

GENERAL TERMS OF BUSINESS FROM 1st OF JULY 2012 UNTIL FURTHER NOTICE

These Terms of Business set out the basis on which Creane and Creane Insurance Limited will provide services to you, our valued client. Creane and Creane Limited trades under several trading names, set out below. For simplicity, the remainder of these Terms of Business will refer to us by our principal trading name; Creane and Creane Insurance, best quote creaneandcreane. These Terms of Business apply to clients who purchase Non-life Insurance, Health Insurance and Insurance Premium Finance from Creane and Creane Insurance; a separate Terms of Business document applies to clients who purchase Life Assurance, Pension and Investment products from us. By proceeding with your policy through Creane and Creane Insurance Limited you agree to the terms as per this Terms of Business document. Please ensure that you have BOTH READ AND UNDERSTOOD these terms and if you've any queries, please contact us. This Terms of Business document supersedes with immediate effect any others that we have previously issued to you.

Your direction to bind cover and/or your payment related to your insurance placement will be deemed your signed, written agreement to be bound by the provisions of this Terms of Business Agreement.

ABOUT CREANE AND CREANE INSURANCE

Creane and Creane Insurance Limited, trading as Creane and Creane Insurance, is regulated by the Central Bank of Ireland.

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REGULATORY & AUTHORISED STATUS

Creane and Creane Insurance is authorised by the Central Bank of Ireland as an Authorised Advisor under the Investment Intermediaries Act 1995 (as amended) and as an Insurance Intermediary under the European Communities (Insurance Mediation) Regulations 2005. Our status as an Authorised Advisor and Insurance Intermediary can be verified by checking the registers held by the Central Bank of Ireland on their website: www.centralbank.ie. Creane and Creane Insurance is also authorised by the National Consumer Agency as a Credit Intermediary.

CODES OF CONDUCT

Creane and Creane Insurance is subject to and complies with the following Central Bank of Ireland Codes of Conduct: Consumer Protection Code, Minimum Competency Code and the Fitness & Probity Standards. These codes offer protection to consumers and can be found on www.centralbank.ie

SERVICES PROVIDED

Creane and Creane Insurance is an impartial Insurance Broker and a Credit Intermediary. As an impartial Insurance Broker we are in a position to place your business with a very wide range of product producers in the Irish, UK & European Insurance markets. We don't have a 'tied' relationship with any product producer which would compromise our ability to provide you with impartial advice and choice.

PRODUCTS

Our authorisations enable us to provide our customers with a wide range of Insurance and Investment products. A non-exhaustive list of the products we can provide include: General (Non-life) Insurance Policies, Health Insurance, Insurance Premium Finance, Life Assurance, Long Term Disability and Specified Serious Illness Cover, Investment Bonds, Tracker Bonds, Personal Retirement Savings Accounts (PRSAs), Group Pensions and Deposits.

RECEIVE & TRANSMIT ORDERS

We can receive and transmit orders, on your behalf, for products from each insurance company or financial services provider (Product Producer) with whom we hold an agency. A list of our current product producers is available on request from any of our offices.

FAIR ANALYSIS

We provide all our services on the basis of a fair analysis of the market. This means we will research the market on your behalf and recommend the product(s) that, in our professional opinion, are best suited to your own needs and objectives.

PREMIUM FINANCE

As a credit intermediary, Creane and Creane Insurance can arrange finance for your insurance premium.

INSURANCE SCHEMES

We have agreed special packages (Insurance Schemes) with specific product producers for particular types of cover and for members of certain professional, trade or representative associations. The packages and product producers are selected following a thorough and fair analysis of the market and an assessment that they are the most suitable for typical consumers of that type of cover or for members of those associations. Where we assess consumers as being eligible for these packages, we don't research the market on a case-by-case basis, but rather place the business with the preferred provider.

BINDING AUTHORITY

We have entered into binding Authority agreements with some insurers. These agreements enable us to accept insurance business on the insurer's behalf, in accordance with the insurer's underwriting guidelines. Under these agreements we act as agent of the insurer in some regards. Where we intend to place your insurance under such an agreement we shall inform you prior to the inception of the insurance contract.

REMUNERATION

Creane and Creane Insurance is remunerated by a combination of commission and fees.

We are often remunerated by commission paid to us by: 1) Product Producers on placing of your insurance business with them and 2) Premium Finance Companies for arranging the finance of your premium with them. This commission compensates us for the work involved in placing an order and finalising the product with them on your behalf. The amount of commission earned will vary greatly depending on the product type and the product producer. A growing number of Product Producers pay no commission. Creane and Creane Insurance is also remunerated by a Professional Fee of €«J45». Some Product Producers pay commission that is not related to the placement of individual policies with them but are based on other factors such as the volume of business introduced to them over time.

Details of the commission earned by us on your policy will be disclosed at your request. The amount of any commission received by Creane and Creane Insurance will not be deducted from any fee payable.

A maximum fee of 20% of the related premium for all classes of business except private car and household insurance is normally charged. A maximum charge of €50 is applied to each commercial motor premium or 20% of total premium value, whichever is higher. A minimum charge of € 100 is applied to all other commercial premiums. A placement charge of between €45 and €65 for private motor insurance and €30 for household insurance applies. Where a higher fee is charged this will be noted on your invoice. There is a minimum alteration charge of €20 per transaction for mid term alterations. These charges are based on providing the following: sourcing a market, placing the risk, standard advice, claims handling, risk management direction and general servicing of your needs in your best interests. For provision of advice without placement of business we charge an hourly rate of €200 for Directors and Managers and €150 for Account Executives. The rate for support staff is €75.

The initial work and time spent in seeking the best terms, advice, product and product producer for your specific needs;

The work carried out on the renewal of your policy, ensuring that the policy(-ies) recommended to you are suitable for your needs;
Arranging premium finance on your behalf;

Alterations, amendments and endorsements to your policy;

Duplicate documentation requested by you;

Insurance consultancy work, including risk management advice and surveys;

Administration work on payment defaults, including Direct Debit defaults, bounced cheques etc;

Claims handling assistance and general insurance advice; and

Any other activity detailed in our schedule of charges.

SCALE OF FEES & CHARGES

Creane and Creane Insurance's scale of fees & charges varies according to the category of insurance product that you purchase from us or seek advice on. Please note that this is only a general statement of our fees & charges.

We reserve the right to amend these fees should the complexity of the product require a higher fee. Any increased fee will be notified to you at least 30 days in advance of the due date. Fees may be waived by Creane and Creane Insurance in certain circumstances.

CHARGES ON DIRECT DEBIT DEFAULTS Charges on Direct Debit Defaults and Dishonoured Cheques

Creane and Creane Insurance can charge a minimum of €7.50 for processing each & every: (i) Direct Debit Default by the client and (ii) cheque received from the client which is subsequently dishonoured by the bank. Cheques may be dishonoured for various reasons including: insufficient client funds (bounced cheques), payments stopped by clients (stopped cheques) etc. This charge is in addition to any charge that may be levied by the Product Producer and/or Premium Finance Company.

RETURN PREMIUMS

Creane and Creane Insurance incurs significant administrative costs when processing return premiums for clients and we reserve the right to charge you a fee equivalent to 10% of the return premium amount. In accordance with the Consumer Protection Code, this fee will not be charged without your prior written agreement.

At your request a return premium may be put towards full/part payment of another premium due to us; we will, however, require your written instruction to do so.

Where premiums are not paid within credit terms Creane and Creane Insurance reserves the right to offset premium rebates due to the client against any sums outstanding from that client to Creane and Creane Insurance and/or the client's Insurers.

CALL RECORDING

Creane and Creane Ltd records all telephone calls, inbound and outbound, for regulatory, quality, training and verification purposes.

GOVERNING LAW & LANGUAGE

The laws of Ireland form the basis for establishing relations between you and Creane and Creane Ltd . All contracts, terms, conditions and communications relating to any policies you may enter with us will be in English