

TERMS OF BUSINESS

AD & D Partners Ltd t/a Advent Financial Services, 87 Heathfield, Kinnegad, Co. Westmeath specialise in the provision of Life, Pension, Investment and General Insurance services to consumers.

AD & D Partners Ltd. t/a Advent Financial Services.

These Terms of Business set out the general terms under which our firm will provide business services to you and the respective duties and responsibilities of both the firm and you in relation to such services. Please ensure that you read these terms thoroughly and if you have any queries, we will be happy to clarify them. If any material changes are made to these terms, we will notify you.

Authorisation with the Central Bank of Ireland:

AD & D Partners Ltd t/a Advent Financial Services 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 to provide investment instruments tracker bonds, PRSA's and insurance policies registered under the Investments Intermediaries Act, 1995, and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995, and as a Mortgage Credit Intermediary under the European Union (Consumer Mortgage Credit Agreements). Regulations 2016. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website on www.centralbank.ie to verify our credentials."

Codes of Conduct:

AD & D Partners Ltd t/a Advent Financial Services, 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

Regulatory Status:

AD & D Partners Ltd t/a Advent Financial Services is regulated by the Central Bank of Ireland. Our regulator number is 43593.

Our Services:

AD & D Partners Ltd t/a Advent Financial Services offer advice in relation to all aspects of mortgage finance and also in relation to life assurance products (Term Cover, Specified Illness cover and Income Protection) and General Insurance. We also transmit orders on client's behalf to any of the insurance undertakings or product producers from whom the Company hold letters of appointment. A list of all such entities is contained elsewhere in these Terms of Business. We are also authorised as a deposit broker with Permanent TSB. AD & D Partners Ltd. t/a Advent Financial Services is a member of Brokers Ireland. As a member of Brokers Ireland, we must be in a position to place insurance with at least five insurers of the relevant form (life/non-life) and therefore can generally give consumers greater choice than agents and tied agents.

Regular Reviews:

It is in your best interests that you review, on a regular basis, the products that we have arranged for you. As your circumstances change, your needs will change. You must advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review, may result in you having insufficient insurance cover and / or inappropriate investments.

Fair Analysis:

The concept of fair and personal analysis describes the extent of the choice of products and providers offered by an Intermediary within a particular category of life assurance, general insurance, mortgages, and / or a specialist area. The number of contracts and providers considered must be sufficiently large to enable an Intermediary to recommend a product that would be adequate to meet a client's needs.

The number of providers that constitutes "sufficiently large" will vary depending on the number of providers operating in the market for a particular product or service and their relative importance in and share of that market. The extent of fair analysis must be such that could be reasonably expected of a professional conducting business, taking into account the accessibility of information and product placement to intermediaries and the cost of the search.

In order to ensure that the number of contracts and providers is sufficiently large to constitute a fair analysis of the market, we will consider the following criteria:

- The needs of the customer
- The size of the customer order
- The number of providers in the market that deal with Brokers
- The market share of each of those providers
- The number of relevant products available from each provider
- The availability of information about the products
- The quality of the product and service provided by the provider
- Cost, and any other relevant consideration

Life & Pensions

AD & D Partners Ltd t/a Advent Financial Services, provides life assurance and pensions 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 are remunerated by commission for our Investment Intermediary services

Mortgage Business

AD & D Partners Ltd t/a Advent Financial Services is in receipt of mortgage commissions from lenders at a rate of up to 0.75% or 1% of the value of the amount borrowed. This commission is paid by the mortgage lender. The actual amount of commission will be disclosed at a later stage in the ESIS (European Standardised Information Sheet) which will be forwarded to you. A list of lenders whom AD & D Partners Ltd t/a Advent Financial Services hold agencies with is listed in this document. Through the Lenders or other undertakings which we hold an agency, AD & D Partners Ltd. t/a Advent Financial Services can provide advice on and arrange mortgage products from the following range: fixed-rate loans, variable rate mortgages, capital & interest mortgages, interest only mortgages, pension mortgages and residential investment property.

AD & D Partners Ltd. t/a Advent Financial Services provides mortgage advice on a fair analysis basis (providing services on the basis of a sufficiently large number of contracts, product producers and other undertakings available on the market to enable the firm to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs.

We will need to collect sufficient information from you before we can offer any advice on housing loans. This is due to the fact that a key issue in relation to mortgage advice is affordability. Such information should be produced promptly upon our request.

In most circumstances we charge a fee for handling your application and providing your mortgage, this fee is non-refundable, our fees range from €500 - €900 depending on the type of mortgage required, the complexity of the case and the time spent on the mortgage. All fees will be agreed with the client before any advice is given.

Please note that Lenders may charge specific fees in certain circumstances and if this applies, these fees will be specified in your Loan Offer. You have the right to pay a fee separately and not include it in the loan. Typically, this situation arises in relation to specialist lending.

AD & D Partners Ltd t/a Advent Financial Services may make sub-commission payments to Introducers of mortgage business to the company. All recipients of such sub-commission payments must be registered by the Central Bank of Ireland as a Mortgage Intermediary.

Mortgage Lenders may seek early repayment of a loan and interest if you default on your repayments.

Non-Life

AD & D Partners Ltd. t/a Advent Financial Services, holds an agency in respect of home insurance with: Glennons Insurance.

AD & D Partners Ltd. t/a Advent Financial Services, is remunerated by commission from insurers on completion of business. Details of this remuneration are available on request.

Disclosure Information

Any failure to disclose material information may invalidate your claim and render your policy void.

Remuneration Policy:

Life Assurance

AD & D Partners Ltd t/a Advent Financial Services, acts as a Financial Broker which means that, a) the principle regulated activities of the firm are provided on the basis of a fair analysis of the market; and b) you have the option to pay in full for our services by means of a fee. In the case of life assurance where the firm is not in receipt of commission, we will charge a service fee, agreed with clients, depending on the complexity of the transaction, time spent and nature and extent of the transaction. This also includes advice relating to Personal Retirement Savings Accounts (PRSAs). Our fees are charged as follows:

Advisor fees: €200 per hour
Support Staff €100 per hour

Ongoing Suitability:

Ongoing suitability assessments form part of the service to clients. On an annual basis the firm will issue a client report outlining charges in services or instruments involved and /or the circumstances of the client.

Disclosure Information:

Any failure to disclose material information may invalidate your claim and render your policy void.

Data Protection:

AD & D Partners Ltd t/a Advent Financial Services, complies with the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018. AD & D Partners Ltd t/a Advent Financial Services is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client. 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; this will be given to all our clients at the time of data collection. We will ensure that that this Privacy Notice is easily accessible. Please refer to our website (www.adventfinancial.ie), if this medium is not suitable we will ensure you can easily receive a copy by hard copy, or by electronic means. Please contact us at dataprotection@adventfinancial.ie if you have any concerns about your personal data.

Conflict of interest:

It is the policy of AD & D Partners Ltd t/a Advent Financial Services to avoid a conflict of interest when providing services to clients. Where an unavoidable conflict arises, we will advise you of this in writing before providing any business services. If you have not been made aware of any such conflict you may assume that none arises.

Complaints Procedure:

AD & D Partners Ltd t/a Advent Financial Services has in place a written procedure for the handling of complaints. This procedure ensures that all complaints are recorded and acknowledged within 5 business days. All complaints are fully investigated, and the complainant updated at intervals of not greater than 20 business days. We will attempt to investigate and resolve a complaint within 40 business days.

All complaints should be directed in writing to Mr Wayne Andrews, Complaints Officer, AD & D Partners Ltd t/a Advent Financial Services. In the event that a client remains dissatisfied with the handling of and/or response to a complaint they may refer the matter to The Financial Services Ombudsman.

Consumer Protection:

AD & D Partners Ltd t/a Advent Financial Services is a member of the Investor Compensation Scheme established under the Investor 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 you should also be aware that a right to compensation would only arise where 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 investors 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 client's loss, which is recognised as being eligible for compensation or €20,000.

Default Remedies:

AD & D Partners Ltd t/a Advent Financial Services actions in the event of default by the client are:
Product providers are entitled to withdraw benefit or cover on default of any payments due under any products arranged for your benefit. It is therefore critical to the guaranteed continuance of your insurance that your premium is paid in full. Some insurers may include as a term of the insurance settlement due date or in some cases a warranty under the terms of which the premium must be paid to them by a certain date. We inform our clients of such requirements and the relevant date in good time to allow the payment terms to be met. Failure to comply with the terms of the warranty may mean that the insurers obligation under the policy will be terminated. We will automatically advise you of any payments outstanding on your policy and the consequences of failure to pay premiums.

An outline of the action and remedies which the relevant product producers may take in the event of default by a client is included in the product producer's policy document.

Compensation Scheme:

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. See below for details.

Investor Compensation Scheme:

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 the Act. The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such a compensation scheme and our firm is a member of this scheme. Compensation may be payable where money or Investment Instruments owed or belonging to clients and held, administered or managed by the firm cannot be returned to those clients for the time being and where there is no reasonably foreseeable opportunity of the firm being able to do so.

A right to compensation will arise only:

- If the client is an eligible investor as defined in the Act; and
- If it transpires that the firm is not in a position to return client money or investment instruments owned or belonging to the clients of the firm; and
- To the extent that the client's loss is recognised for the purposes of the Act

Where and entitlement to compensation is established, the compensation payable will be the lesser of: 90% of the client's loss which is recognised for the purposes of the Investor Compensation Act 1998; or Compensation of up to €20,000

For further information, contact the Investor Compensation Company Ltd. at 01 2244955.

Brokers Ireland Compensation Fund:

We are also members of the Brokers Ireland Compensation Fund. Subject to the rules of the scheme liabilities of its members firms upto a maximum of €100,000 per client (or €250,000 in aggregate) may be discharged by the fund on its behalf if the member firm is unable to do so, where the above detailed Investor Compensation Scheme has failed to adequately compensate any client of the member. Further details are available on request.

Insurance Undertakings:

The following are a list of insurance undertakings and product producers from which letters of appointments are held.

Non Life Insurance Appointments

Glennons Insurance

Life Assurance Appointments

Royal London DAC Aviva Life & Pensions
Friends First Life New Ireland Assurance
Zurich Life Irish Life

Lender Appointments

Permanent TSB
Brokers Ireland
Pepper Money
Finance Ireland

Investments

Wealth Options Capital
Quintas Wealth Management

Quilter Cheviot Investment Management
Conexim Advisors Ltd.

Pensions/Trustees

Newcourt Retirement Fund Managers

Please note that some of our products and services are non-regulated and do not require licensing, authorisation or registration with the Central Bank's requirements designed to protect consumers or by statutory compensation scheme. We will advise you which products are regulated and which products are non-regulated in advance of issuing any recommendations.

Signed: _____

Signed: _____

AD & D Partners Ltd t/a Advent Financial Services, 87 Heathfield, Kinnegad, Co. Westmeath

Phone: 044 939 1359 Email: info@adventfinancial.ie

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