



# terms of business

December 2011

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Cornmarket Group Financial Services Ltd. (Cornmarket), Christchurch Square, Dublin 8, is regulated by the Central Bank of Ireland. Cornmarket specialises in providing financial advice and services to individuals and members of affinity groups such as trade unions, semi-state bodies, employers, associations, charities, religious orders, and dioceses.

In addition to the products or services currently provided, Cornmarket may also provide other financial services if agreed between us in writing.

The purpose of this document is to outline for you our terms of business for group schemes, individual plans, investment services, and other financial services which the Company provides.

Cornmarket Group Financial Services Ltd. is remunerated by commissions paid by the product providers (insurance companies) for whom we hold written agencies in order to arrange non-life, life, investments and mortgages etc. Commissions vary depending on the various products but will be clearly outlined in the documentation in the policy brochure received by each client.

## group schemes/arrangements

Group schemes are designed and administered for members of particular affinity groups.

When deciding whether or not to join a group scheme or start an individual plan, you should also refer to the specific charging structure in the relevant explanatory booklet or, where appropriate, the Customer Information Notice (CIN) for the particular scheme or plan of which you are availing.

### Additional Voluntary Contributions (AVCs)

#### Charges for the Teachers' and Lecturers' AVC Schemes

##### INTO & ASTI members

Cornmarket's once-off consultancy fee when setting up an AVC .....	up to €450
Insurance company's Annual management charge (as a % of fund value – typical charge 1%) .....	0.65% – 1.5%
Insurance company's contribution charge (as a % of each contribution) .....	5%*

\* The Upfront Contribution Charge is 5%. However 1.25% of the value of the regular amounts paid will be added to the fund value at maturity thereby reducing the effective Contribution Charge to 3.75%. This applies to all regular contributions made with effect from September 1st 2010 for any member who took out an AVC post-April 1999.

*In a minority of cases, some clients decide to take out an AVC on a 'Minimum Cost Execution Only' basis (i.e. without advice). In such cases the contribution charge is 0%.*

##### TUI members

Cornmarket's once-off consultancy fee when setting up an AVC .....	up to €450
Insurance company's Annual management charge (as a % of fund value – typical charge 1%) .....	0.65% – 1.5%
Insurance company's contribution charge (as a % of each contribution) .....	3.75%

*In a minority of cases, some clients decide to take out an AVC on a 'Minimum Cost Execution Only' basis (i.e. without advice). In such cases the contribution charge is 0%.*

#### The Nurses' and other Health Sector Employees' AVC Scheme

Cornmarket's once-off consultancy fee when setting up an AVC .....	up to €450
Insurance company's Annual management charge (as a % of fund value – typical charge 1%) .....	0.65% – 1.5%
Insurance company's contribution charge (as a % of each contribution) .....	5%*

\* The Upfront Contribution Charge is 5%. However 1.25% of the value of the regular amounts paid will be added to the fund value at maturity thereby reducing the effective Contribution Charge to 3.75%. This will apply to all regular contributions made with effect from September 1st 2011.

*In a minority of cases, some clients decide to take out an AVC on a 'Minimum Cost Execution Only' basis (i.e. without advice). In such cases the contribution charge is 0%.*

#### Other groups within the Public Sector (such organisations include AASHG, AHCPs, BIM, Inland Fisheries Ireland, DCU, EPA, IFUT, NRA, Teagasc, Údarás na Gaeltachta, VOA)

Cornmarket's once off consultancy fee when setting up an AVC .....	up to €475
Insurance company's contribution charge (as a % of each contribution) .....	3% – 6.9%
Insurance company's annual management charge (as a % of fund value) .....	0.65% – 1.5%

*Note: For those who took out an AVC before September 2010, a number of different charging structures apply depending on when the AVC was set up and by which company the AVC was underwritten.*

## Lump sum 'Once-off' AVCs

Insurance company's contribution charge\* (as a % of lump sum initially invested) ..... up to 5%  
 Insurance company's annual management charge (as a % of fund value – typical charge 1%)..... 0.65% – 1.6%

*\* For new AVCs, in the event of a contribution charge less than €450, any balance required to make up the minimum of €450 will be deducted from the lump sum invested. Subject to the client's agreement an additional charge of €315 may be levied by Cornmarket in respect of any taxation review preparatory work required by the customer, for instance, if tax relief has to be 'rolled back' or 'rolled forward' into tax years other than the tax years for which the lump sum contribution is made.*

## Public Sector Personal Retirement Savings Accounts (PRSAs)

No direct charge to the customer is levied by Cornmarket.

Insurance company's contribution charge (as a % of each contribution) ..... up to 5%  
 Insurance company's annual management charge (as a % of fund value).....1%

## Lump sum 'Once-off' Public Sector PRSAs

No direct charge to the customer is levied by Cornmarket.

Insurance company's contribution charge (as a % of lump sum initially invested) ..... 5%  
 Insurance company's typical annual management charge as a % of fund value p.a. ....1%

## Retirement Benefit Review (RBR)

Cornmarket's once-off consultancy fee ..... up to €450  
 (Inclusive of VAT at 21%) VAT NO: 0082596B

## Salary/Income Protection

There are separate schemes for members of organisations such as the AHCPS, ASTI, BIM, Inland Fisheries Ireland, DCU, EPA, SHB, ICAI, IFUT, IMPACT, INMO, INTO, MLSA, NFVB, NRA, PIAB, POA, PNA, SIPTU Health Professionals, SIPTU LAPO, SIPTU Nurses, TUI and the VOA.

No direct charge to the customer is levied by Cornmarket.

## Retired Members' Life Cover Plan

No direct charge to the customer is levied by Cornmarket.

## Group Life Plan

These are separate schemes for members of organisations such as the AHCPs, Forfás, NFVB, POA and the VOA.

No direct charge to the customer is levied by Cornmarket.

## Car Insurance Scheme

Cornmarket's Brokerage fee.....	up to €46
Cornmarket's Mid-Term Adjustment fee.....	€12
Cornmarket's fee in respect of Motor Breakdown Rescue (where applicable).....	€10.90
	(total premium due: €28.48)
Cornmarket's fee in respect of Legal Expenses.....	€3
	(total premium due: €9.31)

## Home Insurance

Cornmarket's Brokerage fee.....	Up to €30
Cornmarket's fee in respect of Home Rescue.....	€8
	(total premium due: €16.50)

## Health Insurance – Aviva Health

No direct charge to the customer is levied by Cornmarket.

## Travel Insurance

No direct charge to the customer is levied by Cornmarket.

## Commercial Insurance

Cornmarket's Brokerage fee ..... up to €50

## Foursight Savings Plans

Salary deduction charge as a % of each contribution ..... 1%\*

Insurance company's annual management charge (as a % of fund value p.a.) ..... 1.5%  
(please see policy document for further details on the SuperCapp fund)

### Cornmarket's set up fee

	NEW CASE
Educational Savings Plan .....	€450
Salary Protection Cashback Plan .....	€300
Rainy Day Savings Plan .....	€300
Early Retirement Savings Plan .....	€300

\*Normally paid to employer.

## Mortgageplan

No direct charge to the customer is levied by Cornmarket.

## Midas

Midas membership per annum ..... €300 (incl. of VAT)

### PAYE Tax Return Service for Midas members

1 year's PAYE tax return per year of membership ..... Included in membership  
Review and preparation of prior years' PAYE tax returns ..... €160 per year (incl. of VAT)  
Review and preparation of 3 years' PAYE tax returns ..... €456 total (incl. of VAT)

*Non-standard services such as rental, self-employment or capital gains calculations which are not included in the above prices, may be quoted in advance where applicable.*

# individual plans

Cornmarket has negotiated preferential pension, life insurance protection and permanent health insurance arrangements for its clients. Details of the preferential charges applying to these plans are shown here. In addition, clients also have access to a suite of 'off the shelf' policies. Such policies are available from a wide range of providers, each with its own charging structure.

When deciding whether or not to start an individual plan you should refer to the specific charging structure in the relevant guide book, or where appropriate, the Customer Information Notice (CIN) relating to the plan under consideration.

## Approved Retirement Funds (ARFs)

Early Exit penalties (Exit Penalty applies if transferred to another QFM) .....	0% – 5%
Insurance company's annual management charge (as a % of fund value) .....	1.25% – 2.5%
<b>Typical charge is 1.5%</b>	

## Standard Personal Retirement Savings Accounts (PRSAs)

Insurance company's Contribution Charge (as a % of each contribution) .....	5%
Insurance company's annual management charge (as a % of fund value) .....	1%

## Individual Protection Policies Life cover, Serious Illness etc.

No direct charge to the customer is levied by Cornmarket.

## Permanent Health Insurance

No direct charge to the customer is levied by Cornmarket.

## Individual Investment Bonds

Early Exit penalty where applicable, 5% in the first year reducing to 0% after six years	
Insurance company's annual management charge (as a % of fund value) .....	1.25% – 2.5%
<b>Typical charge is 1.5%</b>	

## Personal Retirement Bonds

Insurance company's Contribution charge .....	0% – 3%
Insurance company's Annual Management charge .....	0.65% – 1.5%

## Motor Broker

Cornmarket's brokerage fee .....	Up to €50
Cornmarket's fee in respect of Motor Breakdown Rescue (where applicable) .....	€10.90
	(total premium due: €28.48)
Cornmarket's fee in respect of Legal Expenses Cover (where applicable) .....	€3
	(total premium due: €9.31)

## Annuities

All charges are incorporated into the annuity rate. No direct charge to the customer is levied by Cornmarket.

## Our Commitment

We undertake to act honestly and fairly in conducting our business with you and to do so in your best interest with the highest level of integrity.

We undertake to employ effectively the resources and procedures necessary for the proper performance of our business activities.

In order to ensure that we do so, we undertake to seek from our clients information regarding their financial situation, investment experience and objectives with regards to the services requested.

## Our Service

On a regular basis we will send you documentation relevant to the financial services you avail of through Cornmarket. For instance, if you are a savings or pension plan holder you will receive an annual update as well as occasional financial journals which will provide you with a review and likely outlook of the relevant markets and the possible implications for your plan(s).

Likewise, if you are a lump-sum investor, you will receive regular statements showing the value of your portfolio. In addition, where relevant, client reports will be produced in which we will comment on investment conditions over the preceding period and look forward to developments likely to influence the future performance of your portfolio.

If you are a member of a Salary/Income Protection Scheme where your Plan is renewable, we will strive to ensure that the most suitable Plan is recommended from the various options available from the relevant providers at the time.

## Statement of Authorised Status

Cornmarket Group Financial Services Limited (the firm) is authorised under Section 10 of the Investment Intermediaries Act, 1995 (as amended). As an Authorised Advisor, the firm is authorised to provide broad based investment advice and to receive and transmit orders in respect of the following investment instruments:

1. Transferable Securities
2. Units or Shares in Undertakings for Collective Instruments
3. Tracker Bonds or Similar Instruments
4. Insurance Policies
5. Personal Retirement Savings Accounts (PRSAs)

The firm is also authorised as a deposit broker and to provide investment advice in relation to deposits.

When receiving and transmitting orders in relation to insurance policies and/or PRSAs, the firm may only accept cash/cheques/bank drafts from clients payable to the firm 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 instructions must be made payable to the product producer.

For and on behalf of the Irish Financial Services Regulatory Authority:

signed  signed 

If you wish to receive a copy of our authorised status, please contact the Compliance Officer on (01) 408 4000.

## Your Investment Objectives

The financial advice which we provide to you and any recommendations which we make regarding group schemes, individual plans and financial services will be on the basis of:

- your investment objectives
- your investment experience
- other facts about your financial position considered to be relevant to your attitude to risk
- your overall financial goals.

By conducting a thorough financial fact-find (Financial Health Check), your Cornmarket consultant can help you evaluate your objectives and any other facts about your financial situation before prioritising your financial goals. Facts relevant to your financial circumstances, investment experience, and the affordability and suitability of any financial service or product under discussion will be carefully considered. We believe this to be an integral part of providing advice prior to recommending a plan which may be available to you.

Cornmarket is fully committed to providing you with independent, impartial and objective advice on your finances including advice which may result in recommendations to start a plan with an institution other than Cornmarket.

If, in the future, you wish to amend your investment objectives, or if you feel that a change in your circumstances may affect your financial goals for whatever reason, please notify us immediately so that we can arrange a follow-up Financial Health Check.

## Fees and Charges

Prior to undertaking any business dealings on your behalf, we will outline the charging structure which applies to the plan being recommended (see section 1).

## Complaint Handling Procedure

Cornmarket is committed to providing a high level of service and has a complaint handling procedure in place. Should you feel that you have not received a satisfactory level of service, please write in the first instance to Jane Horan, Cornmarket Group Financial Services Ltd., Christchurch Sq., Dublin 8, or email [complaints@cornmarket.ie](mailto:complaints@cornmarket.ie).

If you are unsatisfied with the outcome of your complaint through Cornmarket, you may also submit any complaint to the Financial Services Ombudsman Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, ([www.financialombudsman.ie](http://www.financialombudsman.ie)) or the Pensions Ombudsman, 36 Upper Mount St., Dublin 2.

## Conflict of Interest

Your attention is drawn to the fact that some person(s) connected with us may have an interest, relationship or arrangement which is material in relation to the investment, transaction or service we are providing.

However, our employees are required to comply with our policy of independence and disregard any such interest when making recommendations to you.

## Changes to our Terms of Business

We may amend these terms from time to time. Where appropriate we will notify you in writing by sending to you a notice describing the relevant changes.

## Investor Compensation

In accordance with the provisions of the Investor Compensation Act, 1998, Cornmarket is a party to the investor compensation arrangements administered by the Investor Compensation Company Limited.

Under Section 38 (1) of the Investor Compensation Act, 1998 all insurance and authorised intermediaries are required to inform clients of the following information concerning potential investor compensation:

- (a) 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.
- (b) Cornmarket is a member of that compensation scheme.
- (c) Compensation may be payable where money or investment instruments owed or belonging to clients and held, or in case of investment instruments, administered or managed by Cornmarket, cannot be returned to clients for the time being and there is no reasonable foreseeable opportunity of Cornmarket being able to do so.
- (d) A right to compensation will arise only:
  - (i) If the client is an eligible investor as defined in the Act;
  - (ii) If it transpires that Cornmarket is not in a position to return client money or investment instruments owed or belonging to its clients;
  - (iii) To the extent that the client's loss is recognised for the purposes of the Act.
- (e) Where an entitlement of compensation is established, the compensation payable will be the lesser of:
  - (i) 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act 1998 or;
  - (ii) Compensation up to €20,000

## Termination

Both you and Cornmarket have the right to terminate these terms and conditions by sending the other party prior written notice. You may terminate any service or product you have undertaken with/through us.

Likewise Cornmarket reserves the right to withdraw its services to you by advising you in writing. In such circumstances we will provide you with adequate written notice and will endeavour to ensure that any outstanding business is satisfactorily dealt with. Such termination will take effect from the date specified in the notice.

## Client Instructions Through Third Parties

Clients sometimes authorise third parties to give us instructions (usually by telephone, fax or email) to alter their policies (such as a motor dealer instructing us to make a vehicle change) or to seek information on their policy (such as a Building Society seeking information on the buildings sum insured). It is our practice in such circumstances to accept such instruction and/or provide such information in good faith as a facility to our clients. However, in such circumstances we do not accept liability for any loss, damage or injury arising out of any error or incorrect instruction given or providing any information where the request for the information is invalid. If you do not wish us to accept such

instructions and/or provide information on your policy from and/or to any other person other than as authorised under the Data Protection laws, please write in the first instance to Cornmarket Group Financial Services Ltd., Christchurch Square, Dublin 8.

## Discretion to Execute Client's Instruction

Nothing in this agreement imposes on Cornmarket any obligation to execute or undertake any transaction on your behalf and Cornmarket may refuse to execute any transaction at its sole discretion.

## Force Majeure

Notwithstanding any other provision contained in this document, Cornmarket will not be responsible or liable for any loss or for any failure to fulfil any of its obligations or duties hereunder or for any claims, losses, damages, liabilities, costs or expenses suffered or incurred by you if such loss, damage, liability, cost, expense, or failure arising directly or indirectly out of, or in connection with or as a result of any fire, natural disaster, delay or breakdown in communications or electronic transmission system, unavailability of market prices or suspension of dealing on relevant exchanges or failure of any securities depository or any other cause or circumstance beyond the reasonable control of Cornmarket.

## Whole Agreement

This agreement (and documents related to this agreement) supersedes all prior representations, arrangements, understandings and agreements between the parties relating to the subject matter hereof, and sets forth the entire, complete and exclusive agreement and understanding between the parties relating to the subject matter hereof.

## Governing Law

The laws of the Republic of Ireland will govern these terms and conditions.

## Client Premium

Cornmarket adheres to all regulatory requirements concerning the handling of client premium. Before client premium is paid to the relevant insurance company, it may be necessary for it to be held by Cornmarket in a designated Client Premium Account.

A designated Client Premium Account is a segregated bank account in which the money of more than one client is held. In this way your money is protected prior to its transmission to the relevant product provider. No amount is payable to an individual in respect of any interest earned on Client Premium Accounts.

Cornmarket's client accounts are held in Ireland with:

- Bank of Ireland plc,  
Lower Baggot Street Branch, Dublin 2.
- Irish Life and Permanent plc,  
56 - 59 St. Stephen's Green, Dublin 2.

## Telephone Calls

Telephone calls may be recorded for quality control and training purposes.

## Group schemes

Designed and administered by Cornmarket for members of particular affinity groups.

### Retirement and Investment Advice

#### Additional Voluntary Contributions (AVCs)

To help you plan for an earlier retirement and/or provide additional retirement benefits alongside the state superannuation scheme.

#### Retirement Benefit Review Service

A personalised 'Retirement Benefit Review' designed to give you a complete picture of your various pension entitlements and options so you can make the right decisions about your retirement plans.

#### Regular Savings Plans

A range of saving options which offer you the potential for returns which over the longer term, may be superior to those available from a bank or building society deposit account.

#### Lump sum Investments

A broad range of options available to help you make the most of any lump sum you may have to invest.

### Protecting your Salary

#### Salary/Income Protection Schemes

Designed to dovetail with your sick pay provisions, these schemes help you protect against loss of income should you be unable to work due to accident, disability or illness.

### Personal Insurance

#### Car Insurance Schemes

Car Insurance Scheme offers competitive group car insurance rates with extra benefits for members of affinity groups and their spouses.

#### Home Insurance

Plans that provide comprehensive cover for your main dwelling at a competitive price. Other plans available include cover for holiday homes and rented accommodation.

#### Travel Insurance

A range of travel insurance packages which includes options for single and multi-trip, for individuals, couples and families. This allows each member to choose the level and duration of cover required.

#### Health Insurance

Using unique software, Cornmarket can do an on-the-spot comparison between the three Health Insurance providers to see which policy best suits your needs. We can compare and contrast the main plans available in the market and see where you can save money.

## Individual plans

A suite of 'off-the-shelf' policies available from a wide range of investment and insurance firms.

### You and your partner's finances

#### Life Insurance

Plans for those who require life cover, individual permanent health insurance, serious illness insurance and so on. Cornmarket has negotiated a special package for its clients on many of these plans.

#### Personal Retirement Savings Accounts (PRSAs) and Personal Pensions

Independent advice on planning for retirement and tailor-made pension plans. In addition, Cornmarket offers access to a preferential pension package specially negotiated for its clients.

#### Approved Retirement Funds (ARFs) and annuities

A comprehensive range of investment and pension options for your pension fund when you reach retirement.

#### Retired Members' Life Cover Plan

The Retired Members' Life Cover Plan provides for the payment of a tax-free lump sum in the event of death after you retire. The amount paid depends on the Union, Association or Employer you are a member/employee of and the age of the member/employee at death.

#### Midas

This is a unique service designed to help you take control of your finances. Midas provides the advice and help you need to stay on top of your tax bill, your loan repayments and to deal with all other elements of managing your money. This service is also available to retired members.

#### Motor Broker

Motorbroker offers an open market option on car insurance from Ireland's leading insurance houses.

# Fees and charges

Before undertaking any business dealings on your behalf, we will outline the charging structure which applies to the plan being recommended.

In certain cases where Cornmarket provides advice on financial services other than our group schemes and individual plans, Cornmarket reserves the right to charge a fee for the financial advice provided. This fee will be outlined in advance of the meeting. We may also provide other financial services not listed in this booklet and where appropriate we will notify you of the relevant details and charges in writing.

## Definition of charges

This section (pages 9-10) describes the various charges which may apply in general to our group schemes and individual plans. The charges applying to each Scheme/Plan are outlined at the start of this book. For further details of the charges involved with any particular Scheme/Plan please contact Cornmarket or consult the explanatory documentation for the particular Scheme/Plan.

### Consultancy fee

*(otherwise known as Initial Charge or Set-up Commission)*

A consultancy fee may apply on some investments, savings and pension plans. This charge is levied by Cornmarket to fund the cost of providing you with the following:

- A wide range of insurance/savings/investment options
- A comprehensive Financial Health Check for you and your family. This is essential so that all aspects of your financial situation are reviewed prior to recommendations and decisions being made
- An analysis of your investment experience
- Advice on your investment objectives
- Where appropriate, an analysis of 'risk tolerance' so that you can decide which option best suits your attitude to risk and reward
- Advice on the suitability of Cornmarket group schemes
- Advice on the suitability of other plans
- The option of an additional consultation on your plan.

In the event that you are a public sector employee, advice on those aspects of your pay and other benefits which are relevant to the financial plan you are considering

- Advice on any other facts pertinent to your financial decisions
- Advice on how best to prioritise your financial goals
- Advice on what to do with existing savings, investments and insurance plans which you may have.

### Execution Only Service

Members of the Superannuation Scheme who wish to set up an AVC plan on an 'execution only' basis (i.e. without advice) may do so without payment of any consultancy fee. There is currently no consultancy fee for topping up an AVC. Likewise clients who wish to set up a Foursight savings plan without the benefit of a consultation with Cornmarket may do so on an 'execution only' basis. However, given the complexities involved, most members prefer to avail of Cornmarket's advice and are happy to pay the fee involved.

### Fund Management charge/fee

This charge is levied directly by the institution underwriting your plan and is designed to pay for the ongoing cost of fund management and related expenses.

### Contribution Charge

*(sometimes known as a Bid/Offer Spread)*

Investors purchase units within a fund at the offer price and sell them (when an encashment is made) at the bid price. This Bid/Offer Spread is the difference in value of units within a fund depending on whether they are being bought or sold. The Bid/Offer Spread is typically 5%.

## Early Exit charge

In the case of certain lump-sum investments where there is no Bid/Offer Spread, an early exit charge may apply. If you want to cash in your investment before the end of the first five years, depending on the fund, an early exit charge may be levied. This charge is typically 5% in year one and reduces by 1% each year, to 0% after year five. The early exit charge does not normally affect your option to take a regular income from your investment.

## Switching charge

Some institutions levy a charge on your investment if you elect to move (switch) your investment between funds.

## Salary Deduction/Deferred Payment charge

In the case of those plans where payment is collected through salary or direct debit, a charge may be levied to cover Cornmarket's and/or the employer's costs in arranging this service. This charge is usually expressed as a percentage of the amount collected. Details are provided on the relevant payment options sheet.

## Mid-term adjustment fee for alterations to existing car and home insurance policies

Where an additional premium is due, the mid-term alteration fee will be added to the insurance premium and the customer will be invoiced for the total amount.

Where a return/cancellation premium is due, the mid-term alteration fee will be deducted from the amount due to the customer and a cheque for the lower amount will be issued.

## Brokerage fee

This fee allows for the administration involved in the setting up and renewal of the individual contract of motor or home insurance between the client and the insurance company.

## Commission

Cornmarket Group Financial Services Ltd. is remunerated by commissions paid by the product providers (insurance companies) for whom we hold written agencies with for arranging non-life, life, investment & mortgage products etc.

## Direct Debits

Cornmarket may impose a charge of up to €50 where a direct debit transaction which has been properly processed, is rejected.

## Other Remuneration

Any quality-based remuneration is financed out of the underwriters standard charges for various products and does not result in any increased charges to your policy.

## Insurance Levy

The Minister for Finance announced the introduction of a 1% levy on life assurance premiums as part of his budget speech in April 2009. Under the Finance Act 2009, life assurance premiums paid into both new and existing policies on or after 1st August 2009 will be subject to the levy. The Finance Act 2010, however, removed the levy from life assurance pension policies. The levy remains in place on life assurance protection (including Salary Protection Schemes), savings and investment policies.

## Credit/Charge/Debit/Laser Card Charges

A charge of up to €10 may be levied on payment transactions by credit/charge/debit card to cover the cost charged by the card provider. There is no charge for Laser card transactions.

## Cancellation

Cancellation of car or home insurance may result in a pro-rata refund of the motor insurance element of the policy (subject to terms and conditions of the relevant policy).

Certain car and home insurance scheme arrangements include additional insurance as standard e.g. Motor Breakdown Rescue (underwritten by Mapfre Assistencia) and Legal Expenses (underwritten by DAS Legal Expenses).

As per the relevant terms and conditions of the policies, there are no pro-rata refunds from mid-term cancellations relating to Motor Breakdown Rescue (Mapfre Assistencia), Legal Expenses (DAS Legal Expenses) or Travel Insurance (Mapfre Assistencia).

## Midas Cancellations

Midas is a continuous service for a minimum of 12 months. Midas will only be cancelled following instructions from our client. If cancelled within 12 months of membership and services have been availed of, the remaining balance for 1 full years membership will be due to Midas.

## Note on fees & charges

At Cornmarket we strive to ensure that each client receives value for money. It is Company policy that our charging structure should be reasonable and easy to understand. In addition, it is Company policy that our charges be fully explained to you before you make a decision whether or not to start a plan. If you are unsure about the charging structure on your plan or on a plan which you are considering starting, simply ask your Cornmarket consultant and he/she will explain the facts fully.

## Product producers with whom Cornmarket holds written letters of appointment

### General division

ACE Insurance S.A.-N.V. Ltd.  
AIG Europe (Ireland) Ltd.  
Allianz Ireland plc.  
Aviva Group Ireland plc.  
Aviva Health Insurance Ireland Ltd.  
AXA Insurance Ltd.  
Benchmark Underwriting Ltd.  
Certain underwriters at Lloyd's  
DAS Legal Expenses Insurance Company Ltd.  
Europe Assistance Ireland Ltd.  
Mapfre Assistencia Ireland Ltd.  
RSA Insurance Ireland Ltd.  
Zurich Insurance plc.

### Life division

Aviva Life & Pensions Ireland Ltd.  
Canada Life Assurance (Ireland) Ltd.  
Caledonian Life and Royal Liver Assurance Ltd.  
Combined Life Assurance Company Ltd.  
Friends First Life Insurance Co. Ltd.  
Irish Life Assurance Co. plc.  
New Ireland Assurance Ltd.  
Scottish Provident (Ireland) Ltd.  
Standard Life Ltd.  
Zurich Life Assurance plc

### Lending division

AIB Financing & Leasing Ltd.  
EBS Building Society  
ICS Building Society  
KBC Bank  
London General Insurance Company Ltd. (LGI)  
Permanent TSB Ltd.  
(a member of the Irish Life and Permanent group)  
Ulster Bank of Ireland Ltd.

### Investment division

Anglo Irish Bank Corp plc.  
Aviva Life & Pensions Ireland Ltd.  
Baring Asset Management Ltd.  
Bloxham Stockbrokers  
Dolmen Butler Briscoe Ltd.  
Friends First Life Assurance Company Ltd.  
Gartmore Fund Managers Intl Ltd.  
Investec Asset Managers Ltd.  
Irish Life International Ltd.  
Irish Life Unit Fund Managers Ltd.  
Irish Permanent Plc.  
KBC Asset Managers Ltd.  
Liberty Asset Management Ltd.  
Man Investment Products Ltd.  
Mercury Wealth Management Ltd  
Merrill Lynch Asset Managers Ltd.  
Merrill Lynch International Bank Ltd.  
Merrill Lynch Investment Managers  
(Channel Islands) Ltd.  
New Ireland Assurance Ltd.  
New Ireland Unit Trust Managers Ltd.  
Orbitex Investment Ltd.  
Standard Life Assurance Ltd.  
Ulster Bank Ireland Ltd.  
Zurich Life Assurance plc.



## Client Acceptance (to be completed by all clients)

### 1 PERSONAL DETAILS

Title:	Name(s):	Surname:
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Date of Birth:

Client no (if applicable):

Union:	Email:
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#### Joint Details (where appropriate)

Surname:

Forename(s):

#### For Cornmarket representative use only

Name:

 Signature: \_\_\_\_\_ Date: / / 20

### 2 CLIENT ACCEPTANCE DECLARATION


To: Cornmarket Group Financial Services Ltd., Liberties House, Christchurch Square, Dublin 8


I hereby acknowledge that I have received and understand the contents of this Terms of Business Document. In particular I confirm that I understand the charging structure applicable to the service(s) for which I am currently applying. I authorise Cornmarket Group Financial Services Ltd. to open (or retain) an account/policy in my name.

I hereby agree that by signing this Acceptance that I will be bound by all terms and conditions contained in the Terms of Business Document.

I hereby consent to the use and recording of my personal details (contained herein or provided subsequently) by Cornmarket. I understand that the details I have provided will be held on computer and/or in printed form or otherwise by Cornmarket. I agree that this information may be used in the future to contact me by mail/email/telephone/mobile phone/SMS about Cornmarket services which may be of interest to me. **I understand that the information provided by me will not be passed on to third parties for the purposes of direct marketing.** I also understand that I may, at no cost, instruct Cornmarket in writing to no longer hold my data for the purpose of sending me such information and that I have the right of access to and the right to rectify the data concerning me held by Cornmarket.

If you do not wish to receive information about preferential Cornmarket deals available to Union members, please tick here

 Applicant's Signature: \_\_\_\_\_ Date: / / 20

 Second Signature\*: \_\_\_\_\_ Date: / / 20

\* Second signature where applicable



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Permanent Group

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