

TERMS OF BUSINESS

Melalex Financial
T/A
Kavanagh International Wealth
Management, Airgead
Mortgages

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Melalex Financial T/A Kavanagh International Wealth Management, Airgead Mortgages



TERMS OF BUSINESS

These terms of business set out the general terms under which our firm will provide Insurance, Investment & Mortgage 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 terms thoroughly and if you have any queries, please contact the undersigned, who will be happy to clarify.

CONTACT: PRINCIPAL MICHAEL KAVANAGH

Authorised Status with the Central Bank of Ireland

Melalex Financial Ltd T/A Kavanagh International Wealth Management, Airgead Mortgages is regulated by the Central Bank of Ireland. Our Central Bank of Ireland number is C140119. You can verify our regulatory status by visiting the Central Bank of Ireland website.

Our firm is authorised in Ireland as an investment business firm to provide the investment instruments collective investments, listed bonds and shares, tracker bonds, PRSA's and insurance policies under Section 10 of the Investments Intermediaries Act, 1995, as amended. Our firm is also registered as an insurance/reinsurance intermediary under the European Union (Insurance Distribution) Regulations, 2018. We are an authorised Mortgage Credit Intermediary/Mortgage Intermediary authorised pursuant to Section 31(10) of the European Union (Consumer Mortgage Credit Agreements) Regulations 2016 and Section 151A (1) of the Consumer Credit Act 1995. Our firm is also authorised as a deposit broker.

Our firm is subject to the following Codes of conduct issued by the Central Bank of Ireland. These codes offer protection to our clients and all of the Codes can be found on the Central Bank's website www.centralbank.ie Consumer Protection Code 2012, Minimum Competency Code 2017, Handbook of Prudential Requirements for Investment Intermediaries 2014, Fitness and Probity Standards 2014

Our Services

Melalex Financial Ltd T/A Kavanagh International Wealth Management & Airgead Mortgages are an Insurance Broker Therefore we can generally give consumers greater choice than agents and tied agents. We hold written appointments from the product producers set out in Appendix 1 to this document. We provide advice on all protection products, investments, pensions, deposits and mortgages.

Our firm provides its life services to our clients on a fair analysis basis. "Fair analysis of the market" means that our firm provides its life services on the basis of a sufficiently large number of contracts and product producers available on the market to enable our firm to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet our clients consumer's needs. When our firm provides non-life, mortgage and deposit services to clients we provide this service on a limited analysis basis meaning that our firm provides non-life, mortgage and deposit services on the basis of a limited number of contracts and product producers available on the market

Life & Pensions

Life Assurances companies provide products such as life cover, serious illness cover, income protection, savings, investments, and pensions. Depending on your individual income circumstances, we may provide you with advice in relation to the nature of these producers and which product may be suitable for your needs. You may, however, have particular areas of interest and in this case, we will be happy to give you more detailed advice in these areas. 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 a transmit orders for such products on your behalf of these insurers. With your agreement, we may review the policies you take out on a periodic basis to ensure you are kept informed as to their benefit and to check whether they are still suitable for your needs. We will also provide assistance to your for any queries you may have in relation to the policies or in the event of a claim during the life of the policies.

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Non-Life (General)

Melalex Financial Ltd T/A Kavanagh International Wealth Management & Airgead Mortgages This information is provided on a Tied Agency basis through Aviva General Insurance. We can provide advice on and arrange products from the following range: household, motor, commercial, public liability, employer liability, and travel insurance. We provide other general insurance on a fair analysis basis through our sub agency with Blue Insurance. We can also provide advice on and arrange products from the following range: Gadget, Breakdown, Pet, Student travel insurance. Our fee is 15% of the premium payable.

Commission and charges

Melalex Financial Ltd T/A Kavanagh International Wealth Management & Airgead Mortgages is remunerated by commission and other payments from the completion of business with the product producers in Appendix 1. Our Firm typically charge an ongoing trail commission which is normally 0.5% per annum for investment & Pension business. This fee is to cover the cost of your annual reviews and continuing service. This will be CLEARLY stated in the fees section of our Statement of Suitability and will be included in illustration/projections provided. In certain circumstances, it will be necessary to charge a fee for services provided. These are listed below for non-life business. In other circumstances where fees are chargeable, we will notify you in advance. Our client's personal data is confidential and available only to our firm; we do not pass on clients details to any other firm unless instructed to do so by our client.

Mortgage Fees

Melalex Financial Ltd T/A Kavanagh International Wealth Management & Airgead Mortgages for Mortgage Business fees are earned up to 1% of the loan amount - this is paid to us by the lending institution. We charge the client an administration fee of €350.00 In the event of our firm producing a loan offer which is drawn down, we refund the fee. The Fee is to cover our overheads i.e. telephone calls, time, paper etc. If a mortgage is redeemed within a 3-year period, a fee will apply. This will cost €500.00 in year one and will reduce in year two and three accordingly. This fee is to cover expenses and loss of commission. If however you come back to us for further mortgage business this fee will of course be refunded. After year three there will be no fee if the mortgage is redeemed.

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 as soon as possible after we become aware of the conflict of interest and you may rest assured that you will be treated fairly where such a conflict is unavoidable.

Defaults on payments by clients

Our firm will exercise its legal rights to receive payments due to it from clients for investment business services. In particular, without limitation of the generality of foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of the clients where the firm has acted in good faith in renewing a policy of insurance for our client. Insurers and other product producers may withdraw benefits or cover in the event of default on payments due under policy documents or product terms for the details of such provisions.

Complaints

Our firm has in place a written procedure for the handling of complaints. This procedure ensures that all complaints are recorded and acknowledged within 5 business days. All complaints are fully investigated and the complainant updated at intervals of not greater than 20 business days. We will attempt to investigate and resolve a complaint within 40 business days. All complaints should be directed in writing to Mr Michael Kavanagh, Complaints Officer. In the event that a client remains dissatisfied with the handling of and/or response to a complaint they may refer the matter to **Financial Services and Pensions Ombudsman**.
Lincoln House, Lincoln Place, Dublin 2, D02 VH29 Tel: (01) 567 7000 Email: info@fspo.ie
Website: www.fspo.ie

As a member of Brokers Ireland, the firm is also a member of the Brokers Ireland Compensation Fund Ltd. Subject to the rules of the scheme the liabilities of its member firms up to a maximum of €100,000 per client

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(€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 ICCL (established by law) has failed to adequately compensate any client member.

APPENDIX 1

List of Agency Appointments Held

MORTGAGE

Brokers Ireland Mortgage Services
KBC Bank
Dilosk T/A ICS Mortgages
Haven Mortgages Ltd
Finance Ireland

General Insurance

Blue Insurance
Aviva General

Life & Pensions

- Zurich Life Assurance Plc.
- Aviva Life & Pensions Ltd. (including Friends First)
- New Ireland Assurance.
- Irish Life Assurance Plc
- Davy Asset Management
- Wealth Options Ltd.
- BCP Asset Management.
- Standard Life
- KBC Wealth Management
- Cantor Fitzgerald
- Royal London
- Blackbee Investments
- Arena Capital
- Newcourt
- Broker Solutions

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 recognized investment firms, as defined in that Act.

The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such compensation and our firm is a member of this scheme (reference number II1754)

Compensation may be payable where money or investment instruments owed or belonging to clients and held, administrated or managed by the firm cannot be returned to those clients for the time being 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 that 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 that the client's loss is recognised for the purpose of the Act.

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

- 90% of the amount of the clients loss which is recognized for the purposes of the Investor Compensation Act, 1998; or
- Compensation of up to €20,000.

For further information contact the Investor Compensation Company Ltd at (01) 4344000.

Data Protection

Melalex Financial Ltd T/A Kavanagh International Wealth Management & Airgead Mortgages complies with the requirements of the Data Protection Acts, 1988 and 2003.

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. The data will be processed only in ways compatible with the purposes for which it was given. We would also like to keep you informed of mortgage, insurance, investment and any other services provided by us or associated companies with which we have a formal business arrangement; which we think may be of interest to you. We would like to contact you by way of letter, email or telephone call. If you do not wish to receive such marketing information please tick the box in the Terms of Business acknowledgement letter.

Effective Date: 12th August 2020