

Terms of Business

These Terms of Business applicable from 22/10/2025 set out the general terms under which we will provide business services to you and the respective duties and responsibilities of both us and you in relation to such services. Please ensure 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 AND CODES OF CONDUCT

O'Shea Insurance Brokers Tralee Limited is regulated by the Central Bank of Ireland. Our authorisation can be checked on the Central Bank of Ireland register at centralbank.ie or by calling them on 01-224 4000 to verify our credentials. Our reference code is C4328. We are also subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can also be found on the Central Bank's website. O'Shea Insurance Brokers Tralee Limited is a member of Brokers Ireland.

OUR SERVICES

We are an Insurance Intermediary business. Our principal business is to provide advice and arrange transactions on behalf of our clients in relation to life, pensions and Insurance based investments products, plus general and commercial Insurance. We are not under a contractual obligation to conduct Insurance distribution business exclusively with one or more Insurance Undertakings.

Non-Life – For General and Commercial Insurance we give advice on a fair analysis of the market basis, a full list of providers is available on request.

Life Business – For Life, Pensions and Insurance based Investments business, we do not provide advice on a fair analysis of the market basis, we do, however, provide advice from the selection of products provided by the Companies we have agencies with on a limited analysis basis. We recommend the product, in our professional opinion, that best suits your needs and objectives from this selection of products.

As part of the process when giving our clients advice on Insurance based Investments, we will need to gather information with regards your investment knowledge and experience, if this information is not provided, we will not be in a position to determine whether the product is appropriate for you.

See below list of Companies we have agencies with.

| Life Companies | |
|-----------------------------------|---------------------------------|
| Allianz Global Life Dac | Royal London Insurance Dac |
| Aviva Life & Pensions Ireland Dac | Standard Life International Dac |
| Irish Life Assurance plc | Zurich Life Assurance plc |
| New Ireland Assurance Company plc | |

CONFLICTS OF INTEREST

It is our policy 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. As per the above we receive commission from the companies we have agencies with for the business you transact.

DISCLOSURE OF INFORMATION

We act as your representative to the companies we have agencies with, and we will provide assistance to you with 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. However, it is your responsibility to read the policy documents, literature and brochures to ensure you understand the nature of the policy cover. Material information about medical history, non-smoker status, occupation category and any hazardous pursuits are central to underwriting decisions and it is imperative that all information you provide to the insurer is accurate and complete.

You are under a duty to answer all questions posed by the insurer or us on your behalf, honestly and with reasonable care. It is presumed, unless the contrary is shown, that you would know all questions in an application or at renewal are material to the risk undertaken by the insurer or the calculation of the premium by the insurer, or both. Any failure to disclose material information may invalidate a claim and render your policy void.

You must inform and disclose any material information including any material changes that might take place between the time you complete an application form and the time you pay the first premium. To assist us in providing you with a comprehensive service and to keep our records up-to date as soon as possible, please notify us of any changes to your personal circumstances, e.g. name change, change of address, etc.

SUSTAINABLE INVESTING

When giving you advice on Pensions, savings, investments we will gather your preferences of Sustainable Investing and build them into our Statement of Suitability for you. Ultimately, it is the Product Producers we have agencies with that build the Investment Products we advise on, and it will be their documentation we are relying on when advising you on Sustainable investments. All information re Sustainable Finance Disclosures will be adhered to by the Product Producers and their brochures and documents will outline their disclosures.

COMPLAINTS

We have a complaints procedure in place which is available on request. Your complaint can be in writing, email, telephone or face to face. If your complaint is face to face or by phone, we will write to you to confirm our understanding of your complaint. We will acknowledge your complaint within 5 business days, advising you of the name of the person dealing with your complaint on behalf of the company. Please address any complaint to Alan O'Shea at O'Shea Insurance Brokers Tralee Limited. If in the event, a complainant is dissatisfied with the outcome of our investigation, you are entitled to refer the matter to the Financial Services & Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, Lo calls 01 5677000 emails info@fspo.ie.

REMUNERATION

We are remunerated by commission and other payments from product producers on the completion of your business. You may choose to pay in full for our services by means of a fee. Where we receive a recurring commission, this forms part of the remuneration for ongoing advice with regards to the business we advise you on and we will provide you with an annual update on your insurance-based investment business.

If we receive commission from a product provider for life, pensions and investment business, this will be offset against the fee which we will charge you. Where the commission is greater than the fee due, the commission will become the amount payable to us unless an arrangement to the contrary is made. Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency. We will give an estimate of this rate in advance of providing you with services.

Scale of Fees for General and Commercial Insurance

| | Initial Fee | Renewal | Policy Alterations/ Cancellation |
|------------|---------------------|---------------------|----------------------------------|
| Motor | Up to a max of €150 | Up to a max of €150 | Up to a max of €150 |
| House | Up to a max of €150 | Up to a max of €150 | Up to a max of €150 |
| Commercial | Up to a max of 50% | Up to a max of 50% | Up to a max of 30% |

We reserve the right to amend these fees should the complexity of the product require a higher fee. We will confirm and agree this fee with you prior to any increased charge being applied. A fee of €25 will be charged for all duplicate documentation.

If by investing in sustainable investment products there are any differences in charges etc., we will advise you of this in advance of advising you on your investment.

A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid or provided to us by the product producers is available on our website or in our offices. If you need further explanation of this information, please do not hesitate to call us.

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. Please advise us of these 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.

DEFAULT ON PAYMENTS BY CLIENTS

We will exercise our legal right to receive payments due to us from clients (fees) for the services provided. Product producers may withdraw benefits or cover in the event of a default on payments due under policies or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Product providers are entitled to withdraw benefit or cover on default of any payments due under any products arranged for your benefit. It is therefore critical to the guaranteed continuance of your insurance that your premium is paid in full. Some insurers may include as a term of the insurance a settlement due date or in some cases a warranty under the terms of which the premium must be paid to them by a certain date. We inform our clients of such requirements and the relevant date in good time to allow the payment terms to be met. Failure to comply with the terms of the warranty may mean that the insurers' obligation under the policy will be terminated. We will automatically advise you of any payments outstanding on your policy and the consequences of failure to pay premiums. An outline of the action and remedies which the relevant product producers may take in the event of default by a client is included in the product producers' policy document.

CLIENT MONIES & RECEIPTS

We request all cheques, or negotiable instruments are made payable to the appropriate Product Provider. We shall issue a receipt for each payment received. These receipts are issued with your protection in mind and should be stored safely. Every effort is made to ensure clients' money is transmitted to the appropriate Product Provider without delay. We are not authorised to accept cash.

We will accept payments in cash, by cheque, credit/debit card, in respect of all classes of insurance in circumstances permitted only where the money represents premiums in respect of either a renewal of a policy which has been invited by an insurance undertaking, or a proposal accepted by an insurance undertaking. It is important to note that your renewal premium should be paid on or before renewal date.

Mid-Term Changes to Your Policy

If you wish to make changes to your policy mid-term, please contact us so that we can advise your insurers and obtain their approval. We will confirm the revised terms of cover and the revised premium, without delay, once we have received the required information and/or documentation. Insurers impose short term (increased) charges in respect of certain mid-term changes e.g. Certain mid-term motor cancellations.

Renewal of your Insurance

We normally issue renewal terms based on the information you previously made available to us in good time before the expiry of your existing policy. You should advise us of any changed information or new information, and we will provide you with revised or alternative renewal terms and the premium.

Premiums

If you do not pay your premium by the due date your policy was due to start or renewal date, Insurers may cancel your insurance no period of credit is allowed. Where mid-term changes result in an additional premium, that money must be paid by the due date, or it may result in the early cancellation of your insurance.

The acceptance by O'Shea Insurance Brokers Tralee Limited of a completed proposal DOES NOT in itself constitute the effect of a policy. It is only when the Provider confirms the policy is in place that your policy is alive.

Insurer Security

We do not guarantee the solvency of Insurers or their ability to meet policy obligations.

DATA PROTECTION

We comply with the requirements of the Data Protection Regulation. The data will be processed only in ways compatible with the purposes for which it was given. We will provide you with a separate Data Privacy Notice that will outline exactly how, what and where we use your data.

COMPENSATION SCHEME

We are members of the Investor Compensation Scheme which 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. Compensation may be payable where money or investment instruments owned 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 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 the client's loss is recognized for the purposes of the Act. Where entitlement to compensation is established, the compensation payable will be less 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 Investor Compensation Co Ltd. on (01) 224 4955.

Brokers Ireland Clients Compensation and Membership Benefits Scheme (BIC)

We are also members of the Brokers Ireland Clients 'Compensation and Membership Benefits Scheme (BIC). 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

GOVERNING LAW & BUSINESS SUCCESSION

These Terms of Business shall be governed by and construed in all respects according to the laws of the Republic of Ireland and will be deemed to cover any successors in business to O'Shea Insurance Brokers Tralee Limited.