



Perklife Insurance
Gashes Hill
Coolderry
Birr
Co. Offaly

Terms of Business

This document is to give you the customer important information concerning our approach to arranging insurances and how we handle your insurance. If any points are unclear please contact the office in which business was initiated on. In this document ("we", "us", "our"), refers to Perklife, a business name registered with the Company Registers Office (CRO) in Ireland. This page (together with the documents referred to on it) tells you the client (referred to as "you, "your") who we are and how the business operates.

Who we are and Regulation

Michael Teehan T/A Perklife is a sole trader whose principal place of business is Gashes Hill, Coolderry, Birr, Co. Offaly. Our Terms of Business set out the basis on which we will provide business services to you. Michael Teehan, trading as Perklife is regulated by the Central Bank of Ireland. Registered Number C132894. Registered Office at Gashes Hill, Coolderry, Birr, Co. Offaly. Phone: (01) 9065162 Email: info@perklife.ie. Perklife is authorised as an insurance intermediary under the European Communities (Insurance Mediation) Regulations 2005. The Central Bank of Ireland holds registers of regulated firms and our authorisation can be verified by the Insurance Mediation Register, which is available on www.centralbank.ie. By proceeding with your policy through Perklife, you agree to the terms as per this Terms of Business document.

Codes of Conduct

The firm is subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can be found on the Central Bank's website www.centralbank.ie

Life Assurance

The firm provides life assurance on a fair analysis basis i.e. providing services on the basis of a sufficiently large number of contracts and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs. We arrange Life Assurance products with the following providers: Aviva Direct Ireland Limited, Caledonian Life (recently renamed Royal London), Zurich Life Assurance plc, Friends First Assurance.

We will provide assistance to you for any queries you may have in relation to the policies and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover.



Remuneration

The firm is remunerated by commission and other payments from product producers on the completion of business. Where we receive recurring commission, this forms part of the remuneration for initial advice provided and also for the ongoing management of your policy.

Fees

Perklife does not charge fees on Life policies. If a client wishes to go through a Financial Planning review a fee may be charged. This Fee will be disclosed to the client prior to any work taking place. A letter of engagement or statement of suitability determining the full fee will have to be signed by the client to ensure agreement of any potential fee charged. Any Fee will be determined by the potential time is determined to provide the client with service required. The current fee per hour is determined as Managing Director €200, Business Development Executive €150 & Administrator €80. These Fees are discretionary and are determined on a case by case basis.

Default and Due Payments

Product providers may withdraw cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your policy/product terms and conditions. We will take such steps as may be necessary to recover any monies due to us including the instigation of legal proceedings, the appointment of a receiver and all other rights available to us.

Cancellation / Cooling-Off Period

You have the right to withdraw from your policy, without penalty, within 30 days from the inception date of your policy or the date you receive your policy documents, whichever is later. To do so, you need to send us a request in writing inclusive of your policy number. If you do withdraw from your policy during the cooling-off period, it will mean no policy was ever put in place and provided that you have not made a claim, we will refund you any premium paid in full. If you wish to cancel outside of the cooling off period, you must send us written instruction.

Complaints

If you send us a written complaint, we will acknowledge it in writing within 5 business days unless the complaint has been resolved to the satisfaction of the complainant within that time. The acknowledgement will indicate the name and contact details of the person dealing with your complaint. We will investigate the complaint fully and we will provide the complainant with a regular written update on the progress of the investigation at intervals of not greater than 20 business days. We will issue a full response within 5 business days of completing the investigation and if we do not resolve the complaint within 40 business days, we will inform the complainant of the anticipated timeframe within which we hope to resolve the complaint. If the complainant is dissatisfied with the handling or the outcome of the complaint, the complainant may contact the Financial Services Ombudsman, Third Floor Lincoln House, Lincoln Place, Dublin 2 or phone 1890 882090 - www.financialombudsman.ie.



Investor Compensation Scheme

We are a member of the Investor Compensation Scheme established under the Investment Compensation Act of 1998, which provides for the establishment of compensation in certain circumstances, to certain clients, where money or investment instruments owed or belonging to clients and held, or in the case of investments, administered or managed by us, cannot be returned to those clients for the time being and there is no reasonable foreseeable opportunity to do so. Where an entitlement to compensation is established, the compensation payable will be the lesser of 90% of the amount of the client's loss as recognised for the purposes of the Investor Compensation Act, 1998 or compensation of up to €20,000.

Client Offers/Promotion Business

It may be determined to provide a further incentive to new clients of Gift vouchers with a nominal value for clients who conclude business with us. The client must maintain the new policy for a minimum period of 12 months. Should the client cancel the policy within this period they will be requested to refund to the value of the voucher provided. Payment of Gift Voucher will be provided to the client no later than 90 days of collection of the first premium payment. Referral Gift vouchers will be paid within collection of 3 months premium payments. Referral vouchers will not require refunds in the event of cancellation of referral policy.

Conflict of Interest

It is our policy to avoid any conflict of interest when providing business services to you. However where an unavoidable conflict arises, we will advise you of this in writing as soon as possible.

Governing Law

The laws of Ireland apply to all our services and the Irish Courts have jurisdiction to hear any disputes in relation to services that may arise.

Language

All communications in respect of all products will be in English.

Data Protection

Perklife and the Product Underwriter ('we' 'us' 'our') are the registered data controllers in relation to personal information held about you for the purposes of the Data Protection Acts. The information that you provide and any other information provided by any third party in connection with or in relation to your application will be held by us on a computer database and/or in any other way. We collect and may continue to collect certain information about you or any individuals connected to your Policy in the course of conducting our relationship with you. Information you supply may be used for the



purposed of underwriting and managing your insurance policy, administering claims and preventing fraud. It may also be used in compliance with regulatory, legal and tax laws and for participation in internal or market-level statistical exercises. For this purpose, information may be shared in confidence with third parties both inside and outside the European Economic Area such as our agents and service providers, regulatory bodies and authorities, private investigators, other insurance and financial services companies (directly or via a central register) and as required by law. Where we choose to have certain services provided by third parties, we do so in accordance with the applicable law and take reasonable precautions regarding the practices employed by the service provider to protect your information.

We will ensure that transfers of data are lawful and that your information is kept securely and only used for the purposes for which it was provided. It may be necessary for us to collect sensitive data (such as medical conditions or criminal convictions) relating to you and others named on the insurance policy. Please do not send us any genetic test results. It is your responsibility to get consent from the other people named on your policy before sharing their information with us. We may check the information you provide against other information available to the public (such as court judgments). If you give us false information or fail to disclose information and we suspect fraud, we will record this. You have the right of access to the personal data held about you by us by sending a written request to: Compliance Manager, Perklife, Gashes Hill, Coolderry, Birr, Co. Offaly or directly to the Product Underwriter. A fee may be charged for this (max €6.35). We will require from the person making the request to provide us with Name, Address(es), Date of Birth, Policy Number(s), and photo ID. This is to ensure we are satisfied that we are disclosing information to the correct person. You also have the right to require us to correct any inaccuracies in the information we hold about you by sending us a written request.

Further Products & Services

In the future, we would like to offer you further Perklife products and services which may be of interest to you. We will only do so with your consent. This information may be provided to you by phone, post or email. For this purpose, and occasionally also for market research and statistical purposes, we may share your information with third parties such as reputable external agencies and service providers. We abide by the Data Protection Acts 1988 and 2003. If you have any queries with regards to Data Protection you may contact us or alternatively the Office of the Data Protection Commissioner, Telephone +353 57 868 4800.

Should you have further queries or require a quote please call:

01-9065612 or Email: info@perklife.ie

Opening ours: 9am – 5.30pm, Mon - Fri

Perklife Terms of Business Valid from 21/12/2014