



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 at our next meeting.

Data Protection

Malone Financial Services complies with the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018. 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 **Malone Financial Services** has agencies for the purpose of arranging transactions agreed with you.

Yours sincerely,

Malone Financial Services

CLIENT ACKNOWLEDGEMENT

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Malone Financial Services and that I/we have read through, understand and consent to these terms.

I/We acknowledge and confirm that I/we have been provided with a copy of the Data Privacy Notice of Malone Financial Services and that I/we have read through and understand the document contents.

Signed: _____

Date: _____

Signed: _____

Date: _____



DIRECT MARKETING

I / We consent to **Malone Financial Services** making contact with me/us in relation to Life, Pensions, Investments, Savings Plans, and any other events (Pension/Investment Seminars) provided by **Malone Financial Services**.

Please tick each of the ways in which you wish us to contact you;

Letter Landline Mobile Phone Email SMS Text

I / We consent to **Malone Financial Services** passing our details to its associated or partnership companies; Irish Life Assurance plc, Friends First Life Assurance Co Ltd, so that they can contact me in relation to Life, Pensions, Investments, Savings Plans and any other events (Pension/Investment Seminars) provided by Malone Financial Services, so that they can contact me in relation to the Life, Pensions, Investments, Savings Plans, and any other events (Pension/Investment Seminars) that they provide.

If you consent to us passing on your details for the above purpose, please tick to confirm each of the ways in which you wish to be contacted;

Letter Landline Mobile Phone Email SMS Text

Signed: _____

Date: _____

Signed: _____

Date: _____

NOTE

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



Terms of Business of Malone Financial Services

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.

- The full name and address of the firm is set out on the top of this document.
- **Malone Financial Services** is authorised and regulated by the Central Bank of Ireland. Central Bank reference number is **Malone Financial Services**.
- **Malone Financial Services** registered to undertake insurance mediation under the European Union (Insurance Distribution) Regulations 2018. 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 reference number is C6936)
- **Malone Financial Services** is subject to the Minimum Competency Code and Regulations 2017, the Consumer Protection Code 2012 and, Fitness and Probity Standards 2014, which can be viewed on www.centralbank.ie
- **Malone Financial Services** offers a range of products and services including life assurance, pensions and investments.
- **Malone Financial Services** holds written appointments with a number of insurance undertakings, lenders and product producers; however, **Malone Financial Services** 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. A list of the product producers with which **Malone Financial Services** holds an agency appointment outlined at the end of this document.
- **Malone Financial Services** 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. These payments are included in the charges of your product. Any ongoing commission shown in the Customer Information Notice will be paid to me as long as I continue to be your Financial Adviser. The full details of the commission **Malone Financial Services** receives for Life Assurance products (excluding Company Pension products) will be included in your Welcome Pack which is issued to you. Details of company pension and bank products' commission are available upon 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.
- **Malone Financial Services** complies with the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018. 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 **Malone Financial Services** has agencies for the purpose of arranging transactions agreed with you. Your data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Notice and Data Protection Policy and Procedures. This information will only be used to provide you with business services, to meet any legal and regulatory obligations, and for legitimate business reasons. From time to time, we will send information about other financial products and services, provided by us or associated companies with which we have a formal business arrangement, which we think may be of interest 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. We would like to contact you by way of letter, email, telephone call or SMS text message. If you would like to receive such marketing information please complete the permission statements contained in the Terms of Business Client Acknowledgement Letter attached. You have the right at any time to request a copy of any 'personal data' within the meaning of the GDPR) that our office holds about you and to have any inaccuracies in that information corrected. Please contact us at chris@malonefs.ie if you have any queries about your personal data.

- It is the policy of **Malone Financial Services** 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.
- **Malone Financial Services** will, if necessary, exercise its legal rights to receive any payments due to it, from clients for business services provided. Irish Life Assurance plc 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.
- Any complaint that you may have in relation to the business services provided should be made in writing to **Malone Financial Services** 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 **Malone Financial Services** and a full response will be provided to you as soon as possible. We will aim to provide this response not later than 40 business days from receipt of your complaint and will provide you with a regular update on the progress of the investigation of the complaint at intervals of not greater than 20 business days, starting from the date on which the complaint was made. 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 and Pensions Ombudsman (contact details below).

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
Phone: 01 567 7000
E-mail: info@fspo.ie
Website: www.fspo.ie



- **Malone Financial Services** is a member of the investor compensation scheme run by the Investor Compensation Company Limited. The scheme provides a way of paying certain investors compensation, subject to the relevant limits, if they suffer financial loss caused by an investment firm being unable to meet its financial obligations (in other words, pay everything it owes). In the event that a right to compensation is established, the amount payable is the lesser of ninety per cent of your loss, which is recognised as being eligible for compensation, or €20,000.

These Terms of Business are effective from **31 October 2019**

Insurance Undertakings:

The following are a list of Insurance undertakings and product producers from which letters of appointment are held by Malone Financial Services.

**Irish Life Assurance Plc
Friends First Life Assurance Co Ltd**