

Client name: _____

MCG Financial Services Ltd – About us

Status

MCG Financial Services Ltd ('the Company') is regulated by the Central Bank of Ireland.

Terms of Business

Attached are the Company's Terms of Business which outline the basis on which we provide services to our clients. Please ensure that you read this document. These Terms of Business apply to all business transactions undertaken for you or services provided to you and will remain in force until further notice. Should we make any material changes to our Terms, we will advise you in advance of providing any further services to you.

Data Protection

MCG Financial Services Ltd complies with the Data Protection Acts 1988 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. We would also like to keep you informed of various mortgage, 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. If you do not wish to receive such marketing information please tick the box below. We may receive referrals from associated companies and may advise them of any transactions arranged for you.

Yours sincerely

Gabriel McCarthy QFA
Managing Director

Client acknowledgement

Terms of Business

I acknowledge that I have been provided with a copy of the Terms of Business of MCG Financial Services Ltd and confirm that I have read and understand them.

Direct Marketing

I confirm having read the paragraphs in relation to Data Protection in Terms of Business and above, and consent to MCG Financial Services Ltd making contact with me by letter, phone, email or SMS text in relation to the range of services provided by MCG Financial Services Ltd or its associated or partnership companies and to the sharing of relevant information as indicated.

If you do not wish to avail of these services, please tick here.

Signed: _____ Date: / /

Signed: _____ Date: / /

TERMS OF BUSINESS

These Terms of Business set out the basis on which MCG Financial Services Limited will provide business services to you as a client of the firm. Please take a few minutes to read through these and if you have any questions we will be happy to answer them.

- The full name and address of the firm and communication details are set out on the top of this document.
- MCG Financial Services Limited is regulated by the Central Bank of Ireland as a Multi Agency under the Investment Intermediaries Act, 1995 (as amended), as a Mortgage Intermediary under the Consumer Credit Act, 1995, and as an Insurance Intermediary under the European Communities (Insurance Mediation) Regulations, 2005. Copies of our authorizations are available on request or these may be verified by contacting the Central Bank on 1850 77 77 77.
- MCG Financial Services Ltd is subject to the Central Bank's Consumer Protection Code 2012, Fitness & Probity Standards, and Minimum Competency Code, which offer protection to consumers – these codes can be found on the Central Bank's website www.centralbank.ie. MCG Financial Services Ltd does not have a shareholding in any insurance undertaking and likewise no insurer has a shareholding in this firm.
- The services which the firm is authorised to provide are:
 - (a) *advising you in relation to the nature of each of the products set out in this document and advising you as to which product is suitable for your needs;*
 - (b) *identifying and selecting a suitable product producer or lender;*
 - (c) *receiving and transmitting orders on your behalf for a product(s) to one or more product producers or lenders/mortgage undertakings listed below.*
- The products for which MCG Financial Services Limited has appointments to act include insurance policies, Personal Retirement Savings Accounts (PRSA's), bank deposits, tracker bonds and mortgages. Insurance policies include all life assurance policies, specified serious illness, income protection and other protection type policies, pension policies, savings and investment policies and health insurance. We offer advice on a fair analysis basis (which means we conduct research across a broad selection of providers in the market), for all of the above product types, with the exceptions of health insurance where we provide advice on a limited analysis basis by reference to our agency with Aviva Health, and mortgages which we arrange with providers through our agency with the firms shown later in this document.
- MCG Financial Services Limited receives commission from the product producer to whom orders are transmitted. In relation to insurance policies, details of these payments will be included in a product information document, where appropriate. In relation to mortgages, all mortgage business is submitted through Irish Life & Permanent plc, Financial Intermediary Solutions Limited t/a Select Financial Intermediary Solutions. We may receive override commission based on volume business placed with particular providers and may also receive renewal commissions

on an ongoing basis while your products remain in force – all of these commissions contribute the costs of running our business and providing you with services on an ongoing basis.

- In addition, MCG Financial Services Ltd may charge you fees depending on the services you require and these may be instead of, or in addition to, any commission payments which we may receive. In addition, MCG Financial Services Ltd may charge a service fee per policy (at inception and renewal) of up to €250. Service fees can vary and will depend on the complexity, time spent sourcing markets and specialist skills involved and are agreed with clients individually (see attached).
- It is the policy of the firm 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.
- MCG Financial Services Limited will, if necessary, exercise its legal rights to receive any payments due to it from clients for business services provided by it and, to be reimbursed for any value obtained by the firm for clients arising from payments by the firm on behalf of clients who subsequently default in any payment due to the firm.
- Product producers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Lenders may take legal or other actions in the event that you default on any mortgage repayments. Details of these provisions will be included in your product terms and conditions or in the case of a mortgage, your loan offer or mortgage agreement.
- Any complaint that you may have in relation to the business services provided should be made in writing to the firm outlining the nature of your complaint. Any such complaint will be acknowledged within 5 working days. The complaint will be fully investigated by MCG Financial Services Limited and a full response will be provided to you. We will aim to provide this response not later than 20 business days from receipt of your complaint. In the event that you remain dissatisfied with the firm's handling and response to your complaint you are entitled to refer your complaint to the Financial Regulator, the Financial Services Ombudsman or the Pensions Ombudsman.
- MCG Financial Services Limited operates to the highest standards of client confidentiality and meets statutory requirements under the Data Protection Acts 1998 and 2003. Our staff and support service providers will only use your personal information to offer advice on, or arrange, suitable products, or as otherwise required by law. Where you have been introduced to us by a third party we may advise the third party of any advice provided or transactions arranged on your behalf. We may occasionally contact you with information about pertinent products and services. For these purposes we may contact you by letter, email, SMS text, or telephone. You have the right to ask us not to send this marketing information to you at any time or by ticking the box on our Terms of Business acknowledgement.
- MCG Financial Services Limited is a member of the Investor Compensation Scheme, which provides certain remedies to eligible clients on default by the firm. The main details of the operation and conditions of the Scheme are attached at Appendix 1. Your legal rights against the firm are not affected by this scheme.

- The product producers and lenders with which MCG Financial Services Limited has agencies are as follows:

Insurance/ Insurance type Tracker Bonds	Bank Deposits	Mortgages
Acorn Life Assurant Services Ireland Ltd (not open for new business) Aviva Health Aviva Life BCP Asset Management BlackBee Investments Limited Blue Insurances Caledonian Life Canada Life (not open for new business) Cantor Fitzgerald Davy Select Friends First Irish Life Liberty Newcourt Retirement Fund Managers Limited New Ireland Phoenix Ireland (not open for new business) Quilter Cheviot Source Pension and Investments Company Limited Standard Life Zurich Life	EBS Limited Irish Life & Permanent plc KBC Bank Ireland plc	Permanent tsb plc

DATE: These *Terms of Business* are valid from 20 February 2015 until further notice.

Appendix 1.

Investor Compensation Act, 1998.

Under Section 38 (1) of the Investor Compensation Act, 1998 we wish to draw your attention to the following:

- (a) the Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain clients (known as eligible investors) of authorised investment firms, as defined in that Act;
- (b) my firm is a member of the compensation scheme;
- (c) compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by my firm cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of the firm being able to do so;
- (d) a right to compensation will arise only:
 - (a) if the client is an eligible investor as defined in the Act;
 - (b) if it transpires that my firm is not in a position to return client money or investment instruments owned or belonging to the clients of the firm; and
 - (c) to the extent that the client's loss is recognised for the purposes of the Act;
- (e) where an entitlement to compensation is established, the compensation payable will be the lesser of:
 - (a) 90 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1988; or
 - (b) compensation of up to EUR100,000.