



## Terms of Business

### abm financial advisers limited

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. If any material changes are made to these terms we will notify you.

### Regulatory Status with the Financial Regulator

abm financial advisers limited is regulated by the Financial Regulator as a Multi-Agency Intermediary authorised under the Investment Intermediaries Act, 1995 and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995. Copies of our regulatory authorisations are attached to this document. The Financial Regulator holds registers of regulated firms. You may contact the Financial Regulator on 1890 200 469 or alternatively visit their website at [www.financialregulator.ie](http://www.financialregulator.ie) to verify our credentials.

### Our Services

The two directors of abm financial advisers are qualified accountants. We are a member of the Irish Mortgage Advisors Federation ([www.imaf.ie](http://www.imaf.ie)) and of the Professional Insurance Brokers Association ([www.piba.ie](http://www.piba.ie)). The main areas in which we provide advice are as follows:

- Mortgages – residential, investment, commercial and pension backed
- Life assurance, Specified Illness and Protection policies
- Pensions, Investments, Regular Savings and Deposit Accounts

### Life & Pensions

As a Multi-Agency Intermediary, we can provide advice in relation to products for which we hold an agency, and can place business on your behalf with those product producers. We can provide advice on and arrange products from the following range: life cover, specified illness cover, income protection, redundancy insurance, regular savings, deposit accounts, investments and pensions. We will provide assistance to you for any queries you may have in relation to the policies, or in the event of a claim during the life of the policies and we will explain to you the various restrictions, conditions and exclusions attached to your policy. It is, however, your responsibility to read the policy documents, literature and brochures to ensure that you understand the nature of the policy cover.

### Disclosure of Information

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

abm financial advisers  
30 princes street  
cork

tel: 021 4277000  
fax: 021 4625600

email: [info@abm.ie](mailto:info@abm.ie)  
web: [www.abm.ie](http://www.abm.ie)

abm financial advisers limited is regulated by the financial regulator

Directors: Eoin J Buckley BComm ACMA TMITI QFA FLIA, Sean Piersie BBLS ACA AITI QFA FLIA

Associates: Ann Daly QFA, Katie O'Flynn QFA, Jeremy O'Sullivan BA(BS)

Company Reg No: 386313



**Conflicts of interest**

It is the policy of our firm to avoid conflicts of interest in providing you with our services. If this is not possible, we will notify you as soon as is practicable after we become aware of the conflict of interest and you may rest assured that you will be treated fairly where such a conflict is unavoidable.

**Default on payments by clients**

Our firm will exercise its legal rights to receive payments due to it from clients for mortgage or investment business services provided. In particular, without limitation of the generality of the foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of clients where the firm has acted in good faith in renewing a policy of insurance for the client.

Insurers and other product producers may withdraw benefits or cover in the event of default on payments due under policies of insurance or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions. Mortgage lenders may impose penalties or demand repayments of loans in the event that you do not keep up your loan repayments. Your home is at risk if you do not maintain your agreed repayments on your mortgage or any loan secured on your home.

**Complaints**

We ask that you make any complaint against our firm relating to services provided by us in writing. We will acknowledge your complaint within 5 business days and we will fully investigate it. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of, or response to, your complaint, you are entitled to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. A full copy of our complaints procedure is available on request.

**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 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.

## **Mortgages**

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 request.

With your agreement, we may review the loans and policies you take out on a periodic basis to ensure that you are kept informed as to their benefit and to check whether they are still suitable for your needs. We will also provide assistance to you for any queries you may have in relation to the loans or insurance policies, or in the event of a claim during the life of the policies.

We hold appointments and can place business with the following product producers:

### **Mortgages**

ACC Bank  
AIB  
Bank of Ireland (Commercial)  
Bank of Scotland (Ireland)  
Haven Mortgages  
Home Choice  
ICS Building Society  
KBC Homeloans  
Leeds Building Society  
Permanent TSB  
Secure Property Loans  
Start Mortgages

### **Life, Insurance & Pensions**

Assurant  
Caledonian Life  
Canada Life  
Cardif Pinnacle  
Eagle Star Life  
Hibernian  
Irish Life  
Independent Trustee Company  
Friends First  
New Ireland  
Standard Life

### **Deposit Accounts**

Anglo Irish Bank  
Bank of Scotland (Deposits)  
Investec Capital Markets  
Permanent tsb

## **As Agents of National Mortgage Services we can offer lending with the following lenders:**

Irish Nationwide Building Society

## **Commission and Charges**

**abm** financial advisers is remunerated by commission and other payments from the completion of business with the product producers listed above.

**Mortgages:** Typically we are paid up to a maximum of 0.5% of the loan (depending on the lender) subject to a maximum of €1,500 for arranging mortgage finance. This commission is paid by the mortgage lender and therefore you will not be required to pay **abm** financial advisers for our mortgage services. Please note that lenders may charge specific fees in certain circumstances and if this applies, these fees will be specified in your loan offer. Typically, this situation arises in relation to specialist lending.

**Life Cover, Specified Illness and Income Protection:** we receive commission up to a maximum of 130% of the first year's premium direct from the life company.

**Pension:** The commission varies on the complexity and specialty of the product. Charges will vary but in general there tends to be lower charges on higher contributions.

**Deposit Accounts / Regular Saver Accounts:** we receive up to a maximum of 0.35%, depending on the amount invested.

**Mortgage Repayment Protector:** we receive a maximum of 23.8% of each monthly premium. The first years commission is calculated as one lump sum of the first 12 repayments and from year 2 we are paid 23.8% of premiums on a monthly basis.

Where an entitlement to compensation is established, the compensation payable will be the lesser of:

- 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or Compensation up to €20,000.

For further information contact the Investor Compensation Company on 01 410 4955.

### **Deposit Account**

In September 2008 the Government undertook to guarantee all monies in Irish Banks up to a maximum of €100,000. This is a personal guarantee but also covers monies for small limited companies, trustees, charities and friendly societies.

The Irish Government has since undertaken to guarantee all monies in Irish Banks up to an unlimited sum. This unlimited guarantee will cease operation on 28/09/2010 and will then be reviewed again. This guarantee includes all personal and corporate funds.

We are agents of Investec Capital Markets for Deposit accounts. As Investec Capital Markets are authorised and regulated by the UK Financial Services Authority, they hold their Deposit guarantee under the British Government legislation. A maximum of GBP £50,000 per individual is guaranteed under the Financial Services Compensation Scheme.

For further information please contact the Financial Regulator on 1890 77 77 77 or log on to [www.itsyourmoney.ie](http://www.itsyourmoney.ie).

### **Data Protection**

**abm** financial advisers is a Data Controller and Data Processor registered with the Data Protection Commissioner and complies with the Data Protection Acts 1988 and 2003.

The data which you provide to us will be help on a computer database and paper files for the purpose of arranging transactions on your behalf.

We would also like to keep you informed periodically of mortgage, insurance, investment and any other services provided by us or associated companies with which we have a formal business arrangement, and which we may think may be of interest to you. We would like to contact you by way of letter, email or telephone call. If you do not wish to receive such marketing information please tick this box

I agree to the aforementioned Terms of Business:

Client Signature \_\_\_\_\_  
Date:

Client Signature \_\_\_\_\_  
Date:

On behalf of **abm** financial advisers:

Adviser \_\_\_\_\_  
Date:



FINANCIAL REGULATOR  
*Rialtóir Airgeadais*

PO BOX NO 0138 T +353 1 410 4000  
COLLEGE GREEN, F +353 1 410 4000  
DUBLIN 2, IRELAND www.financialregulator.ie

Reference No: C34425

The Irish Financial Services Regulatory Authority ('Financial Regulator'), in accordance with the provisions of Section 116 of the Consumer Credit Act, 1995 (as amended) and Section 33C of the Central Bank Act, 1942 (as amended) hereby authorises **ABM Financial Advisers Limited** whose principal place of business is

30 Princes Street, Cork

to engage in the business of being a Mortgage Intermediary under the name(s) of:

**ABM Financial Advisers Limited t/a abettermortgage**

on behalf of the following undertaking(s)

**Bank of Scotland (Ireland) Limited,  
National Mortgage Services Limited,  
Dublin City Council,  
Allied Irish Banks plc,  
ACC Bank plc,  
ICS Building Society,  
Irish Life & Permanent plc,  
Bank of Ireland Mortgage Bank,  
Start Mortgages Limited,  
Secured Property Loans Limited,  
Leeds Building Society,  
Springboard Mortgages Limited,  
Haven Mortgages Limited,  
KBC Mortgage Bank,  
Galway County Council,  
Cork City Council,  
Kilkenny County Council**

This authorisation is valid for a period of 10 Years commencing on 17 June 2007

For and on behalf of the Financial Regulator:

Signed: 

Signed: 



## **Statement of Authorised Status**

**ABM Financial Advisers Limited trading as abettermortgage ('the firm')** (Ref. No. 34425) is authorised under Section 10 of the Investment Intermediaries Act, 1995 (as amended).

As a Multi-Agency Intermediary, ABM Financial Advisers Limited trading as abettermortgage is authorised to receive and transmit orders to product producers from whom a written letter of appointment is held, in relation to:

1. Insurance policies
2. Personal Retirement Savings Accounts (PRSAs)

The firm is also authorised to act as a deposit broker and to give advice in relation to deposits.

The firm may also give investment advice only in relation to investment instruments available from those product producers from whom an appointment is held.

When receiving and transmitting orders in relation to insurance policies and/or PRSAs, the firm may only accept cash or cheques/bank drafts from clients payable to itself where:

- (i) an insurance undertaking has invited renewal of a policy of insurance, or
- (ii) a proposal for insurance and/or PRSAs has been accepted by an insurance undertaking.

In all other circumstances cheques/bank drafts or other payment instruments must be made payable to the product producer.

**For and on behalf of the Irish Financial Services Regulatory Authority:**

Signed: *Marie Coleman*

Signed: *Eoin Harahan*

**Financial Institutions and  
Funds Authorisation**

**05 JAN 2009**