

Terms of Business Letter

Professional Wealth Management Services Ltd T/A Pro Wealth Ltd is regulated by the Central Bank of Ireland as a Multi-Agency Intermediary under section 10 of the Investment Intermediaries Act, 1995.

Professional Wealth Management Services Ltd has offices at the following location:

Unit 17 Bridgecourt Office Park, Walkinstown Avenue Dublin 12.

Tel : 01-4507474

Fax : 01-4507476

Email : info@prowealth.ie

Web: www.prowealth.ie

Pro Wealth is subject to the Central Bank's Consumer Protection Code, Complaints handling, Investor Protection, Minimum Competency Code, Fitness and Probity Standards, Anti Money Laundering requirements and Data Protection. Pro Wealth must comply with these codes, which offers protection to consumers. These codes of conduct can be found on the Central Bank of Ireland's website: www.centralbank.ie

Services Provided

As a Multi Agency Intermediary we are authorised to receive and transmit orders to Product Producers from whom a written letter of appointments is held, in relation to:

1. Shares in a company or bonds that are listed on a stock exchange, prize bonds
2. Trackers bonds
3. Insurance policies
4. Personal Retirement Savings Account (PRSAs)

We are also authorised to act as a deposit Broker and to give advice in relation to deposits.

We may also give investment advice only in relation to investment instruments available from whom an appointment is held.

We are authorised to advise you in relation to a wide range of Products namely: Life

Assurance, Investment and Pension Products. We provide a fair analysis of the market i.e. we hold a sufficiently large number of agencies with Product Producers available on the market. This enables us to identify and assess suitability of the products available and make a recommendation in accordance with professional criteria, regarding which contract would be adequate to meet your needs. A list of the Product Producers we hold an agency with is attached.

Remuneration Structure

We are remunerated by the Product Producers we hold an agency with, after we place business with them in the form of commission payment. This payment is taken into account in the quotation provided to you and summary information is contained in the product information document. Before completion of your application it is important that you receive this information and that you understand the details contained. Full details will be included in the cooling-off Letter issued by the product provider.

If you have been introduced by us by an appointed introducer, we may have to pay an agreed fee to that party. The fee will NOT be levied as an extra charge to you.

Conflicts of Interest

Our employees are required to comply with the policy of independence and disregard any conflict of interest when making a recommendation to you.

Where an unavoidable conflict of interest arises we will advise you of the steps we propose to take in order to protect your interests before providing you with any business service. If you have not been advised of any such conflict you are entitled to assume that none arises. Our full Conflicts of Interest procedure is available on request.

Duty to disclose Information

It is your responsibility to provide complete and accurate information for insurers when arranging an insurance policy. Failure to disclose any material information to your insurers could invalidate your insurance cover

and could mean that all or part of a claim will not be paid.

Complaints Procedure

Pro Wealth complies with the Compliant Handling procedures as laid out by the Consumer Protection Code.

All complaints are recorded and acknowledged to the complainant within a 5 working day period. We will provide you with the name of the one or more individuals appointed to be the Complainant's point of contact in relation to the complaint.

Regular written updates will be provided every 20 working days at the latest.

If the complaint has not been resolved within 40 days, you have the right to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman.

Contact details for pursuing a complaint against Pro Wealth should it arise, are as follows:

Financial Services Ombudsman's Bureau:

Lo-call: 1890 88 20 90

E-mail: enquiries@financialombudsman.ie

Address: 3rd Floor, Lincoln House, Lincoln Place, Dublin 2

Fax: (01) 662 0890

Web: www.financialombudsman.ie

Pensions Ombudsman:

Tel: 01- 6471650

Email: info@pensionsombudsman.ie

Address: 36, Upper Mount Street, Dublin 2.

Fax: 01 6769577

Web: www.pensionsombudsman.ie

Compensation Scheme

We are members of the Investor Compensation Scheme established under Section 38 of the Investor Compensation Act 1998. The Act provides that compensation shall be paid to eligible investors (as defined under the Act) to the extent of 90% of an investor's net loss of €20,000, whichever is the lesser and is recognised as being eligible for compensation.

Premium Handling

We can accept '*non negotiable cheques or similar instruments*' for onward transmission to a relevant financial institution.

We are not authorised to accept cash or negotiable instruments in any other circumstances.

Failure to Pay or Default

Product Producers may withdraw benefits or cover on default of any payments due under any products arranged on your benefit. Details of these provisions will be included in your policy terms and conditions. We will also exercise our legal right to receive any payments due by us for business services provided in the event of a default of payment.

Data Protection

We collect your personal details to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for legitimate purposes. To fulfil these objectives we may share information with our affiliated professional partners with whom we may have aligned ourselves to from time to time. The information and other data provided to our company may be used to advise you of products and services we may offer. You have the right at any time to request a copy of any 'personal data' within the meaning of the Data Protection Act 1988 (as amended or re-enacted from time to time) that our office holds about you and to have any inaccuracies in that information corrected. In the interest of customer service we will record and monitor calls.

Important notice

Please note Pro Wealth does not give tax advice or assist in the organising of tax advice or accounting for our clients – it is always a prerequisite that all tax related matters are based on our clients receiving their own tax advice from their own qualified tax advisors/accountants and, none of the advice that Pro Wealth gives, constitutes tax advice or actions taken without the advice of a qualified tax advisor or accountant.

Professional Wealth Management Services Ltd T/A Pro Wealth Ltd has agency appointments with the following Product Producers

- Aviva
- Bespoke Investments
- BCP Asset Management Limited
- Caledonian Life
- Canada Life
- Dolmen Stockbrokers
- Friends First
- Irish Life
- ITC
- New Ireland
- Redmayne Bentley Stockbrokers
- Standard Life
- Wealth Options
- Zurich

Copy Received by

_____ (Print Name)

_____ (Print Name)

_____ (Signature)

_____ (Signature)

____/____/____ (Date)

This document is effective from 13th August 2012 until further notice.

Tel: +353 1 450 7474
Fax : +353 1 450 7476
Email: info@prowealth.ie
Website: www.prowealth.ie

Directors: Michael McCaffrey, David Kelly, Professional Wealth Management Services Ltd T/A Pro Wealth Ltd. Registered office: Unit 17 Bridgecourt Office Park, Walkinstown Avenue Dublin 12. Registered in Ireland No: 474893. Pro Wealth Ltd is regulated by the Central of Bank Ireland.



Statement of Authorised Status

Professional Wealth Management Services Limited trading as Pro Wealth ('the firm') (Ref. No. C54785) is authorised under Section 10 of the Investment Intermediaries Act, 1995 (as amended).

As a Multi-Agency Intermediary, Professional Wealth Management Services Limited trading as Pro Wealth is authorised to receive and transmit orders to product producers from whom a written letter of appointment is held, in relation to:

1. Shares in a company or bonds that are listed on a stock exchange, prize bonds
2. Units or shares in undertakings for collective investment schemes including unit trusts and UCITS
3. Tracker bonds
4. Insurance policies
5. 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 Central Bank of Ireland:

Signed: *Rosaleen Geiff*

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