



Complete Financial Planning Ltd.

t/a Better Finances

40 Lisfennel Close, Dungarvan, Co. Waterford or c/o ACE, 1 Mount St., Mullingar, Co. Westmeath

Telephone: David 087-6896983 Fax: 058-23423 email: info@betterfinances.ie

Terms of Business – Version 4 - March 2012

These Terms of Business set out the general terms under which our firm will provide business services to you and the respective duties and responsibilities of both the firm and you in relation to such services.

Authorisation with the Central Bank of Ireland

Complete Financial Planning Limited t/a Better Finances is regulated by the Central Bank Of Ireland and is registered to undertake insurance mediation under the European Communities (Insurance Mediation) Regulations 2005. Copies of our regulatory authorisations are available on request. The Financial Regulator holds registers of regulated firms. You may contact the Central Bank on 1890 777777 or alternatively visit their website at www.centralbank.ie

Our Services

Our principal business is to provide advice and arrange transactions on behalf of clients in relation to life and pensions and general insurance products. A full list of insurers, and product producers with which we deal is detailed overleaf.

Product Suitability

The suitability of all financial products depends on many factors and we undertake to use our experience and expertise in considering all relevant factors before recommending any product to you. Our advisers will provide advice to you in the areas we are authorised in. In order for us to fully assess your financial needs it is important that you provide all information we request from you. If you do not do so the advice we provide may not be as suitable had the full information been provided. Before purchasing any product you will be advised of the product's suitability and given a statement of reasons why, in our opinion, the product is suitable for your needs. All advice given will be based on our understanding of current law and Revenue practice. It may be that subsequent changes might effect the recommendations that have been made and these may need to be reviewed as a result.

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 of changes in your circumstances, or request a review, may result in you having insufficient insurance cover and/or inappropriate investments.

Handling Money, Receipts and Business Processing

Payments should be made in favour of the provider of the product and not our company. We will issue a receipt for each payment received. Your application to a product producer will be submitted to it provided we have received all necessary documentation required to evidence compliance with regulatory requirements.

Default on payments by clients

Our firm will exercise its legal rights to receive payments due to it from clients (fees and insurance premiums) for services provided. In particular, without limitation of the generality of the foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of clients where the firm has acted in good faith in renewing a policy of insurance for the client.

Product producers may withdraw benefits or cover in the event of default on payments due under policies of insurance or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Conflict of Interest and Complaints

It is our policy to avoid any conflicts of interest when providing business services to clients. However, where an unavoidable conflict may arise we will advise you in writing before providing any such service. If you have not been advised of any conflict you may assume that none arises. We ask that you make any complaint against our firm relating to services provided by us in writing to our address above. We will acknowledge your complaint within 5 business days and we will fully investigate it. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of, or response to your complaint, you are entitled to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. A full copy of our complaints procedure is available on request.

Disclosure of Information

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

Remuneration Policy

Complete Financial Planning Limited t/a Better Finances is remunerated by commission from product producers or lenders on the completion of business. In certain circumstances, it will be necessary to charge a fee for services provided. In circumstances where fees are chargeable, we will notify you in advance and agree the scale of fees to be charged. You may elect to deal with us on a fee basis. Fee structure:* Advisor fees: First Hour – FREE. €150 per hour. Support staff: €50 per hour. Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency.



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Non-Life Fees

Brokerage fee: €25 Rebate premium: Balance of commission for year, minimum €25

These fees are reviewed annually and an updated list is available on request.

Data Protection

Complete Financial Planning Limited t/a Better Finances complies with the requirements of the Data Protection Acts, 1998 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. This information will be kept for at least six years. You have the right to inspect copies of all entries in our books or computerised records relating to transactions with you.

We would also like to keep you informed of insurance, investment, and any other services provided by us or associated companies with which we have a formal business arrangement, and which we think may be of interest to you. We would like to contact you by way of letter, email, telephone call or personal visit. If you do not wish to receive such marketing information please tick the box in the Terms of Business acknowledgement letter.

Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd.

Investor Compensation Scheme

The Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to 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 I C C L at (01) 410 4955.

In addition to the above mentioned compensation we also hold Professional Indemnity Insurance.

Product Producers from which Complete Financial Planning Limited t/a Better Finances holds written Letters of Appointment to act as intermediary.

For Life Assurance, Investments, Pensions and Mortgages we have access to a large number of agencies and hence can offer a fair analysis of the market for these products. Complete Financial Planning Ltd. t/a Better Finances are tied agents for deposits with PTSB and for General Insurance and Health Insurance with Aviva and this would be considered as limited analysis of the market for these types of products.

Product Provider	Deposits	Life Assurance	Investments	Pensions	General & Health Insurance	Mortgages
Caledonian Life		X	X	X		
Zurich (Eagle Star)		X	X	X		
Friends First Life		X	X	X		
Aviva		X	X	X	X	
Irish Life Assurance		X	X	X		
New Ireland Ass.		X	X	X		
Standard Life		X	X	X		
BCP			X	X		
PTSB	X					
Wealth Options			X	X		
PIBA Mortgages						X
KBC			X			