

**Subject: Terms of Business & Client Acknowledgement Letter**

Dear Client,

P.M Brennan Life Assurance Consultant Ltd T/A Irish Health Insurance (hereafter referred to by the trading name Irish Health Insurance) is pleased to be appointed to provide services to Xxxx in relation to the Company Health Insurance Scheme.

P.M Brennan L.A.C Ltd T/A Irish Health Insurance 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. The Services and Fees will be reviewed periodically (at least annually).

**Data Protection**

Irish Health Insurance 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.

Please find enclosed the following:

- Irish Health Insurance's standard Terms of Business;
- Description of agreed services, as set out in Schedule 1;
- Fee basis, as set out in Schedule 2.

Yours Sincerely,

2 Tower Road, Clondalkin Village, Dublin 22  
Tel: + 353 1 403 0700 Fax: + 353 1 403 0701 Email: [info@irishhealthinsurance.ie](mailto:info@irishhealthinsurance.ie) [www.irishhealthinsurance.ie](http://www.irishhealthinsurance.ie)

Incorporated in the Company's Act, 1963. Reg. 39002  
Registered office: 2 Tower Road, Clondalkin Village, Dublin 22  
Directors: C.P. Brennan, P. Brennan, H. Neiland  
Irish Health Insurance is a trading name of PM Brennan Ltd and is regulated by the Central Bank Of Ireland

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**Patrick Brennan**  
**Director of Corporate Business**  
**Irish Health Insurance**

**Client Acknowledgement**

**Terms of Business**

I acknowledge that I have been provided with a copy of the Terms of Business of P.M. Brennan Life Assurance Consultants Ltd t/a Irish Health Insurance and confirm that I have read and understand them.

**Direct Marketing**

I confirm having read the paragraphs in relation to Data Protection in the Terms of Business and above, and consent to Irish Health Insurance making contact with me by letter, phone, email, or SMS text in relation to the range of services provided by P.M. Brennan Life Assurance Consultants Ltd t/a Irish Health Insurance 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

ACCEPTED AND AGREED

by: \_\_\_\_\_ Date \_\_\_\_\_

by: \_\_\_\_\_ Date \_\_\_\_\_

[one or two persons to sign in accordance with corporate governance policy]

## Terms of Business

### Irish Health Insurance

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

Irish Health Insurance is regulated by the Central Bank of Ireland as an Authorised Advisor under the Investment Intermediaries Act, 1995, as an insurance intermediary under the European Communities (Insurance Mediation) Regulations 2005. Copies of our regulatory authorisation are available on request. Our Regulatory Number is 1655; you can verify our regulatory status by phoning the Central Bank of Ireland at (01) 434 4000 or alternatively visit their website as [www.centralbank.ie](http://www.centralbank.ie) to verify our credentials.

### Data Protection

Irish Health Insurance complies with the requirements of the Data Protection Acts, 1988 and 2003. This Agreement is made on the basis that each party is entitled to assume that the other has complied and will continue to comply with its obligations arising from the data protection and privacy laws in the force from time to time to the extent that those obligations are relevant to this Agreement.

To the extent that Irish Health Insurance processes personal data on behalf of the Client, Irish Health Insurance confirms that it will act only on the instructions of the Client or someone authorised by the Client for this purpose. Irish Health Insurance also confirms that it has taken appropriate technical and organisational measures against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

### Conflicts of Interest

It is the policy of our firm to avoid conflicts of interest in providing services to you. Irish Health Insurance has established a Conflicts of Interest Policy that identifies potential conflicts that may arise in the course of dealing with clients and Irish Health Insurances procedures for managing such conflicts. A copy of this document is available on request.

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## **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 hence 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 of changes in your circumstances, or request a review, may result in you having insufficient insurance cover and/or inappropriate investments.

## **Default on payments by clients**

Our firm will exercise its legal rights to receive payments due to it from clients (fees and insurance premiums) for 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.

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.

## **Our Services**

Irish Health Insurance is a firm of Insurance Brokers and is a member of the Professional Insurance Brokers Association (PIBA). In addition the Director is a member of the Life Insurance Association (LIA) and the Chartered Insurance Institute (CII). At Irish Health Insurance our principle business is to provide advice and arrange transactions on behalf of clients in relation to Private Medical Insurance.

However acting as P.M Brennan L.A.C Ltd we also provide advice to you in the following areas:

- Life & Pension Insurance Products
- Investment Products
- Non-Life Insurance Products
- General/Commercial Insurances
- Mortgages
- Deposits

A full list of insurers, product producers and lending agencies with which we deal is available on request.

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## Life & Pensions

Life Assurance companies provide products such as Life cover, Serious Illness cover, Income Protection, Savings, Investments and Pensions. Depending on your individual circumstances, we may provide you with advice in relation to the nature of these products and which product may be suitable for your needs. You may however wish to focus our advice on areas or particular interest to you.

## Non-Life

We provide the services in relation to the following non-life insurance products: household, motor, fire, property owners, commercial, public/products liability and employer's liability, credit & guarantee, health & personal accident. Depending on your instruction, we can give you advice in relation to the products of Insurers who make information available to intermediaries. We may receive and transmit orders on your behalf to the Insurers we hold agencies with. We also offer broad based advice backed by regular research and analysis of the markets for which we do not hold direct agencies. This is done on a fee basis. Where we receive and transmit orders, we may also offer assistance to you in relation to processing claims on policies and in seeking renewal terms on your cover.

Important notice: where we obtain renewal terms on business in force, we may put such cover in force whilst awaiting your instruction. You will be liable for any premiums payable to the relevant Insurer for the period of time between renewal and the time we receive your instruction.

## Complaints

If you have any complaint in relation to the business services provided by the firm you should outline the nature of your complaint to the firm in writing. The complaint will be fully investigated by **P. M. Brennan Life Assurance Consultant Ltd.** and a full response will be provided to you in writing. While our investigation of any complaint is ongoing we will provide you with a regular written update. In the event that you are dissatisfied with the outcome of a complaint or if your complaint is not resolved within four months you are entitled to refer your complaint to the Financial Services Ombudsman or the Pension Ombudsman. A full copy of our complaints procedure is available on request.

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## **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 compensation and our firm is a member of this scheme (reference number II1819). 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 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, 1988; or
- Compensation of up to €20,000

For further information contact the Investor Compensation Company Ltd at (01) 4344000.

### Schedule 1: Description of Agreed Services

Set out following are descriptions of the services which Irish Health Insurance agrees to provide to the Xxxx Company Health Insurance Scheme.

Fees in respect of these services are as described in schedule 2.

On occasion, some of these activities may lead to a major project for which a separate engagement letter setting out the scope of that project will be appropriate.

### Schedule 2: Description of Fee Basis

Set out following are the fee bases corresponding to the agreed services (as described in schedule 1). Fees are charged either on a fixed fee basis or on a time and disbursement basis.

Description of Fee Basis	Rates/Amounts
<b>Services provided on a fixed fee basis</b>	
<ul style="list-style-type: none"> <li>Annual Reporting Services</li> </ul>	<p>€500 for suitability report which details why provider and plans have been chosen, and how any market changes will effect you since the previous year + 25% of the annual savings achieved to the scheme.</p> <p>However where best advice dictates that the scheme is placed with an insurer who remunerates Irish Health Insurance directly by way of commission, no fee is payable by the Client save for the €500 annual report fee.</p>
<ul style="list-style-type: none"> <li>Scheme Administration Services (Including claims clinics, wellness clinics and available advice for all staff as they need it)</li> </ul>	<p>This service is covered under the arrangement where the insurer chosen pays Irish Health Insurance by way of commission.</p> <p>Where no such arrangement exists, the client can pay for this service on a time and disbursement basis as below.</p>
<b>Services provided on a time and disbursement basis (per rates effective in 2010)</b>	
<ul style="list-style-type: none"> <li>Claims Clinics, Wellness Clinics and Staff Health Education talks (All Onsite)</li> </ul>	<p>Associates €100 per hour</p> <p>Principal &amp; Directors €350 per hour</p>
<ul style="list-style-type: none"> <li>Group Risk Services</li> </ul>	

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