

Terms of Business

Coughlan (Life & Pension) Consultants Ltd.

Unit 1, 12 Uam Var Avenue, Bishopstown, Cork

Phone: 021 4270203

Email: Info@coughlanconsultants.ie

Fax: 021 4270204

Authorised Status

Coughlan (Life & Pension) Consultants Ltd. is authorised under Section 10 of the Investment Intermediaries Act 1995 as an Investment Intermediary and is authorised to provide broad based investment advice and receive and transmit order in respect of the following investments:

1. Relevant Collective Investments Scheme Instruments
2. Tracker Bond
3. Insurance Policies
4. Personal Retirement Savings Account (PRSA)

When receiving and transmitting orders in relation to insurance policies and/or PRSAs, the firm may only accept cash or cheques/bank drafts from clients payable to itself where:

- i) An insurance undertaking has invited renewal of a policy of insurance
or
- ii) A proposal for insurance and/or PRSA has been accepted by an insurance undertaking.

In all other circumstances cheques/bank drafts or other payment instruments must be made payable to the product producer.

Product Producers with whom we hold agencies

Coughlan (Life and Pensions) Consultants Ltd. holds written letter appointments with *Acorn Life, Aviva, Friends First, Irish Life, New Ireland, Phoenix Ireland, Royal London, Standard Life, ITC and Zurich.

The nature of products supplied are:

Life Insurance, Specified Illness, Loss of Income Protection, Lump Sum Investments, Regular Savings Plans, Pensions (Employer Sponsored & Self-Employed), Annuities, Approved Retirement Funds, Approved Minimum Retirement Funds and Tracker Bonds. **Acorn Life - savings and group pension investment only.*

Services Provided

Coughlan (Life & Pension) Consultants Ltd. provides access to a full range of life insurance and insurance based investment products as follows: Life Insurance, Specified Illness, Loss of Income Protection, Regular Savings Plan, Lump Sum Investments, Self-Employed Pensions, Employer Sponsored Pensions and associated benefits, Annuities, PRSAs, Approved Minimum Retirement Funds and Tracker Bonds.

Coughlan (Life & Pensions) Consultants Ltd. provides in addition a long term integrated planning service in relation to such products and will liaise with client's solicitor and/or accountant where requested to or if it is considered appropriate with the approval of the client.

Services are provided on a Fair Analysis Basis and we are bound by the Investment Intermediaries Act 1995 and Insurance Act 2000 and the Financial Regulators Consumer Protection Code. Details of the code and applicable legislation are available from the Central Bank on their website www.centralbank.ie

Charging Structure

The firm normally charges for its services by means of commission or fee. Commissions are paid by the product producer in respect of transactions completed and are disclosed in full in accordance with the Life Assurance (Provisions of Information) Regulations 2001.

Fees are charged as follows:

Hourly Rate: Principles €250 - Qualified Advisor €125 - Other Staff €90.00
Minimum fee for setting up new file €600

The firm will by agreement allow reduced levels of fee and will also by agreement allow an offset of commissions received in respect of transactions completed against such fees.

Where we receive payment by way of commission details of commission structure are available on request and are also provided in a disclosure quotation when setting up a contract.

Conflicts of Interest

Where a conflict of interest arises the firm will ensure that the client is at all times treated fairly and will submit to independent arbitration if requested to do so (see also complaints procedure).

Default by client

In the event of a default by the client the firm reserves the right to all legal remedies but will initially seek to have the matter resolved by agreement with the party concerned. In the event of a default by the client with a product producer it is likely that such producer will cancel the contract from the date of the default.

Default by the Firm

In the event of a default by the Firm the client has a number of remedies available and the company has the following protection in place.

Complaints

In the event of receiving a written complaint the firm will:

- Record details of the complaint through our written procedures and when the complaint is oral we will offer to treat it as a written complaint.
- Acknowledge the complaint within 5 working days requesting any further information as might usefully be required to enable us to deal with the complaint. We will also provide the name of one or more individuals appointed by us to be the complainant's point of contact in relation to the complaint until it is resolved or cannot be processed further.

Registered Office: Unit 1, 12 Uam Var Avenue, Bishopstown, Cork. Registered No: 36459

Directors: D Coughlan ACII (Managing), R Coughlan ACII, QFA S Coughlan

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March 2019

- Immediately review the file and provide a regular written update of the firm's investigation of the complaint (at intervals of not greater than twenty working days) and attempt resolve the complaint within 40 working days. If this is not possible we will advise you of the anticipated date with which we hope to resolve the complaint.
- We will also advise the complainant that he/she may refer the matter to the Financial Services and Pensions Ombudsman and we will provide the necessary contact details.

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

Phone: (01) 567 7000

Email: info@fspoi.ie

Website: www.fspoi.ie

Provide written notice within five days of the completion of the investigation and explain the terms of any settlement proposed.

Investor Compensation Act, 1998 – Client Compensation.

This firm 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 repayment, in certain circumstances, of compensation to clients 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 in the foreseeable future and where the client falls within the definition of eligible investor as contained in that 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 €20,000.

Coughlan (Life and Pension) Consultants Ltd. are also members of the IBA Compensation Fund which may provide additional compensation of up to €100,000 per claim subject to a maximum of €250,000 in one year. Claims under this scheme which is not an insured scheme are subject to the scheme rules and may be discharged only where the Intermediary is unable to do so and the statutory scheme fails to adequately compensate the client of the Intermediary.

Monies received

Clients will not benefit by interest on monies held in our Section 52 Account (client premium account).

Cash Handling.

Coughlan (Life & Pension) Consultants Ltd may handle cash only in accordance with Section 25G (1) of the Insurance Act 2000 i.e. where renewal has been invited by an Insurers or a proposal accepted.

Data Protection

This section provides a summary of how we will use and process your information. Coughlan (Life & Pensions) Consultants LTD and is regulated by the Central Bank of Ireland.

Address: Unit 1, 12 Uam Var Avenue, Bishopstown, Cork.

Telephone: 021-4270203

Website: www.coughlanconsultants.ie

[Coughlan \(Life & Pension\) Consultants Ltd Data Protection Officer's contact are as follows:](#)

[Data Protection Officer](#)

[Coughlan \(Life & Pension\) Consultants Ltd](#)

[Unit 1 12 Uam Var Avenue](#)

[Bishopstown](#)

[Cork City](#)

[E Mail; Email: info@coughlanconsultants.ie](mailto:info@coughlanconsultants.ie)

As you read this section there are some terms that are important to understand.

“**Information**” means any personal data and/or information including health and non-health information given by you or on your behalf in connection with this application or further information which may be given at a later stage in relation to the contract either in writing, by email, at a meeting or over the telephone including information contained in records of your transactions.

“**EEA**” means the European Economic Area and consists of EU member States as well as Norway, Iceland and Liechtenstein.

“**Marketing**” means direct marketing and cross-selling of the services and/or products provided or arranged by us with a third party on your behalf.

What will we use your information for?

The information collected on this form and any related document is being for the purposes of processing your application for a life assurance policy (contract) and SSAS contracts and administering the contract if put in place.

Processing can include dealing with your information to enable us to comply with legal and regulatory requirements and/or using the information to assess and deal with any claim you make.

We will also use your information where we legitimately need to do so to operate our business. This will not adversely impact your fundamental rights.

If you omit or do not provide the information requested or if the information provided is not true and/or complete or if you later request the information be amended or erased, then you may not be able to proceed to take out a contract, any existing contract arranged by us may cease and you may not be able to receive benefits under an existing contract.

The information may be processed and disclosed to other parties as set out below. In some circumstances we will need to disclose the information to relevant third parties (e.g. to meet Revenue or regulatory requirement). Where we have requested your consent to us using your information, we will do so in accordance with the consent you do provide.

Our Data Privacy Notice contains more details about how much we can process your information. A copy is available on our website. We would be happy to provide you with a copy on request. Please contact as set out above.

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Coughlan (Life & Pension) Consultants Ltd can

- Contact you by letter, phone, email or other electronic means in relation to the administration (including any review) of the contract you have entered into. This may include contacting you to provide you with general information to the contact at any time;
- hold and use the information on computer file, in any dematerialised form or in written hard copy on its own behalf;
- Use or pass the information to third parties for administration, regulatory, customer care and service purposes in relation to the contract. This includes;

- Information Technology Companies
- Insurance companies
- Auditors and Accountants
- Pensions Authority
- Revenue Commissioners
- Employers
- Trustees
- Claims handlers
- Financial institutions/ payment service providers

The information may be transferred to countries in respect of which the European Commission has not made an adequacy decision, however this transfer of information will be made on the basis that appropriate safeguards including standard data protection clause have been put in place, writing to us at the address stated above.

Hold and store the information for a period of time in accordance with a number of factors including to comply with;

- Any contractual obligations, including the type of contract or service we have provided.
- Any legislative or regulatory rules or codes set by authorities such as the Central Bank of Ireland, the Data Protection Commission, Revenue Commissioners, Government agencies.
- For resolution of a legal or some other type of dispute.

You acknowledge that subject to certain conditions as set out in legislation you have the following rights in relation to the information you have provided:

- You may request access to and/or rectification or erasure of the information.
- You may restrict us from processing the information.
- You may object to us processing the information for certain purposes.
- You have the right to receive your information in a structured, commonly used and machine readable format(Data portability),
- You understand that you have the right to lodge a complaint with the Data Protection Commission.

1st Life

Signature: _____

Date: _____

2nd Life

Signature: _____

Date: _____

Contact

I/We hereby agree that you may contact me/us by email, phone or text (personal call by prior arrangement) between 8.30am and 8.30pm from Monday to Friday (excluding bank holidays) in connection with my/our contracts.

Home

Details

Phone _____

Mobile _____

Email _____

Yes

No

Time

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Work

Details

Phone _____

Mobile _____

Email _____

Yes

No

Time

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

1st Life

Signature: _____

Date: _____

2nd Life

Signature: _____

Date: _____