

TERMS OF BUSINESS OF FINANCE ONE LTD

These terms of business set out the basis on which **Finance One Ltd** will provide business services to you. Please take a few minutes to read through these and if you have any questions I will be happy to answer them.

- ◆ The full name, address and contact details of the firm is set out on the top of this document.
- ◆ www.irishdeposits.ie is a trading name of Finance One Ltd.
- ◆ **Finance One Ltd** is regulated by the Central Bank of Ireland as a mortgage intermediary, insurance intermediary, deposit broker and as an investment business firm. A copy of the firm's current Statement Of Authorised Status is attached. You can also check the firm's current authorised status by searching the authorised financial services providers on <http://registers.financialregulator.ie/>
- ◆ **Finance One Ltd** is regulated by the Central Bank of Ireland as an Authorised Advisor to act as a deposit broker, to give broad based investment advice on insurance policies, Tracker Bonds and PRSAs., and to receive and transmit orders from you for such financial products. As a mortgage intermediary, the firm is also authorised to arrange housing loans for consumers.
- ◆ **Finance One Ltd** may receive commission and other remuneration from financial institutions with which it arranges deposits, housing loans, and other financial products for clients. The firm may accept additional commissions and remuneration from such financial institutions, related to the volume of business we place with that financial institution.
Commissions payable to the firm in relation to arranging certain life assurance, pension policies and PRSAs are disclosed in a Disclosure Notice provided to you at the point of sale and/or at the cooling off stage.
- ◆ The firm may charge you a fee for services provided instead of, or in conjunction with, commission and other payments from financial institutions to which we transmit orders on your behalf. The firm currently charges such fees based on a time charge of €200 per hour, plus VAT. The firm will notify you in writing in advance, where we propose to charge you a fee.
- ◆ If you have been referred to us by an entity authorised to provide financial services in the State, we may pay a fee to that entity for that referral.
- ◆ With your written consent, Finance One may refer you to other entities regulated to provide financial services in the State. Finance One may receive remuneration in return for such referrals.
- ◆ It is the policy of **Finance One Ltd** to endeavour to avoid, as far as possible, any conflict of interest when providing services to its clients. However, where an unavoidable conflict may arise we will advise you of this in writing before proceeding to provide any service. If you have not been advised on any such conflict you are entitled to assume that none arises.
- ◆ **Finance One Ltd** will, if necessary, exercise its legal rights to receive any payments due to it, from clients for 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.
- ◆ You can make a verbal or written complaint to us about any service, which is covered by these Terms of Business, provided by **Finance One Ltd**. to you. Such complaints can be referred to Mr Conor Sheeran, the Compliance Officer of our firm, who will also be your contact point in relation to the ongoing investigation of your complaint. We will :
 - acknowledge your complaint in writing, within 5 business days of receipt of the complaint.
 - investigate your complaint.
 - provide you with a written update on the progress of the investigation of your complaint at intervals of not greater than 20 business days.
 - attempt to resolve your complaint within 40 business days of having received the complaint; where the 40 business days has elapsed and the complaint is not resolved, we will inform you of the anticipated timeframe within which we hope to resolve the complaint and of your right to refer the matter to the Financial Services Ombudsman or Pensions Ombudsman, as the case may be;
 - within 5 working days of the completion of our investigation of your complaint, we will advise you of the outcome of the complaint in writing and, if appropriate, explain the terms of any offer or settlement being made. We will also inform you of your right to refer the matter to the Financial Services Ombudsman or Pensions Ombudsman, as the case may be.
- ◆ **Finance One Ltd**. is a member of the Investor Compensation Scheme which provides compensation to certain 'eligible investors' in the event of a firm covered by the scheme being found to be unable to meet its financial obligations to its 'eligible investors'. Certain professional investors, such as pension funds and professional and institutional clients are not covered by the Scheme. Compensation payable in relation to the default of a firm covered by the scheme is limited to 90% of the eligible investor's loss arising from the default of the firm, subject to a maximum compensation of €20,000. The Compensation Fund Certificate is available to view on request.

CLIENT ACKNOWLEDGEMENT

I acknowledge and confirm that I have been provided with a copy of the Terms of Business of Finance One Ltd and that I have read through and understand these terms. These Terms of Business apply until further notice.

Signed: _____

Date: _____

Signed: _____

Date: _____