

Monitum Ltd Terms of Business

Please read our Terms of Business below. If you have any queries about the contents, please call us on 042 9420587.

We would be grateful if you could sign an Acknowledgement of receipt of Terms of Business and return it to:

Monitum Ltd,
17 Faughart Terrace, St Mary's Road,
Dundalk, Co Louth.

[Statement of Authorised status from Central Bank of Ireland](#)

These terms of business set out the general terms under which Monitum firm will provide insurance and investment business services to you and the respective duties and responsibilities of both the firm and you in relation to such services. Please ensure to read these thoroughly and if you have any queries, please contact Nick Mc Grane who will be happy to clarify any queries you may have.

Firm name and contact details: Monitum Ltd.
Address: 17 Faughart Terrace, Dundalk, Co Louth
Tel: (042) 9420587
Email: Nick.McGrane@monitum.com

Regulatory Status with the Central Bank of Ireland

Monitum is regulated by the Central Bank of Ireland ref number 8154 We refer you to our [Statement of Authorised Status](#) - as an insurance intermediary registered under the European Union (Insurance Distribution) Regulations 2018; as a Multi-Agency Intermediary authorised under the Investment Intermediaries Act, 1995. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 01 2246000 or alternatively visit their website at www.centralbank.ie to verify our credentials.

Our Services

Monitum Ltd is a member of Brokers Ireland. Our principal business is to arrange transactions on behalf of clients in relation to life and pensions products on the basis of a fair analysis of the market. We hold written appointments from the product producers set out in appendix 1 to this document, and therefore can give consumers greater choice than agents and tied agents.

Life & Pensions

Life Assurance companies provide products such as Lifecover, Serious Illness cover, Income Protection, Savings, Investments and Pensions. Depending on your individual circumstances, we may provide you with guidance in relation to the nature of these products and which product may be suitable for your needs. You might however wish to focus on areas of particular interest to you. We can give you a choice of different life and pension products from the Insurers listed in appendix 1 and, on your instruction; we can receive and transmit orders for such products on your behalf to these Insurers.

You may wish to proceed on an execution only basis. This is where you are aware of the product you require and you do not want advice. A separate risk warning disclosure must be signed in this case.

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 may change. You must advise us of those changes and request a review of the relevant policy. Failure to contact us in relation to changes in your circumstances may result in you having insufficient insurance cover and/or inappropriate investments.

We will also provide assistance to you for any queries you may have in relation to the policy or in the event of a claim during the life of the policy.

Disclosure of Information

Any failure to disclose material information may invalidate your claim and render your policy void.

Commission and Charges

Monitum Limited is remunerated by commission from the completion of business with the product producers listed in appendix 1.

It is the policy of Monitum Ltd to partly reduce these commissions where possible to provide better value to our clients.

Conflicts of interest

It is the policy of our firm to avoid conflicts of interest in providing you with insurance and investment business services. If this is not possible, we will notify you in writing in advance of completing such services.

Default on payments by clients

Our firm will exercise its legal rights to, receive payments due to it from clients for investment business services provided and, in recovering any commissions rebated to clients that are now being clawed back from Monitum by an insurer. 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.

Insurers and other 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

We would ask that you make any complaint in relation to investment business services against our firm in writing. We will acknowledge your complaint within 14 days and we will fully investigate this. On completion of our investigation, we provide a written report to you on the outcome of this investigation. In the event that you are still dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Central Bank of Ireland. A full copy of our complaints procedure is available on request.

Compensation Scheme

We would remind you that it is not within our terms of authorisation to accept cash or negotiable instruments except where an Insurer indemnity applies. For your added protection, we are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd - see appendix 2 for details.

Appendix 1: List of Product Producers

Life & Pensions

Aviva Life & Pensions
Irish Life
New Ireland

Royal London Life
Standard Life
Zurich Life

Appendix 2: Investor Compensation Scheme

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.

The Investor Compensation Company Ltd (ICCL) was established under the 1998 Act to operate such compensation and Monitum Ltd is a member of this scheme.

Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered or managed by Monitum Ltd cannot be returned to those clients for the time being, and there is no reasonably foreseeable opportunity of Monitum Ltd 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 that Monitum Ltd is not in a position to return client money or investment instruments owned or belonging to the clients of Monitum Ltd; and
- to the extent that the client's loss is recognised for the purposes of the Act.

Where an entitlement to compensation is established, the compensation payable will be the lesser of:

- 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1988; or

compensation of up to €20,000. For further information contact
the Investor Compensation Company Ltd
at (01) 434 4000.