

Terms of Business including Schedule of Fees and Charges

These Terms of Business including Schedule of Fees & Charges set out the basis upon which Wallace Financial Consultants Ltd t/a Wallace Financial Consultants will provide Financial Advisory services to you. They also contain details of our regulatory and statutory obligations and the respective duties of both our firm and you in relation to such services. This is an important document – please read carefully and if you have any questions please contact us. If there are any material changes to the information in this document you will be issued with a revised copy as soon as possible.

Authorised Status

Wallace Financial Consultants (C2092) is regulated by the Central Bank of Ireland as an Investment Intermediary under the Investment Intermediaries Act 1995 (as amended) and as an Insurance Intermediary under the European Communities (Insurance Mediation) an insurance intermediary registered under the European Union (Insurance Distribution) Regulations 2018. Copies of our statements of Authorised Status from the Central Bank of Ireland are available on request.

Alternatively the Central Bank of Ireland holds registers of regulated firms which can be viewed on their website www.centralbank.ie.

Statutory Codes

Wallace Financial Consultants Limited is subject to and complies with the Central Bank of Ireland's consumer protection framework, including the Central Bank Reform Act 2010 (Section 17A) (Standards for Business) Regulations 2025, the Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Consumer Protection) Regulations 2025 (together referred to as the Consumer Protection Code), the Minimum Competency Code and the Fitness & Probity Standards, as applicable.

These Codes offer protection to consumers and can be found on the Central Bank of Ireland website www.centralbank.ie.

Our Services

Financial Services: Life Assurance, Deposits, Pensions & Retirement Planning, Investments.

We offer advice on a **fair analysis basis** in relation to all Financial Services products and services. **Fair analysis of the market** means providing services on the basis of a sufficiently large number of contracts or investment products and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract or investment product would be adequate to meet your needs and requirements.

We offer our clients an extensive choice of suitable products that best serve their needs and circumstances. On receipt of your instructions we will transmit orders on your behalf to one or more Insurers/Product Producers with whom we hold a written appointment (a list of which is available on request).

We do not have any 'tied' relationships with any institution that would compromise our ability to offer you impartial advice and choice. We do not guarantee nor make representations in regard to, and expressly disclaim responsibility for the financial security of the Insurance Companies and Product Producers with which we place business.

In providing our services, we are committed to informing clients effectively. This includes ensuring that information is clear, accurate, up to date, presented in plain and accessible language, and provided in a timely manner and through appropriate channels to support informed decision-making.

Complex Investments Instruments (MiFID) & Ongoing Suitability Assessments:

Ongoing suitability assessments will form part of the service to clients whose investments come under the remit of the MiFID Regulations 2017. Where your investment falls under these regulations we will provide you on an annual basis with a client report outlining any changes in the services or instruments involved &/or the circumstances of you, our client.

Sustainability Factors – Investment/IBIPs/Pension Advice

In accordance with the Sustainable Finance Disclosure Regulation ('SFDR'), we inform you that when providing advice on insurance-based investment products/Investments, we do not assess, in addition to relevant financial risks, relevant sustainability risks as far as this information is available in relation to the products proposed/advised on. This means that we do not assess environmental, social or governance events/conditions that, if they occur, could have a material negative impact on the value of the investment.

When providing advice on insurance-based investment products ('IBIPs') or investment advice we do not consider the impacts of our advice that result in negative effects on sustainability factors (namely environmental, social and employee matters, respect for human rights, anti-corruption and anti-bribery matters), because currently there is a very limited range of relevant products on the market which meet these criteria. The area of sustainability is relatively new and as the issue progresses, we will review our position. The firm will review this approach on an annual basis in January.

Where required by applicable regulation, we may gather information regarding a client's sustainability preferences as part of the fact-finding process. Where relevant and where suitable products are available, these preferences will be reflected in the statement of suitability. Suitability assessments will always prioritise a client's needs, objectives, personal circumstances, financial situation and attitude to risk.

Impact on Return

We have not assessed the likely impacts of sustainability risks on the returns of Investment/Pensions since we have not been able to identify any sustainability risks that are relevant.

Schedule of Fees & Charges:

Remuneration Financial Services

We will be remunerated for business services we offer you our client in a number of ways:

- By commission earned from Insurers and Product Producers to whom orders are transmitted. Summary details of these payments will be included in a product information document.

And/or

- By you directly in the form of a fee which we will discuss and agree in advance of all transactions; see **Fee Table** below.

And/or

- You also have the option to pay for the services we provide by way of a combination of commissions and fees which we will discuss and agree in advance of all transactions.

Fee Table for Advisory and Financial Planning Services

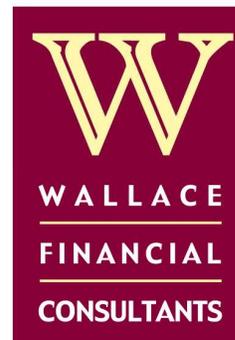
Fees may be charged on an hourly rate. This will always be discussed and agreed in writing in advance of any work being undertaken on a client's behalf.

Professional Advisor	Professional Fee (Hourly Rate Ex VAT)
Directors	€250
Accounts Executive/ Qualified Financial Advisers	€150
Support Staff	€80

- Additional fees may be payable for complex cases to reflect expertise or urgency. The basic hourly rate as outlined may be subject to change should these additional factors arise. This will always be discussed and agreed in advance of any work taking place.
- Professional Fees are non-refundable in the event that a policy is cancelled.
- A summary of the details of all arrangements for any fee, commission, other reward or remuneration paid or provided to Wallace Financial Consultants Limited which it has agreed with product providers" is available on our website www.wallacefinancialconsultants.ie under Remuneration.

Ongoing Remuneration

We wish to inform you that we receive ongoing remuneration from Product Providers in respect of the financial service provided to you. This remuneration is based on a percentage of the value of your investment, annual premiums and is intended to cover the ongoing service that we provide to you in relation to this product.



The nature of the service for which this remuneration is payable includes regular reviews of your product, updates on performance, and continued access to our advice.

Clients may review, amend or terminate an ongoing service arrangement at any time by providing written notice. Where an ongoing service arrangement is terminated, any associated ongoing remuneration will cease, subject to the terms of the relevant product or arrangement with the product provider.

Clawback

If we receive commission from a product provider [and off-set the commission against the fee which we would otherwise have charged you] but the commission is subsequently clawed-back by the provider because of early encashment by you or because of the transferring of the assets or business to another provider or in any circumstances consequent on your actions or omissions, we will charge a fee to you that is equal to 100% of the clawed-back commission. That fee will be owing in simple contract upon the claw-back of the commission.

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.

Handling Clients' Money

We will accept payments in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995 (as amended). The Company is not authorised to accept negotiable instruments in any other circumstances.

Receipts

Our firm will issue a receipt for each negotiable or non-negotiable instrument or payment received pursuant to Section 30 of the Investment Intermediaries Act 1995 (as amended).

Conflicts of interest

It is the policy of our firm to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises we will advise you of this in writing before providing you with any service. A full copy of our conflicts of interest policy is available on request.

Disclosure of Information

It is your responsibility to provide complete and accurate information for Insurers/Product Producers when arranging a policy. Failure to disclose any material information to your Insurers/Product Producer may invalidate your cover and could mean that all or part of a claim will not be paid.

Default on payments by clients

Our firm will exercise its legal rights to receive payments due to it from clients for services provided.

Insurers/Product Producers may withdraw benefits or cover in the event of default on payments due under policies of insurance arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Cancellation

You, the customer can cancel your policy at any time by giving notice in writing subject to the terms and conditions of the applicable policy.

Complaints

Upon receipt of an oral complaint, we will offer the option to address it through the firm's established complaints procedure. We will permit and facilitate submission of complaints in writing by post and by electronic means. We will acknowledge your complaint in writing within 5 working days and fully investigate it. We shall investigate the complaint as swiftly as possible, and the complainant will receive an update on the complaint at intervals of no more than 20 working days from the date on which the complaint is made. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Financial Services and Pensions Ombudsman (FSPO). The Financial Services and Pensions Ombudsman can be contacted at www.fspo.ie, by email at info@fspo.ie or by telephone at +353 (0)1 567 7000. A full copy of our complaint procedure is available at www.wallacefinancialconsultants.ie and on request.

Investor Compensation Scheme

We are members of the Investor Compensation Scheme established under section 30 of the Investor Compensation Act 1998. The Act provides that compensation shall be paid to eligible investors (as defined in the Act) to the extent of 90% of an investor's net loss or €20,000, whichever is the lesser, and is recognised as being eligible for compensation. Further details are available on request.

Brokers Ireland Compensation Scheme

We are a member of Brokers Ireland and of the Brokers Ireland Clients' Compensation and Membership Benefits Scheme (BIC). Subject to the rules of the scheme the liabilities of its members firms up to a maximum of €100,000 per client (or €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 Investor Compensation Scheme has failed to adequately compensate any client of the member. Further details are available on request.

Governing Law and Language

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

Anti - Money Laundering/Countering the Financing of Terrorism

Our firm reserves the right to request any facts about a client which it reasonably believes it needs to know in order to comply with the prevailing Criminal Justice (Money Laundering and Terrorist Financing) legislation.

Data Protection

Wallace Financial Consultants Limited 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. Your data will be passed to the relevant product producers with whom Wallace Financial Consultants Limited has agencies for the purpose of arranging transactions agreed with you. Your data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Notice and Data Protection Policy and Procedures. This information will only be used to provide you with business services, to meet any legal and regulatory obligations, and for legitimate business reasons. Personal data will be retained for no longer than is necessary for the purposes for which it is processed, in accordance with applicable legal, regulatory and data protection requirements. Further information on data retention periods is set out in our Data Privacy Notice.

From time to time, we may send information about other financial products and services, provided by us or associated companies with which we have a formal business arrangement, which we think may be of interest to you. You have the right to ask us not to send you this marketing material and, at any time you can 'opt out' of receiving marketing material. You have a right to see the information that is held on you and you can do this by writing to me at the address given. We would like to contact you by way of letter, email or telephone call. If you would like to receive such marketing information please complete the permission statements contained in the Terms of Business Client Acknowledgement Letter attached. 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 finance@dwallace.ie if you have any queries about your personal data.

Post-Contract Stage and Claims

You must cooperate with the insurer in an investigation of insured events including responding to reasonable requests for information in an honest and reasonably careful manner and must notify the insurer of the occurrence of an insured event in a reasonable time.

You must notify the insurer of a claim within a reasonable time, or otherwise in accordance with the terms of the contract of insurance.

If you become aware after a claim is made of information that would either support or prejudice the claim, you are under a duty to disclose it. (The insurer is under the same duty).

If you make a false or misleading claim in any material respect (and know it to be false or misleading or consciously disregards whether it is) the insurer is entitled to refuse to pay and to terminate the contract.

The Atrium
Blackpool Park
Blackpool
Cork
Tel 021 421 1891
Fax 021 421 2001
[Email finance@dwallace.ie](mailto:finance@dwallace.ie)



Where an insurer becomes aware that a consumer has made a fraudulent claim, they may notify the consumer advising that they are voiding the contract of insurance, and it will be treated as being terminated from the date of the submission of the fraudulent claim. The insurer may refuse all liability in respect of any claim made after the date of the fraudulent act, and the insurer is under no obligation to return any of the premiums paid under the contract.

Direct Marketing

We would like to keep you informed of various Pension, Insurance, Investment and any other services provided by us or Associated Companies with which we have a formal business arrangement, and which we think may be of interest to you. If you do wish to receive such marketing information please tick the relevant box below.

These Terms of Business including Schedule of Fees & Charges are valid from March 2026 until further notice.



Client Acknowledgement

Terms of Business including Schedule of Fees & Charges

I acknowledge that I have been provided with a copy of the Terms of Business including Schedule of Fees & Charges of Wallace Financial Consultants (Version – March 2026) and confirm that I have read and understand them.

Direct Marketing

I confirm having read the paragraphs in relation to Data Protection and Direct Marketing in the Terms of Business and above, and consent to Wallace Financial Consultants making contact with me in relation to the range of services provided by Wallace Financial Consultants by way of any or all of the below (please indicate accordingly):

Letter Phone Email SMS text Newsletter

Signed:

Date:

Signed:

Date:

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