

These Terms of Business set out the general terms under which quote4it.ie Ltd will provide life assurance, protection, investment and pension advice and financial services to our clients.

Authorised Status

quote4it.ie Limited t/a Med Protect is regulated by the Central Bank of Ireland as an insurance intermediary registered under the European Union (Insurance Distribution) Regulations, 2018. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank on 1890 777 777 or alternatively visit their website on www.centralbank.ie to verify our credentials. Our Central Bank registration number is C7448.

Registered Office: 21 Highfield Park, Dundrum, Dublin 14.

Registered in Ireland No. 326817 in April 2000. A private company limited by shares and having a share capital.

Directors: Brian Whelan (Managing), Lisa Whelan.

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Office Contact Information

The Garden Suite,
31 Morehampton Road,
Donnybrook,
Dublin 4,
Ireland.
D04 F7H7
T: +353 1 668 6136
E: info@medprotect.ie
W: www.medprotect.ie

In addition to medprotect.ie, we also provide services under section72.ie and familycover.ie. All websites are owned and operated by quote4it.ie Ltd.

Services

Med Protect offer advice in relation to life assurance, protection products, pensions & investments on a fair analysis basis. "Fair and personal analysis of the market" means that our firm provides its' life, investment and pension services on the basis of a sufficiently large number of contracts and product providers available in the market to enable our firm to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet our client's consumer's needs.

The products we offer advice on include income protection, term cover, specified serious illness, mortgage protection, pensions, investments and savings plans. We are authorised to transfer orders on a 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.

quote4it.ie Ltd is a member of Brokers Ireland.

Codes of conduct

Med Protect is subject to the following Codes of conduct issued by the Central Bank of Ireland: Consumer Protection Code 2012 / Minimum Competency Code 2011 / Fitness & Probity Standards 2014. These codes offer protection to our clients and all of the Codes can be found on the Central Bank's website www.centralbank.ie.

Remuneration Policy

Life Assurance, Pension & Investment Business

Med Protect is remunerated by way of commission and other payments from the company to which applications are submitted, on the completion of business. The rate of commission can vary depending on the type of policy purchased. The amount of commission payable will be confirmed with you on request. In any event, full details of the commission amount paid to the Company will be included in the documentation forwarded to you directly from your chosen product provider on completion of the business. A non-monetary benefit will only be accepted if it enhances the quality of the service to our client.

In the case of life assurance, pensions and investments where our firm is not in receipt of commission, we may charge a service fee, agreed with clients, depending on complexity of the transaction, time spent and nature and extent of the transaction.

Our fees are charged as follows:

Director / Adviser fees:	€250 per hour
Support Staff:	€150 per hour

All fees are agreed with the client in advance. We also offer all clients the option to pay in full for our services by means of a fee.

A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid or provided to us which have been agreed with product providers, is available in our office or on our website at medprotect.ie

Early Cancellation of a Suitable Policy

In the event that a suitable policy, that had previously been agreed upon by you, is cancelled, by you, within 18 months of inception, a fee of €500.00 is payable by you to quote4it.ie Ltd.

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 notify us of changes in your circumstances, or to request a review, may result in you having insufficient or inappropriate insurance cover and / or inappropriate investments.

Conflict of Interest

It is the policy of Med Protect to avoid any 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 service. If you have not been informed of any such conflict you may assume that none arises.

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.

Complaints Procedure

A complaint is defined as an expression of dissatisfaction by a customer, whether justified or not. Complaints may come from a number of different sources and may be received in writing, by telephone, email or personal visit.

quote4it.ie Ltd. has in place a written procedure for the handling of complaints. This procedure ensures that all complaints are recorded and acknowledged within 5 working days of receipt and updates will be communicated in intervals of not more than 20 working days. We will endeavour to resolve the complaint within 40 business days and the findings will be provided to you, in writing, within 5 working days of completion of the investigation. All complaints should be directed to Brian Whelan, Complaints Officer, quote4it.ie Ltd., The Garden Suite, 31 Morehampton Road, Donnybrook, Dublin 4, Ireland, D04F7H7. 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 & Pensions Ombudsman. See fsपो.ie for further contact details. A full copy of our complaints procedure is available on request.

Investor Compensation

Med Protect 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 certain clients (known as eligible investors) 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, to the extent that the client's loss is recognised for the purposes of the Act and where the client falls within the definition of eligible investor 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. For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955. We hold current / valid professional indemnity insurance.

We are also members of the Brokers Ireland Compensation Fund. Subject to the rules of the scheme, the liabilities of its' member's 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 firm. Further details are available on request.

Client's Money

Med Protect will not accept direct payments of any form. All payments must be addressed to the relevant insurer or be made by means of a direct debit mandate. Payments must represent premium in respect of either a renewal of a policy, which has been invited by an insurance undertaking or product producer or a proposal accepted by an insurance undertaking or product producer.

Credit Policy

We regret that credit cannot be extended to clients in respect of premiums, initial, renewal or additional. Initial or first premiums must be paid at inception of cover directly to the insurer and renewal premiums before the policy renewal date otherwise the Company will advise the insurance undertaking or product producer involved and cover will be cancelled. Your individual policy document will contain details of default remedies and actions of the particular insurance undertaking in the event of your non-payment. On receiving your policy documents, you should read the terms and conditions of your policy in detail.

Products entered into on a Distance Basis

We confirm that there are no additional charges imposed by Med Protect for products conducted on a distance basis (i.e. without meeting our client face to face). We hereby enclose practical instructions for exercising the right to cancel the contract (applies to life assurance contracts only). Cancellation should be sent in writing, signed by the policy owner (or joint owners if more than one) to the relevant insurance company. No particular format is required other than a clear instruction to cancel.

Life policies arranged through our office are governed by the laws of the Republic of Ireland (unless specifically noted to the contrary in the Product Providers Key Document and/or Customer Booklet), and the Irish Courts and Law will be used to determine any matters which may become the subject of a legal dispute.

The terms and conditions of all the products we arrange will be provided in the English language. quote4it.ie Ltd. will communicate with you in the English language at all times. If you are making a complaint regarding a life insurance product and are unhappy with the

outcome after the relevant life assurance company has processed your complaint, you may contact the Financial Services & Pensions Ombudsman – See fspo.ie for further details.

Data Protection

We are subject to, and comply with, the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act, 2018. 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. To fulfil these objectives, we may share information with other affiliated professionals. We take great care with the information provided; taking steps to keep it secure and to ensure it is only used for legitimate purposes. The data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Privacy Notice which is given to all clients at the time of data collection, our privacy notice is also available on our website. You have the right at any time to request a copy of any 'personal data' within the meaning of the GDPR that our office holds about you and to have any inaccuracies in that information corrected. Please contact us at info@medprotect.ie if you have any concerns about your personal data. Scanned copies of all client files, documents, data and correspondence are held in our secure DropBox cloud storage account. See dropbox.com for further information.

Insurance Undertakings

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

Life Assurance Undertakings

- Aviva Life & Pensions Ltd.
- Irish Life
- New Ireland Assurance Company
- Royal London Insurance DAC
- Standard Life
- Zurich Life

These Terms of Business are valid from 1st April 2020 until further notice.