



*You keep building the life you want.  
We'll protect it.*

## Terms of Business

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland with a registered head office at Suite 28, 20 Harcourt Street, Dublin 2 specialize in the provision of Life Assurance, Serious Illness, Income Protection, Investment and Pension policies to consumers.

### Authorised Status:

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland is authorised by the Central Bank of Ireland as an insurance Intermediary under the European Union (Insurance Distribution) Regulations 2018. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777777 or alternatively visit their website on [www.centralbank.ie](http://www.centralbank.ie) to verify our credentials.

### Regulatory Status:

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland is regulated by the Central Bank of Ireland. Our regulated number is C431634.

### Services:

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland provide services in relation to all aspects of *Life Assurance* products (Term Cover, Serious Illness and Permanent Health Insurance), *Investment Products* such as unit linked funds and *Pension Products* (both corporate and personal). Our firm provides advice on life products on a fair analysis of the market. "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 customers' needs.

### Remuneration Policy:

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland are remunerated by commissions from the life companies we deal with. The rate of commission payable to us is at a significantly reduced rate in line with our 'modus operandi'. Details can be found at [www.low.ie/charges](http://www.low.ie/charges).

### Conflict of interest:

It is the policy of True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland 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.



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#### **Complaints Procedure:**

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland and have 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 Complaints Officer, True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland.ie. 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 and Pensions Ombudsman.

#### **Consumer Protection:**

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland and are 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 client's loss, which is recognised as being eligible for compensation or €20,000.

#### **Quotations:**

All quotations are valid on the day they are issued for 7 days or until age next quarter, whichever is sooner. All quotations issued are assuming standard rates. The policy may be subject to medical requirements, normal acceptance criteria applies. A full copy of the insurers' policy wording, terms and conditions is available upon request. Please note full disclosure of all material facts should be made including medical history and claims. Failure to disclose all relevant information could result in your policy being cancelled, claims not being paid and difficulty in getting insurance elsewhere. You can complete and sign your application form online through our website and DocuSign. Applications completed online are based upon certain assumptions. By completing the application online for mortgage protection, we have assumed the following; You are repaying your mortgage on a capital and interest basis, all lives insured are resident in the Republic of Ireland and you are not replacing an existing Royal London policy. When you complete the application online for Life Insurance, we will contact you to discuss your needs and ensure that this is the most suitable policy for you.



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#### **Default Remedies:**

True Financial Ltd t/a True Wealth, Lowquotes, Low & Getcancercover is regulated by the Central Bank of Ireland 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 insurer's 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 producer's policy document.

#### **Regular Reviews:**

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 will change which may result in you having insufficient insurance cover and/or inappropriate investments. We would therefore advise that you contact us to ensure that you are provided with up-to-date advice and products best suited to your needs.

#### **Consumers: Duty of Disclosure when completing documentation for new business:**

Section 14 (1) – (5) of the Consumer Insurance Contracts Act which is effective from 1st September 2021 alters consumers duty of disclosure:

- You are required to answer all questions posed by us or the insurer honestly and with reasonable care – the test will be that of the 'average consumer'. Average consumer as per Directive No. 2005/29/EC of the European Parliament and of the Council of 11 May 2005 is reasonably well informed and reasonably observant and circumspect, taking into account social, cultural and linguistic factors.
- Specific questions will be asked. Where you do not provide additional information (after being requested to do so) it can be presumed that the information previously provided remains unchanged.

An insurer may repudiate liability or limit the amount paid on foot of the contract of insurance, only if it establishes that non-disclosure of material information was an effective cause of the insurer entering into the relevant contract of insurance and on the terms on which it did.

#### **Completed proposal forms/statement of fact:**

Completed proposal forms or Statements of Facts will be provided to you. These are important documents as they form the basis of insurance contract between the insurer and you the consumer. You should review and confirm that the answers contained within are true and accurate.

#### **Commercial Customers: Non-Consumer Disclosure of Information:**



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It is essential that you should bring to our attention any material alteration in risk such as changes of address or use of premises. Any failure to disclose material information may invalidate your claim and render your policy void.

#### **Data Protection**

The firm complies with the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018. 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 and as outlined in our Privacy Notice which is given to all clients at the time of data collection, our privacy notice is also available on our website. You have the right at any time to request a copy of any 'personal data' within the meaning of the GDPR that our office holds about you and to have any inaccuracies in that information corrected. Please contact us at [info@low.ie](mailto:info@low.ie) if you have any concerns about your personal data.

All calls, both inbound and outbound, will be recorded and may be monitored for quality, training and verification purposes.

#### **Insurance Undertakings:**

The following are a list of insurance undertakings and product producers for which letters of appointments are held;

Royal London Insurance DAC  
Aviva Ireland Life and Pensions Ltd  
Standard Life International DAC  
New Ireland Assurance Company plc  
BCP Asset Management DAC  
Zurich Life Assurance plc

Signed: *Shane Tobin*

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