



## **Terms of Business of Tailored Finance Ltd.**

We are delighted that you have considered Tailored Finance Ltd. These Terms of Business set out the basis on which Tailored Finance Ltd. will provide business services to you as a client of the firm. They also contain details of our regulatory and statutory obligations and the respective duties of both the firm and you in relation to such services.

Please take a few minutes to read through our terms of business document and if you have any questions we will be happy to answer them. If you have any queries we will be happy to deal with them and you can contact us at:

Tailored Finance Ltd, 3 Convent Close, Off Herbert Street, Dublin 2, D02 V568, Ireland.

Phone: 00 353 1 4845120

E-mail: [jtucker@tailoredfinance.ie](mailto:jtucker@tailoredfinance.ie)

## **About Tailored Finance Ltd**

Tailored Finance Ltd is regulated by the Central Bank of Ireland (C47452) and is a member of Brokers Ireland.

Tailored Finance Ltd. is regulated by the Central Bank of Ireland as an insurance intermediary registered under the European Union (Insurance Distribution) Regulations 2018; as an Investment Intermediary authorised under the Investment Intermediaries Act, 1995. Copies of our regulatory authorisations are available on request. The Central Bank of Ireland holds registers of registered firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at [www.centralbank.ie](http://www.centralbank.ie) to verify our credentials.

Tailored Finance Ltd. is subject to and complies with the Consumer Protection Code, Minimum Competency Code and the Fitness and Probity Standards as laid down by the Central Bank of Ireland. These Codes can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie)

In relation to products provided by the companies with whom we are authorised to do business with we are authorised to:

- (i) advise you in relation to the nature of each of the products and advise you as to which product is suitable for your needs
- (ii) Receive and submit applications on your behalf for a product(s).

Tailored Finance Ltd. has appointments to act in relation to insurance policies - these include life assurance policies, specified serious illness and other protection type policies including health insurance and dental insurance policies. We also hold appointments to act in relation to pension and investment and savings policies. Our principal business is to provide advice and arrange transactions on behalf of clients in relation to the above products.

## **Our Services**

We hold authorisation to provide advice and arrange transactions on behalf of clients in relation to health insurance, dental insurance, group risk, life insurance, protection, pensions, investments and savings products, We operate on a fair and personal analysis of the market for the majority of the products we advise on, we deal with a sufficiently large number of providers. We have a number of criterion we consider in order to provide our fair and personal analysis such as, your needs, size, number of providers, market share of these providers, information available, product quality, costs and any other relevant facts.



### **Health Insurance:**

We will provide advice in relation to your current health insurance plan versus similar plans on offer from Irish Life Health with whom we hold an agency, we will also consider VHI and Laya if appropriate, however, unless we agree otherwise you will need to deal directly with VHI and Laya when placing your business as they do not issue intermediaries with agencies. We will provide detailed comparisons of your current plan versus our recommendations on request from [www.hia.ie](http://www.hia.ie) the Health Insurance Authority's website which are completely independent. We provide health insurance on a limited analysis basis of the market.

### **Dental Insurance:**

We will provide advice on products available from DeCare Dental on a limited analysis of the market.

### **Life, Protection, Pensions, Savings and Investments:**

We provide advice in relation to all life insurance, protection, pensions, group risk and investment and savings products on a fair and personal analysis of the market.

### **Commission / Fees**

Tailored Finance Ltd. generally receive commission from the product producer to whom applications are submitted this commission can vary from 0% to 200% depending on the type of policy purchased, we will confirm the amount of commission we receive upon request. Summary details of this commission will be included in a product information document, which you are legally entitled to receive before an application for a product is completed, and full details will be included with your cooling-off letter (which will follow directly from the chosen product provider). In certain circumstances we 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 such business service and get agreement from you the customer in advance.

### **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 and that of your employees, you must do your best to advise us of these changes and request a review, so we can best advise you on products suited to your needs. Our services do not include ongoing suitability assessments for all of our clients, in certain circumstances we will agree to providing periodic assessments.

### **Conflict of Interest**

It is the policy of Tailored Finance Ltd. 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 of any such conflict you are entitled to assume that none arises.

### **Default on payments by clients**

Tailored Finance Ltd. will if necessary, exercise our legal right to receive any payments due from clients for business services provided. Product providers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions.

When your policy ends or is cancelled, we will send you any documentation and information that you are entitled to on request.



## **Complaints Procedure**

Any complaint that you may have in relation to the services provided should be made in writing to us outlining the nature of your complaint. Any complaint (whether verbal or written) will be acknowledged within 5 days of receipt, updates will be advised at intervals of not more than 20 working days. The complaint will be fully investigated by Tailored Finance Ltd. and we will endeavour to have a full response within 40 business days or sooner if possible. In the event that you remain dissatisfied with our handling and response to your complaint you can contact Tailored Finance Ltd, 3 Convent Close, Off Herbert Street, Dublin 2, D02 V568, Ireland and ultimately you are entitled to refer your complaint to the Financial Services Ombudsman, 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2.

## **Investor Compensation Scheme**

Tailored Finance Ltd. is a member of the Investor Compensation Company Ltd (ICCL) Scheme established under the Investor Compensation Act, 1998. The legislation provided for the establishment of a compensation scheme and to the payment in certain circumstances, of compensation to certain clients of the firm (known as eligible investors) covered by the Act. However, you should be aware that a right to compensation would only arise where client 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 clients' loss, which is recognised as being eligible for compensation, or €20,000.

As a member Brokers Ireland, Tailored Finance Ltd. is also a member of the Brokers Ireland Compensation Fund. Subject to the rules of the scheme the liabilities of its member firms up to a maximum of €100,000 per client (€250,000 in aggregate) may be discharged by the Fund on its behalf if a member firm is unable to do so, where the above detailed ICC: (established by law) has failed to adequately compensate any client of the member.

## **Data Protection**

Tailored Finance Ltd. are subject to 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. The 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. We would also like to keep you informed of insurance, investment, pension and any other services provided by us or associated companies with which we have a formal business arrangement; which we think may be of interest to you. We would like to contact you by way of letter, email or telephone call. If you would like to receive such marketing information please complete the permission statements contained in the Terms of Business acknowledgement letter attached. We may receive referrals from such firms and may advise them of any transactions arranged for you. 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 [jtucker@tailoredfinance.ie](mailto:jtucker@tailoredfinance.ie) if you have any concerns about your personal data.