



## **TERMS OF BUSINESS**

These Terms of Business effective from 26<sup>th</sup> March 2026 and set out the general terms under which we will provide business services to you and the respective duties and responsibilities of both ourselves and you in relation to such services. Please ensure that you read these terms thoroughly and if you have any queries, we will be happy to clarify them. If any material changes are made to these terms, we will notify you.

## **AUTHORISATION & CODES OF CONDUCT**

Fortitude Financial Planning Limited trading as Fairstone is a partner firm of the Fairstone Ireland Group and is a subsidiary of the Fairstone Group UK. Fortitude Financial Planning Limited trading as Fairstone is regulated by the Central Bank of Ireland. Our Authorisation code is C443628. We are subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers.

## **OUR SERVICES**

We are an Insurance Intermediary, Investment Business Firm and Investment Product Intermediary. Our principal business is to provide advice and arrange products on behalf of clients in relation to Life, Pensions and Investments. We are not under a contractual obligation to conduct Insurance distribution business exclusively with one or more Insurance Undertakings. We give advice based on a limited analysis i.e. providing advice on a sufficiently large number of contracts and providers to enable us to recommend a product that meets a client's needs and we provide advice from the selection of products provided by the Companies we have agencies with. We recommend the product that, in our professional opinion, is best suited to your needs and objectives from this selection of products. We are a member of Brokers Ireland. As part of the process when giving our clients advice on investments, we will need to gather information with regards your investment knowledge and experience, if this information is not provided, we will not be able to determine whether the product is appropriate for you.

## **COMPANIES WE HAVE AGENCIES WITH**

### **Investment and Life Companies**

BCP Asset Management DAC	J&E Davy Unlimited Company
Cantor Fitzgerald Ireland Limited	Quest Retirement Solutions Limited
Conexim Advisors Limited	Independent Trustee Company Limited
Irish Life Assurance PLC	Zurich Life Assurance plc
Royal London Insurance DAC	New Ireland Assurance Company plc
Aviva Life & Pensions Ireland DAC	Standard Life International DAC

## **DISCLOSURE OF INFORMATION**

We act as your representative to the companies we have agencies with, and we will provide assistance on any queries you may have in relation to the policies or in the event of a claim during the life of the policies and we will explain to you the various restrictions, conditions and exclusions attached to your policy. However, it is your responsibility to read the policy documents, literature, and brochures to ensure that you understand the nature of the policy cover. Material information about medical history, smoker status, occupation category and any hazardous pursuits are central to underwriting decisions and it is imperative that all information you provide to the insurer is accurate and complete.

You are under a duty to answer all questions posed by the insurer or ourselves on your behalf, honestly and with reasonable care. It is presumed, unless the contrary is shown, that you would know all questions in an application or at renewal is material to the risk undertaken by the insurer or the calculation of the premium by that insurer, or both. Any failure to disclose material information may invalidate a claim and render your policy void. You must inform and disclose any material information including any material changes that might take place between the time you complete an application form and the time you pay the first premium.

To assist us in providing you with a comprehensive service and to keep our records as up-to date as soon as possible, please notify us of any changes to your personal circumstances, e.g., name change, change of address, etc.

## DEPOSIT REFERRALS

The Fairstone.ie website provides a referral service to customers in relation to deposit products through the Raisin platform which are free of charge to customers. Fairstone receives commission payments from Raisin of between 3-5% of the accumulated amount placed via the platform on foot of the referral. Fairstone and its partner firms do not engage in any advice or recommendation vis-à-vis the customer regarding type or suitability of deposit products. The referral is intended solely for customers who have indicated a deposit need and who are once on the Raisin platform have specified both the Bank and the type of deposit and who have not received any assistance from Fairstone in their choice. The contract is entered into directly between the customer and the Bank through the Raisin platform. The use of the Raisin referral link shall not imply any form of advice, recommendation, or other evaluation by Fairstone. The information serves merely to facilitate the customer's independent decision to place deposits with Raisin's partnered Banks and Credit Institutions or any other Bank or platform that it wishes to use. The information contained on the Raisin platform will change from time and Fairstone does not guarantee the completeness, correctness, and topicality of information, which is provided by these third-party Banks or Credit Institutions.

## SUSTAINABLE INVESTING

We will consider adverse impacts of investment decisions on sustainability factors in our investment and insurance-based investment advice.

We will gather your preferences of sustainable investing and build them into our Statement of Suitability for you. Ultimately, it is the Product Producers we have agencies with that create the Investment products we advise on, and it will be their documentation we are relying and providing on when advising you on sustainable investments. Information regarding Sustainable Finance Disclosures will be adhered to by the product Providers and their brochures and documents will outline their disclosures.

## REMUNERATION

In compliance with section 4.58A of the Consumer Protection Code 2012 as amended ("the act"), a summary of the details of all arrangements for any fee, commission, other reward, or remuneration paid or provided to Fortitude Financial Planning Limited trading as Fairstone which it has agreed with product producers is available on our website.

In respect of any insurance contracts, we may advise our clients on, we also disclose any commissions that we are likely to receive in advance of any transaction taking place as part of our overall recommendation

We are remunerated by commission from product producers on the completion of business. You may choose to pay in full for our services by means of a fee. Where we receive recurring commission, this forms part of the remuneration for ongoing advice with regards to the business we advise you on and we will provide you with an annual update on your investment business.

If we receive commission from a product provider, this will not be offset against the fee which we may charge you.

A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid or provided to us by the product producers is available on our website. If you need further explanation on this information, please do not hesitate to contact us.

## FEES

Our current appointment fees are set out below. This is the maximum amount we will charge for these consultations; however, we may run free or discounted consultations for specified periods of time, but we will not charge more than the stated amount:

Financial Consultation Services: €750

Financial Plan: from €1,500\*

Where invested assets are held, a minimum annual fee of €750 will apply, which will be reduced by any ongoing remuneration received from the investment provider in that year.

*\*€500 deposit payable upfront, with the balance due following the provision of the financial plan*

Additional fees may be payable for complex cases or to reflect value, specialist skills, or urgency. This can range from €200 per hour. We will notify you in writing in advance and agree the scale of fees to be charged. Our services do not include ongoing suitability assessments.

## 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. Please advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up-to-date advice and products best suited to your needs.

## CONFLICTS OF INTEREST

Where an unavoidable conflict of interest arises, we will advise you of this in writing before providing you with any service. As per above remuneration policy we receive payment from the companies we have agencies with, for the business you transact.

## DEFAULTS ON PAYMENTS BY CLIENTS

Fortitude Financial Planning Limited trading as Fairstone will exercise its legal rights to receive payments due to it from clients (fees) for services provided.

## CLIENT MONIES & RECEIPTS

We request that all cheques or negotiable instruments are made payable to the appropriate Product Provider for Life, Pensions, Investment business. We shall issue a receipt for each payment received, these receipts are issued with your protection in mind and should be stored safely. Every effort is made to ensure that clients' money is transmitted to the appropriate Product Provider without delay. We are not authorised to accept cash.

The acceptance by Fortitude Financial Planning Limited trading as Fairstone of a completed proposal does not in itself constitute the effecting of a policy. It is only when the Provider or Lender confirms the policy is in place or loan is drawn down that your policy is live.

## COMPLAINTS

We have a complaints procedure in place which is available on request. Your complaint can be in writing, email, telephone, or face to face. If your complaint is face to face or by phone, we will write to you to confirm our understanding of your complaint. We will acknowledge your complaint within 5 business days, advising you of the name of the person dealing with your complaint on behalf of the company. All complaints should be sent for the attention of the Fairstone Customer Experience Team, Fairstone, 2nd Floor, Maple House, Lower Kilmacud Road, Stillorgan, Co Dublin. Their e-mail is [complaints@fairstone.ie](mailto:complaints@fairstone.ie)

If in the event a complainant is dissatisfied with the outcome of our investigation, you are entitled to refer the matter to the Financial Services & Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, Lo call 01 5677000 email [info@fspoi.ie](mailto:info@fspoi.ie).

## DATA PROTECTION

We comply with the requirements of the Data Protection Acts 1988-2018. Fortitude Financial Planning Limited trading as Fairstone is committed to protecting and respecting your privacy. Our Data Privacy Notice will be provided to you at the time of data collection. We may use third party providers for onboarding of clients, these companies will also be regulated and adhere to the General Data Protection Regulations.

## COMPENSATION SCHEME

We are members of the 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. Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered, or managed by the firm cannot be returned to those clients for the time being and where 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 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, 1998; or compensation of up to €20,000. For further information, contact the Investor Compensation Company Ltd. at (01) 224 4955.

## GOVERNING LAW AND BUSINESS SUCCESSION

These Terms of Business shall be governed by and construed in all respects according to the laws of the Republic of Ireland and will be deemed to cover any successors in business to Fortitude Financial Planning Limited trading as Fairstone.