



DEVLIN BOLAND O'TOOLE INSURANCES LTD

General & Life Insurance • Pensions • Investments

Suite 2, The Avenue, Beacon Court, Sandyford, Dublin 18
Tel: (01) 291 1811 Fax: (01) 291 1854 info@dbot.ie www.dbot.ie

Terms of Business, revised November 2018

Authorised Status

Devlin Boland O'Toole Insurances Limited is authorised by the Central Bank of Ireland as an Authorised Advisor under the Investment Intermediaries Act 1995, and as an Insurance Intermediary under the Insurance Mediation Directive. Copies of our various authorisations are available on request. Our authorisations can be verified by contacting the Central Bank of Ireland on 01 2246000 or alternatively visit their website at www.centralbank.ie. Devlin Boland O'Toole Insurances Limited is also a member of the Irish Brokers Association (IBA)

Statutory Codes

Devlin Boland O'Toole Insurances Limited is subject to and complies with the Consumer Protection Code, the Minimum Competency Code and the Fitness and Probity Standards. These Codes offer protection to consumers and can be found on the Central Bank of Ireland website www.centralbank.ie

Our Services

Devlin Boland O'Toole Insurances Limited is authorised to provide the following services:-

- (i) Receive and transmit orders on your behalf for a product(s). Carry out a fair analysis of markets available to us at the time in relation to all classes of non-life insurance, Personal Lines (Private Motor, Household, Travel etc), Commercial Lines (Office, Retail, Liability, Professional Indemnity etc.) and also in relation to life assurance products (Life Assurance policies, Pensions, Savings and Investments, Personal Retirement Savings Accounts (PRSAs), i.e. we provide advice to our clients on the basis of a sufficiently large number of contracts and providers available which will enable us make a recommendation in accordance with accepted professional criteria. We do not have any 'tied' relationships with any institution that would compromise our ability to offer you independent advice and choice.

Regular Reviews

It is in your best interests that you review, on a regular basis, the products which 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.

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

Remuneration Policy

Devlin Boland O'Toole Insurances Limited is remunerated by commission on non-life insurance and may charge an administration fee ranging from 5% to 50% of the premium subject to a minimum of fifteen euro depending on the class of business and commission arrangements if any with Product Producers. This fee is charged to cover the sourcing of the product, the administration costs, claims handling, risk management, advice and ongoing service on your business. Fees are expressed as a monetary amount or a percentage of premium income.

Where so required if any risk or product falls outside our standard fee terms we will advise you accordingly in advance, and an hourly rate will be charged instead. Please refer to our Schedule of Fees below.

Directors; €250 per hour
Manager; €225 per hour
Support Staff: €100 per hour

In determining the rate and any additional charges, factors such as specialist skills, complexity, value, risk and urgency will be taken into account. In the event of cancellation of a policy a service charge of up to 5% may apply

In relation to the arranging or provision of advice regarding the life assurance products, Devlin Boland O'Toole Insurances Limited may receive commission from the Product Producer to whom orders are transmitted. Summary details of commission payments will be included in a product information document, which you are legally entitled to receive before an application for a product is completed.

Default on Payments/Non-Payment by Clients

We will exercise our legal rights to receive payments due to us from clients (fees and insurance premiums) for services provided. In particular, 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.

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.

We reserve the right to cancel your insurance policy in the event of the following:

- Your non-payment of the premium due at inception, renewal or following a mid-term adjustment
- Your bank returns your cheque due to insufficient funds or any other reason
- Non-disclosure of relevant information
- Insurers' imposed cancellation
- As requested to do so by a finance company with whom you have arranged to pay your premium

In the event that a client fails to pay within the credit terms agreed when cover is arranged, Devlin Boland O'Toole Insurances Limited will advise the Product Producer involved.

Cancellation

You, the customer can cancel your policy at any time by giving notice in writing. Dependant on the type of policy and provided that all reasonable charges pertaining to costs incurred by Devlin Boland O'Toole Insurances Limited have been paid and that no incident giving rise to a claim has occurred in the current period of insurance, you will be entitled to a proportionate refund for the un-expired period of insurance. In some incidents Short Terms Rates may apply.

Some policies may be written on a Minimum and Deposit basis, which means that in the event of the policy being cancelled mid-term, the premium is non-refundable. Clients will be advised on the type of policy prior to placement.

In the case of cancellation of motor insurance you must return the Certificate of Insurance Disc to Us. Insurance Companies reserve the right to cancel policies in certain circumstances (for example the non-payment of premiums, direct debit default or misrepresentation/non-disclosure of relevant information) by giving appropriate notice in writing to your last known address.

Conflicts of Interest

It is the policy of our firm to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises we will advise you of this in writing before providing you with any service. A full copy of our conflicts of interest policy is available on request.

Complaints

Devlin Boland O'Toole Insurances Limited is committed to providing a quality service for its clients, in an open and accountable way. We aim to respond to complaints in confidence and in a prompt, polite manner. Complaints received by telephone will not be accepted and are required to be in writing via Post or to dataprotection@dbot.ie. We aim to resolve all issues within 30 calendar days. The complainant will receive an update on the complaint at intervals of not greater than 20 business days starting from the date on which the complaint is made. On completion of our investigation, we will provide you with a written report of the outcome. If a complaint cannot be resolved within the specified time period, the complainant will be notified accordingly. Appeals on the handling of complaints are to be resolved within 90 days.

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 and Pensions Ombudsman (FSPO).

Data Protection

We are subject to the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018.

Devlin Boland O'Toole Insurances Limited 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 this Privacy Notice is easily accessible. Please refer to our website, www.dbot.ie, if this medium is not suitable we will ensure you can receive a copy via Post.

Please contact us at dataprotection@dbot.ie if you have any concerns about your personal data.

Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd and the Broker Ireland Compensation Fund.

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 that 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 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 of up to €20,000.

For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955.

Brokers Ireland Compensation Fund

We are also members of the Brokers Ireland Compensation Fund. Subject to the rules of the scheme the liabilities of its members firms up to 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.

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