



Fusion Financial Planning Ltd. t/a Mind My Money

6, Glencairn Park
Sandyford
D18 N9R3
T: 01 4933 880
E: aaron@fusionfp.ie

CLIENT ACKNOWLEDGEMENT

I/We acknowledge and confirm that I/we have been provided with a copy of the Terms of Business of Fusion Financial Planning Limited t/a Mind My Money and that I/we have read through, understand and consent to these terms.

I/We acknowledge and confirm that I/we have been provided with a copy of the Data Privacy Notice of Fusion Financial Planning Limited t/a Mind My Money and that I/we have read through and understand the document contents.

DIRECT MARKETING

I / We consent to **Fusion Financial Planning Limited t/a Mind My Money** making contact with me/us in relation to the protection, savings, investments, pension, retirement and other appropriate products that may help in my financial affairs (customer to delete where applicable) provided by **Fusion Financial Planning Limited t/a Mind My Money**.

Please tick each of the ways in which you wish us to contact you;

Letter

Landline

Mobile Phone

Email

SMS Text

THIRD PARTIES

Fusion Financial Planning Limited t/a Mind My Money will not pass on your details to any third parties.

Signed: _____ **Date:** _____

Signed: _____ **Date:** _____

NOTE

You may opt out of this service at any time by writing to **Fusion Financial Planning Limited t/a Mind My Money** or by selecting the unsubscribe option on any email sent to you.



Fusion Financial Planning Ltd. t/a Mind My Money

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Date: _____

Terms of Business

Dear

I attach for your information a document setting out the terms under which my firm will provide insurance and investment business services to you.

You should read through this document and if there are any matters on which you require clarification, I will be happy to explain the matter in more detail.

These terms will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you at our next meeting.

Data Protection

Fusion Financial Planning Limited t/a Mind My Money complies with 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 **Fusion Financial Planning Limited t/a Mind My Money** has agencies for the purpose of arranging transactions agreed with you.

Yours sincerely,

Fusion Financial Planning Limited
t/a Mind My Money

Office: 01 493 3880
Mobile: 086 850 7953
E-Mail: aaron@fusionfp.ie



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Terms of Business of Fusion Financial Planning Limited t/a Mind My Money

These terms of business will remain in force and shall apply to any business service provided to you now or at a future date. Should my firm change any of its business terms at a future date I will advise you at our next meeting.

- The full name and address of the firm is set out on the top of this document.
- **Fusion Financial Planning Limited t/a Mind My Money** is authorised and regulated by the Central Bank of Ireland. Central Bank reference number is C422206.
- **Fusion Financial Planning Limited t/a Mind My Money** registered to undertake insurance mediation under the European Union (Insurance Distribution) Regulations 2018, as an Investment Intermediary. Copies of our regulatory authorisations are available on request. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at www.centralbank.ie to verify our credentials. (Our reference number is C422206)
- **Fusion Financial Planning Limited t/a Mind My Money** is subject to the Minimum Competency Code and Regulations 2017, the Consumer Protection Code 2012 and, Fitness and Probity Standards 2014, which can be viewed on www.centralbank.ie
- **Fusion Financial Planning Limited t/a Mind My Money** offers a range of products and services including life assurance, pensions and investments.
- **Fusion Financial Planning Limited t/a Mind My Money** holds written appointments with a number of insurance undertakings, lenders and product producers; however, **Fusion Financial Planning Limited t/a Mind My Money** has selected one preferred product producer, Irish Life Assurance plc for life insurance plans (including life assurance, specified illness cover, income protection, unit linked savings, investments, and pension plans), tracker bonds, and Personal Retirement Savings Accounts (PRSAs). Analysis of the market will be limited to products provided by Irish Life Assurance plc. A list of the product producers with which **Fusion Financial Planning Limited t/a Mind My Money** holds an agency appointment outlined at the end of this document.
- **Fusion Financial Planning Limited t/a Mind My Money** may receive commission and other payments from the life assurance provider to whom orders are transmitted. We are remunerated by commission and other payments by product producers on the completion of business. A summary of the details of all arrangements for any fee, commission or other rewards or remuneration paid or provided to the intermediary which it has agreed with product producers is available in our office and on our website. Summary details of these payments will be included in a product information document, under the Customer Information Notice section, which you are legally entitled to receive before an application for a product is completed. These payments are included in the charges of your product. Any ongoing commission shown in the Customer Information Notice will be paid to me as long as I continue to be your Financial Adviser. The full details of the commission **Fusion Financial Planning Limited t/a Mind My Money** receives for Life Assurance products (excluding Company Pension products) will be included in your Welcome Pack which is issued to you. Details of company pension and bank products' commission are available upon request. In certain circumstances the firm may charge you a fee for the services

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provided. If we do this we will provide you with a written estimate of this in advance of providing any business service.

- **Fusion Financial Planning Limited t/a Mind My Money** 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 **Fusion Financial Planning Limited t/a Mind My Money** 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, including newsletters to keep you informed, to meet any legal and regulatory obligations, and for legitimate business reasons. From time to time, we will 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, telephone call or SMS text message. 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 aaron@fusionfp.ie if you have any queries about your personal data.
- It is the policy of **Fusion Financial Planning Limited t/a Mind My Money** to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict may arise we will advise you of this in writing before proceeding to provide any business service. If you have not been advised on any such conflict you are entitled to assume that none arises.
- **Fusion Financial Planning Limited t/a Mind My Money** will, if necessary, exercise its legal rights to receive any payments due to it, from clients for business services provided. Irish Life Assurance plc may withdraw benefits on default of payments due under any products arranged for your benefit. Details of these provisions will be included in your product Terms and Conditions.
- Any complaint that you may have in relation to the business services provided should be made verbally or preferably in writing to **Fusion Financial Planning Limited t/a Mind My Money** outlining the nature of your complaint. All complaints will be acknowledged in writing within 5 business days of the complaint being received. The complaint will be fully investigated by **Fusion Financial Planning Limited t/a Mind My Money** and a full response will be provided to you as soon as possible. We will aim to provide this response not later than 40 business days from receipt of your complaint and will provide you with a regular update on the progress of the investigation of the complaint at intervals of not greater than 20 business days, starting from the date on which the complaint was made. In the event that you remain dissatisfied with the firm's handling of and response to your complaint you are entitled to refer your complaint to the Financial Services and Pensions Ombudsman (contact details below).

Financial Services and Pensions Ombudsman
Lincoln House

Office: 01 493 3880
Mobile: 086 850 7953
E-Mail: aaron@fusionfp.ie



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Lincoln Place
Dublin 2
Phone: 01 567 7000
E-mail: info@fspo.ie
Website: www.fspo.ie

- **Fusion Financial Planning Limited t/a Mind My Money** is a member of the investor compensation scheme run by the Investor Compensation Company Limited. The scheme provides a way of paying certain investors compensation, subject to the relevant limits, if they suffer financial loss caused by an investment firm being unable to meet its financial obligations (in other words, pay everything it owes). In the event that a right to compensation is established, the amount payable is the lesser of ninety per cent of your loss, which is recognised as being eligible for compensation, or €20,000.
- Investment Products; while **Fusion Financial Planning Limited t/a Mind My Money** considers the approach taken by Irish Life Assurance plc in terms of them integrating sustainability risks into their product offering, as we have selected one preferred provider for investment products, analysis when choosing a suitable investment product for you will be limited to products provided by Irish Life Assurance plc. However, should you specifically seek a financial product which has sustainable investment as its sole / specific objective, and no such product is available from the range of products offered by Irish Life Assurance plc, **Fusion Financial Planning Limited t/a Mind My Money** will conduct analysis of the product offerings available from the other insurance undertakings, lenders and product producers with whom **Fusion Financial Planning Limited t/a Mind My Money** holds written appointments.

When providing advice, the **Fusion Financial Planning Limited t/a Mind My Money** does not consider the adverse impacts of investment decisions on sustainability. The firm will review this annually and make revisions when and if appropriate.

- **Consumer Insurance Contracts Act 2019**
For the protection of clients, the Act imposes duties on both the client and insurance undertaking or product producer at pre / post contract stage, as well as in respect of claims handling.
- **Cooling off Period**
Life Insurance Contracts may be cancelled by giving notice in writing to us or insurance undertaking or product producer This “cooling off” period allows 30 days, from the day Insurance undertaking or product producer send you your plan documents, to change your mind. Should you choose to cancel your plan, all benefits will end and you will receive a refund for any premiums due. You will only be liable for the cost of the premium for the period of cover already received.

A Savings/Investment contract may be cancelled within 30 days, as above. All benefits will end however, the refund value of your investment will account for any fall in the value of your investment that may have taken place during that 30-day period. You may not get back the full amount invested as the amount refunded is the value on the date of cancellation.

Insurance undertaking or product producer may withdraw benefits on default of payments due under any products arranged for your benefit. Details of these provisions will be included in your product Terms and Conditions.

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- **Claims**

Insurance undertaking or product producer will handle all claims promptly and fairly.

Any contract with insurance undertaking or product producer is issued on the understanding that the information given on the application form and any related document is true and complete. If this is not the case Insurance undertaking or product producer has the right to cancel the contract of Insurance or refuse payment of any claim made.

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) insurance undertaking or product producer is entitled to refuse to pay and to terminate the contract. Where insurance undertaking or product producer becomes aware that a client has made a fraudulent claim, they may notify the client advising that they are voiding the contract of insurance.

Insurance undertaking or product producer may refuse all liability in respect of any claim made after the date of the fraudulent act and is under no obligation to return any of the premiums paid under the contract.

Where insurance undertaking or product producer cancels the insurance contract, they will repay the balance of any premium due to the client and will provide the reason for cancellation.

Any exclusions of cover will be explicitly advised prior to the commencement of the contract. It is expected that clients cooperate with insurance undertaking or product producer with respect to any investigation of insured events including responding to reasonable requests for information in an honest and reasonably careful manner and must notify them of the occurrence of an insured event in a reasonable time and in accordance with the terms of the contract of insurance.

Should a client become aware, after a claim is made, of information that would either support or prejudice the claim, they have a duty under the Act to disclose it. (Insurance undertaking or product producer is under the same duty).

- **Effect of failure to comply with the Act**

A court of competent jurisdiction may reduce the amount of benefit paid to you, if you are in breach of your duties under the Act.

These Terms of Business are effective from **22nd February 2024**

Insurance Undertakings:

The following are a list of Insurance undertakings and product producers from which letters of appointment are held by Fusion Financial Planning Limited t/a Mind My Money.

**Irish Life Assurance plc
Aviva Life and Pensions
New Ireland Life Assurance plc
Royal London Assurance Co.
Standard Life Assurance Ltd.
Utmost PanEurope DAC
Zurich Life Assurance plc**

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