



## **DLS Capital Management Limited Terms of Business**

**DLS Capital Management Limited of 25 Merrion Square, Dublin 2 specialise in the provision of Mortgage Services, Life Assurance, Investments and pension services to consumers.**

### **Authorised Status:**

DLS Capital Management Limited is regulated by the Financial Regulator as a Multi-Agency Intermediary under the Investment Intermediaries Act, 1995 and as a mortgage intermediary authorised under the Consumer Credit Act, 1995. The Financial Regulator holds registers of regulated firms. You may contact the Financial Regulator on (01) 4104000 or alternatively visit their website on [www.financialregulator.ie](http://www.financialregulator.ie) to verify our credentials.

DLS Capital Management Limited is a member of the Professional Insurance Brokers Association

### **Regulatory Status:**

DLS Capital Management Limited is regulated by the Financial Regulator. Our regulator number is 51989

### **Services**

DLS Capital Management Limited offer advice in relation to all aspects of mortgage finance and also in relation to life assurance products (Term Cover, Serious Illness and Permanent Health Insurance) and pensions and investments. We also transmit orders on client's behalf to any of the insurance undertakings or product producers from whom the Company hold letters of appointment. A list of all such entities is contained elsewhere in these Terms of Business.

### **Remuneration Policy:**

#### **Life Assurance**

DLS Capital Management Limited, in the case of life assurance where the firm is not in receipt of commission, will charge a service fee, agreed with clients, depending on complexity of the transaction, time spent and nature and extent of the transaction. Our fees are charged as follows:

Advisor fees:	€200 per hour
Support Staff	€100 per hour

#### **Mortgage Business**

DLS Capital Management Limited is in receipt of mortgage commissions from lenders at a rate of up to 0.5% of the value of the amount borrowed. A list of lenders whom DLS Capital Management Limited hold agencies with is listed in this document.

DLS Capital Management Limited may make sub-commission payments to Introducers of mortgage business to the company. All recipients of such sub-commission payments must be registered by the Financial Regulator as a Mortgage Intermediary.

**Conflict of interest:**

It is the policy of DLS Capital Management Limited to avoid a conflict of interest when providing services to clients. Where an unavoidable conflict arises we will advise you of this in writing before providing any business services. If you have not been made aware of any such conflict you may assume that none arises.

**Complaints Procedure:**

DLS Capital Management Limited 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 Ms Dervilla Whelan, Complaints Officer, DLS Capital Management Limited, 25 Merrion Square, Dublin 2. In the event that a client remains dissatisfied with the handling of and/or response to a complaint they may refer the matter to The Financial Services Ombudsman.

**Consumer Protection:**

DLS Capital Management Limited is a member of the Investor Compensation Scheme established under the Investor Compensation Act 1998. The legislation provides for the establishment of a compensation scheme and to the payment in certain circumstances, of compensation to clients of firms covered by the Act. However you should also be aware that a right to compensation would only arise where money or investment instruments held by this company on your behalf cannot be returned either for the time being or for the foreseeable future and where the client falls within the definition of eligible investor as contained in the Act. In the event that a right to compensation is established, the amount payable is the lesser of 90% of the clients loss, which is recognised as being eligible for compensation or €20,000.

**Credit Policy:**

We regret that credit cannot be extended to clients in respect of premiums, initial, renewal or additional. Initial or first premiums must be paid at inception of cover and renewal premiums before the policy renewal date otherwise the Company will advise the insurance undertaking or product producer involved and cover will be cancelled.

**Receipts:**

DLS Capital Management Limited will issue receipts for each payment received pursuant to Section 30 of the Investment Intermediaries Act 1995 and such receipts will be retained in a safe place.

**Data Protection:**

DLS Capital Management Limited is registered as a Data Processor under the Data Protection Act 1988, amended 2003.

**Default Remedies:**

DLS Capital Management Limited actions in the event of default by the client are:

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.

**Insurance Undertakings:**

The following are a list of insurance undertakings and product producers from which letters of appointment are held

**Life Assurance**

- Irish Life Assurance plc
- Canada Life
- Standard Life Assurance Company
- Hibernian Aviva
- New Ireland Assurance
- Friends First Group
- Zurich Life
- Caledonian Life
- Phoenix Ireland
- Oregan Financial
- BCP
- Independent Trustee Company

**Lender Appointments**

- KBC Homeloans
- Bank of Ireland

**CLIENT ACKNOWLEDGEMENT.**

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Date \_\_\_\_\_