



# Finance Company of Ireland Ltd.

Phone: 01 8327250 Fax: 01 8327273 Email: [info@mortgages.ie](mailto:info@mortgages.ie)

## TERMS OF BUSINESS

These Terms of Business set out the basis on which Finance Company of Ireland Ltd will provide business services to you as an individual private client of the firm. Please take a minute to read through these and if you have any questions we will be happy to answer them.

### Company legal name and head office address

Finance Company of Ireland Ltd  
97 Malahide Road,  
Clontarf,  
Dublin 3

### Trading Names and Websites:

Mortgage Company of Ireland - [Mortgages.ie](http://Mortgages.ie) - [Lifeinsurance.ie](http://Lifeinsurance.ie) - [Carfinance.ie](http://Carfinance.ie) - [Depositrates.ie](http://Depositrates.ie)

### Products

We act as an authorised intermediary in respect of the following products:

- Home and investment property Mortgages
- Remortgages
- Life Insurance, Pensions & Income Protection Insurance
- Health Insurance
- Home Insurance
- Commercial mortgages
- Savings Deposits & Investments

### Regulation

Finance Company of Ireland Ltd (trading as Mortgage Company of Ireland) is regulated by the Central Bank of Ireland. You may contact the Central Bank on 1890 777 777 or alternatively visit their website [www.centralbank.ie](http://www.centralbank.ie) to verify our credentials.

Our business is subject to the Central Bank's Consumer protection code which offers protection to consumers and details of the code can also be found on the Central Bank's website.





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## Services

In relation to products provided by the product producers, the services which the firm is authorised to provide are:

- (a) advising you in relation to the nature of each of the products and advising you as to which product is suitable for your needs;
- (b) receiving and transmitting orders on your behalf for a product;
- (c) Providing administration services to ensure the selected products are delivered efficiently;
- (d) Regular review of products acquired to establish that they meet your changing circumstances and plans.

## Fees and commissions

Finance Company of Ireland Ltd receives commission and other payments from the product producer to whom orders are transmitted. In respect of life/investment business, details of these payments will be included in a product information document, which you are legally entitled to receive before an application is completed and full details will be included with your cooling-off letter.

The firm may charge you a fee for the services provided. If we do this we will provide you with a written estimate of this in advance of providing any business service.





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## Product producers

**Appendix 1, & 2** outlines details of the companies for which we act as an intermediary.

## Conflicts of Interest

It is the policy of the firm to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict may arise we will advise you of this in writing before proceeding to provide any business service. If you have not been advised of any such conflict you are entitled to assume that none arises.

## Legal rights

Finance Company of Ireland Ltd will, if necessary, exercise its legal rights to receive any payments due to it from clients for business services provided by it and to be reimbursed for any value obtained by the firm for clients arising from payments by the firm on behalf of clients who subsequently default in any payment due to the firm.

## Payments of premiums by clients

Product producers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions.

## Consumer credit act

Your attention is drawn to the consumer warning, under the Consumer Credit Act, details which are in **Appendix 3**.





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## Use of Personal Data

An integral element of the provision of financial advice is the assembly of personal information. Personal data received by us will be treated with care and respect.

We will use the data received in assessing your application and as part of our advisory process the information may also be used in identifying other suitable products which may be of interest to you.

In relation to information received we will abide by the following principles.

1. Obtain and process information fairly.
2. Keep it only for one or more specified, explicit and lawful purposes.
3. Use and disclose it only in ways compatible with these purposes,
4. Keep it safe and secure.
5. Keep it accurate, and where appropriate complete and up-to-date.
6. Ensure that it is adequate, relevant and not excessive.
7. Retain it for no longer than is necessary for the purpose or purposes.
8. Give you a copy of your personal data on request

## Complaints

Any complaint that you may have in relation to the business service provided should be made in writing to the firm outlining the nature of your complaint. Any such complaint will be acknowledged within 14 days.

The complaint will be fully investigated by Finance Company of Ireland Ltd and a full response will be provided to you. We will aim to provide this response not later than one month from receipt of your complaint. In the event that you remain dissatisfied with the firm handling and response to your complaint you are entitled to refer your complaint to the Financial Services Ombudsman.

## Investor compensation scheme

Finance Company of Ireland Ltd is a member of the Investor Compensation Scheme, which provides certain remedies to eligible clients on default by the firm. The main details of the operation and conditions of the Scheme are attached at Appendix 4. Your legal rights against the firm are not affected by this scheme.

## Code of Practice

Our code of practice is outlined in **Appendix 5**.





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## APPENDIX SUMMARY

1. Insurance/Investment product producers
2. Mortgage product producers
3. Mortgage business – Consumer Credit Warning
4. Investor Compensation Act
5. Mortgage business code of practice
6. Location & Contact details





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## Appendix 1

Product producers from which Finance Company of Ireland Ltd holds written letters of appointment to act as an intermediary in respect of insurance & investment products.

### Life & Investment Products:

Name of Product Provider	Nature of the products
	<u>Life Assurance</u>
Irish Life Assurance Plc. Caledonian Life Canada Life New Ireland Assurance Zurich Live Aviva Friends First Assurant Permanent tsb	<ul style="list-style-type: none"><li>Life assurance cover, specified serious illness cover, hospital cash cover and accident cover, income protection and other protection policies.</li><li>Savings and investments of non-linked, unit-linked and other collective investment funds.</li><li>Regular contribution savings plans in various types of non-linked, unit-linked and other collective investment funds.</li><li>Mortgage Repayment Protection Insurance</li></ul>
	<u>Home Insurance</u>
Aviva	<ul style="list-style-type: none"><li>Home Insurance</li></ul>



mortgages.ie



lifeinsurance.ie



carfinance.ie



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## Appendix 2

Product producers for which Finance Company of Ireland Ltd holds written letters of appointments to act as mortgage intermediary.

**Mortgages:**

Name of Product Provider	Nature of the products
AIB	<ul style="list-style-type: none"><li>• Mortgages</li><li>• Remortgages</li><li>• Investment Property Mortgages</li><li>• Equity Release</li><li>• Mortgage Switching</li><li>• International Mortgages (Europe)</li></ul>
KBC	
Permanent TSB	
ICS B.S.	
Haven Mortgages	
PIBA Mortgage Services	



[mortgages.ie](http://mortgages.ie)



[lifeinsurance.ie](http://lifeinsurance.ie)



[carfinance.ie](http://carfinance.ie)



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## Appendix 3

We draw your attention to the following **warnings**:

Your home is at risk if you do not keep up repayments on a mortgage or any other loan secured on it.

The payment rates on this housing loan may be adjusted by the lender from time to time.

There is no guarantee that the proceeds of the insurance policy will be sufficient to repay the loan in full when it becomes due for repayment.

Product producers may withdraw benefit of cover in the event of non payment.

Re-mortgaging over a longer term will increase the amount of interest you pay. You should always calculate any such interest before re-mortgaging.



## Appendix 4

### Investor Compensation Act 1998

Under Section 38 (1) of the Investor Compensation Act, 1998 I wish to draw your attention to the following:

11. 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;
12. My firm is a member of the compensation scheme;
13. Compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by my 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.
14. A right to compensation will arise only:
  - a. If the client is an eligible investor as defined in the Act;
  - b. If it transpires that my firm is not in a position to return client money or investment instruments owned or belonging to the clients of the firm; and
  - c. To the extent that the client's loss is recognised for the purposes of the Act;
15. Where an entitlement to compensation is established, the compensation payable will be the lesser of:
  - (a). 90 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1988; or
  - (b). Compensation of up to €20,000



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## Appendix 5

### FINANCE COMPANY OF IRELAND LTD CODE OF PRACTICE

Finance Company of Ireland Ltd shall ensure in all transactions that it:

- a) acts honestly and fairly in conducting its business activities in the best interests of its clients and the integrity of the market;
- b) acts with due skill, care and diligence in the best interests of its clients and the integrity of the market;
- c) has and employs effectively the resources and procedures that are necessary for the proper performance of its business activities;
- d) seeks from its clients information regarding their financial situations and their objectives as regards the services requested;
- e) makes adequate disclosure of relevant material information, including charges/commission, in its dealings with its clients;
- f) makes a reasonable effort to avoid conflicts of interests and, when they cannot be avoided, ensures that its clients are fairly treated; and
- g) complies with all regulatory requirements applicable to the conduct of its business activities so as to promote the best interests of its clients and the integrity of the market.





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## Appendix 6

### Finance Company of Ireland – Locations & Contact Details

- 97 Malahide Road, Clontarf, Dublin 3
- Unit 13 Classon House, Dundrum Business Park, Dundrum, Dublin 14.

#### Contact Details:

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Website: [www.mortgages.ie](http://www.mortgages.ie)

**Please address all correspondence to Head Office**

