Every effort is made to ensure that clients' money is transmitted to the appropriate Financial Institution/Product Provider without delay. It is important to note that your renewal premium should be paid on or before renewal date.

We recommend that all cheques or negotiable instruments are made payable to the appropriate Financial Institution/Product Provider for Life, Pensions, and Investment business. We shall issue a receipt for each payment received. These receipts are issued with your protection in mind and should be stored safely.

Your Duty of Disclosure

We act as your representative to the companies we have agencies with, and 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. Material information about medical history, previous claims, non-smoker status, occupation category and any hazardous pursuits are central to underwriting decisions and it is imperative that all information you provide to the insurer is accurate and complete.

You are under a duty to answer all questions posed by the insurer or us on your behalf, honestly and with reasonable care. It is presumed, unless the contrary is shown, that you would know all questions in an application or at renewal are material to the risk undertaken by the insurer or the calculation of the premium by that insurer, or both. Any failure to disclose material information may invalidate a claim and render your policy void. You must inform and disclose any material information including any material changes that might take place between the time you complete an application form and the time you pay the first premium.

To assist us in providing you with a comprehensive service and to keep our records as up-to date as soon as possible, please notify us of any changes to your personal circumstances, e.g., name change, change of address, etc.

Completed proposal forms or Statements of Facts will be provided to you. These are important documents as they form the basis of insurance contract between the insurer and you the consumer. You should review and confirm that the answers contained within are true and accurate.

Consumer Insurance Contracts Act 2019

In respect of the insurance contract the insurer is not obliged to pay the full claim settlement amount until any repair, replacement or reinstatement work has been completed and specified documents for the work have been furnished to the insurer, the claim settlement deferment amount cannot exceed:

- 5% of the claim settlement amount where the claim settlement amount is less than €40,000, or
- 10% of the claim settlement amount where the claim settlement amount is more than €40,000.

DECLARATIONS

An insurer may refuse a claim made by a consumer under a contract of insurance where there is a change in the risk insured, including as described in an “alteration of risk” clause, and the circumstances have so changed that it has effectively changed the risk to one which the insurer has not agreed to cover.

The consumer must cooperate with the insurer in an investigation of insured events including responding to reasonable requests for information in an honest and reasonably careful manner and must notify the insurer of the occurrence of an insured event in a reasonable time.

The consumer must notify the insurer of a claim within a reasonable time or otherwise in accordance with the terms of the contract of insurance.

If the consumer becomes aware after a claim is made of information that would either support or prejudice the claim, they are under a duty to disclose it. (The insurer is under the same duty).

If the consumer makes a false or misleading claim in any material respect (and knows it to be false or misleading or consciously disregards whether it is) the insurer is entitled to refuse to pay and to terminate the contract.

Where an insurer becomes aware that a consumer has made a fraudulent claim, they must notify the consumer advising that they are avoiding the contract of insurance. It will be treated as being terminated from the date of the submission of the fraudulent claim. The insurer may refuse all liability in respect of any claim made after the date of the fraudulent act, and the insurer is under no obligation to return any of the premiums paid under the contract.

Non-consumer Commercial clients have no duties and rights under the Consumer Insurance Contracts Act 2019.

Sustainable Investing

We will consider adverse impacts of investment decisions on sustainability factors in our investment and insurance-based Investment advice.

We will gather your preferences of Sustainable Investing and build them into our Statement of Suitability for you. Ultimately, it is the Product Producers we have agencies with that build the Investment Products we advise on, and it will be their documentation we are relying on when advising you on Sustainable investments.

All information re Sustainable Finance Disclosures will be adhered to by the Product Producers and their brochures and documents will outline their disclosures.

I/We acknowledge that I/We have been provided with Terms of Business and Data Privacy Notice for Premier Insurances and confirm that I/We have read and understand them.

Direct Marketing

I/we consent to Premier Insurances making contact with me/us in relation to the range of services they provide or their associated or partnership companies which they feel may be of interest to me/us and to the sharing of relevant information.

Premier Insurances will still be allowed to contact you in relation to the business you have been advised on, even if you opt out of marketing material. You have the right to be removed from our marketing lists in the future, by contacting us and requesting same

If you wish to avail of these services, please tick whichever option is best for you here.
(Otherwise, you will not be on our mailing list).

Post: ____ Phone: ____ Email: ____ Text:

We may also use automated data processing or profiling to allow us to give you quotes etc, and for marketing purposes, by signing these terms of business you are also agreeing to us using these systems on your data.

Client 1: _____

Client 2: _____

Date: _____