

## **Stuart Financial Services Ltd Terms of Business**

### **Our Company and Status**

Stuart Financial Services Ltd of 17-21 Temple Road, Blackrock, Co Dublin, Tel 01 2881779 Fax 01 2831825 is a member of the Stuart Group of companies trading in the Republic of Ireland as general and life insurance intermediaries. Stuart Financial Services Ltd and its sister companies are regulated by The Central Bank of Ireland.

### **Description of Services**

We offer a wide range of services in relation to life insurance, pensions, investments and mortgages including risk reviews, insurance placements, administration and claims reviews and in this capacity provide broad-based advice. We do not have any tied relationships with insurance companies which would affect our ability to offer independent advice.

We are a member of the Irish Brokers Association (IBA).

### **General Statement of Charges**

The company is remunerated by commission on all life insurances and may in certain circumstances apply a brokerage charge which can be up to 20% unless specifically indicated, depending on the class of insurance and commission arrangements, if any, with product providers. Where professional advice is given, fees will be agreed with each client in advance and will be charged at an hourly rate or part thereof.

### **Conflicts of Interest**

In all circumstances we will endeavour to avoid conflicts of interest with clients.

In the event that such a situation does arise, we will explain the position fully and will ensure that at all times, whilst seeking resolution, we treat our customers fairly.

### **Default by Our Client**

Where a client defaults on the premium due, we will seek to reconcile the matter directly with the client by instruction to forward payment to avoid cancellation. If the matter cannot be resolved within a given time frame, the product producer will be notified of the default and instructed to cancel the policy. Legal action against such default may be initiated by the product producer in order to recoup any premium that may remain outstanding.

It is of utmost importance to the continuance of your insurance cover that the premium is paid in full and in line with credit terms, if any.

### **Complaints**

The Stuart Group of companies have in place a written procedure for the effective handling of any complaints received. This procedure ensures that complaints will be acknowledged in writing within 5 business days. All complaints will be fully investigated and the findings will be communicated to you at the earliest opportunity. All complaints investigations will be overseen by the Compliance Director. Customers who are dissatisfied with the outcome of our findings may refer the matter to the Financial Services Ombudsman.

### **Investor Compensation Company Ltd**

This company is a member of the Investor Compensation Scheme established under the Investment Compensation Act 1998. The legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to clients of firms covered by the Act.

However, clients should be aware that a right to compensation will only arise where money or investment instruments held by Stuart Financial Services Ltd, 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 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. Further information on the scheme is available from the Financial Regulator.