

## **Terms of Business of Robert Ryan Insurances (Limerick) Ltd T/A UrLife:**

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.

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife carries on business at 1<sup>st</sup> & 2<sup>nd</sup> Floor, 9 Roches Street, Limerick, V94 X3Y4. Telephone No: (061) 314442. Email: [hello@urlife.ie](mailto:hello@urlife.ie)  
It is registered in the Company Registration Office under Company Number 264275.

### **Authorisations:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife is authorised and regulated by the Central Bank of Ireland. Central Bank reference number is C2135.
- Robert Ryan Insurances (Limerick) Ltd t/a UrLife is registered to undertake insurance mediation under the European Union (Insurance Distribution) Regulations 2018, as an Investment Business Firm, authorised under Section 10 of the Investment Intermediaries Act, 1995, and as an Investment Product Intermediary, under Section 31 of the Investment Intermediaries Act, 1995 (as amended). Copies of or regulatory authorisations are available on request. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland in 1890 777 777 or alternatively visit their website at [www.centralbank.ie](http://www.centralbank.ie) to verify our credentials. (Our reference number is C2135)

### **Statutory Codes:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife is subject to the Minimum Competency Code and Regulations 2017, the Consumer Protection Code 2012, Fitness and Probity Standards 2014, and the Handbook of Prudential Requirements for Investment Intermediaries which can be viewed on [www.centralbank.ie](http://www.centralbank.ie)

### **Services Provided:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife offers a range of products and services including Life Assurance, Pensions and Investments.
- Robert Ryan Insurances (Limerick) Ltd t/a UrLife holds written appointments with a number of insurance undertakings and product producers: however, Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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 Robert Ryan Insurances (Limerick) Ltd t/a UrLife holds an agency appointment outlined at the end of this document.
- We will provide assistance to you for 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 the terms and conditions 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, particularly in relation to Income Protection and Specified Illness policies. Specifically, on the subject of Income Protection policies it is policy to explain to you:
  - A. The Meaning of disability as defined in the policy;
  - B. The benefits available under the policy;
  - C. The general exclusions that apply to the policy; and
  - D. The reductions applied to the benefit where there are disability payments from other sources.

For a specified illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

### **Regular Reviews:**

- It is in your best interest that you review, on a regular basis, the products which we have arranged for you. As your circumstances change, your needs will change. You must advise us of those changes and request a review of the relevant policy so that we can ensure that you provided with up-to-date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review, may result in you having insufficient insurance cover and/or inappropriate investments.

## **Investment Products/ Insurance Based Investment Products (IBIPs):**

- Ongoing suitability assessments form part of the service to our clients. On an annual basis the firm will carry out a periodic review of suitability.

## **No consideration of adverse impacts of investment decisions on sustainability factors:**

- When providing advice, the Robert Ryan Insurances (Limerick) Ltd t/a UrLife does not consider the adverse impacts of investment decisions on sustainability.

The firm will review this annually and make revisions when and if appropriate.

For investment products, as Robert Ryan Insurances (Limerick) Ltd t/a UrLife has selected Irish Life as a preferred provider, analysis when choosing a suitable investment product for you will be limited to products provided by Irish Life Assurance plc, therefore Robert Ryan Insurances (Limerick) Ltd t/a UrLife considers the approach taken by Irish Life Assurance plc in terms of them integrating sustainability risks into their product offering.

## **Remuneration and Fees:**

- We are remunerated by commission and other payments from product producers on the completion of business. A summary of the detail of all arrangements for any fee, commission or other rewards or remuneration paid or provided to be to the intermediary which it has agreed with the product producers in our office.
- Robert Ryan Insurances (Limerick) Ltd t/a UrLife may receive commission and other payments from the life assurance provider to whom orders are transmitted. 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 the firm as long as we continue to be your Financial Adviser. The full details of the commission Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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 products commission are available upon request. In certain circumstances the firm may charge you a fee for the services provided. If we do this, we will provide you with a written estimate of this in advance of providing any business service.
- Where we receive commission from product provider, this may be offset against the fee which we will charge you. If the commission is greater than the fee due, the commission may become the amount payable to the firm unless an arrangement to the contrary is made.
- You may elect to deal with us on a fee basis. Principles / directors €200.00 per hour Senior Advisers €150.00 per hour Associates €100.00 per hour Support staff €60.00 per hour Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency, our scale of fees for such cases range from a minimum of €60.00 per hour to a maximum of €200.00 per hour. We will notify you in advance and agree the scale of fees to be charged. Personal Retirement Savings Accounts (PRSAs) fees where advice is requested for PRSAs, the following hourly fees will apply.
  - Principles / Directors €200.00 per hour
  - Senior Advisers €150.00 per hour
  - Associates €100.00 per hour
  - Support staff €60.00 per hour
- Where we receive recurring commission, this forms part of the remuneration for initial advice provided and also for the ongoing management of your policy. In relation to Pension/Savings/Investment Business, including Life Insurance/Specified illness/Income Protection.

## **Data Protection:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife complies with the requirements of the General Data Protection Regulation 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 Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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. 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 statement 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 [hello@urlife.ie](mailto:hello@urlife.ie) if you have any queries about your personal data.

### **Conflict of Interest:**

- It is the policy of Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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.

### **Failure to Pay or Default:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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.

### **Consumer Insurance Contracts Act:**

For the protection of clients, the Act imposes duties on the client, Robert Ryan Insurances (Limerick) Ltd t/a UrLife and the product provider at pre / post contract stage, as well as in respect of claims handling.

### **Client Responsibilities**

Failure to answer all questions the insurer asks honestly and with reasonable care could invalidate your insurance cover; all/or part of the claim may not be paid. In the case of a policy effected by a company then the directors of the company or any persons appointed by them are responsible for answering all questions honestly and with reasonable care.

### **Cooling off Period:**

- Life Insurance Contracts may be cancelled by giving notice in writing to us or the product provider. This “cooling off” period allows 30 days; from the day the product provider sends 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.

The product provider 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.

### **Claims:**

- Irish Life Assurance plc will handle all claims promptly and fairly.  
Any contract with a product provider 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 the product provider 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) the product provider is entitled to refuse to pay and to terminate the contract. Where the product provider becomes aware that a client has made a fraudulent claim, they may notify the client advising that they are voiding the contract of insurance.  
The product provider 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 the product provider 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 Irish Life Assurance plc 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 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. (Irish Life Assurance plc 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.

**Documentation:**

- We recommend that all quotation enclosers, completed documentation including proposal forms, policy schedules/policy documentation are checked to ensure that they are in accordance with your requirements. If they are not, or if any clarification/amendment of any aspect of the policy is required, you must contact us immediately with your instruction.  
Prior to entering into a contract, we will provide you with the product producer's generic terms & conditions and if relevant, you will be provided with specific terms & conditions to reflect your circumstances.  
We liaise with product producers to send our clients a formal policy document as soon as possible. This document sets out the various policy Terms & Conditions and these should be read carefully and understood.

**Complaints:**

- It is preferred that any complaint that you may have in relation to the business services provided be made in writing to Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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 Robert Ryan Insurance (Limerick) Ltd t/a UrLife 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 received. 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 here below).

Financial Services & Pension Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
Phone: (01)567 7000  
Email: Info@fspo.ie  
Website: www.fspo.ie

**Investor Compensation Scheme:**

- Robert Ryan Insurances (Limerick) Ltd t/a UrLife 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 €20,000.00.

**Insurance Undertakings:**

- The following are a list of Insurance undertakings and product producers from which letters of appointment are held by Robert Ryan Insurances (Limerick) Ltd t/a UrLife.

Irish Life, Aviva Life & Pensions, Zurich Life, New Ireland, Standard Life, Royal London, Newcourt Retirement Fund Managers, Newcourt Pensioner Trustees Ltd, Wealth Options, Phoenix Life Limited, t/a Phoenix Ireland, BCP Asset Management Ltd.

**These Terms of Business are effective from 1<sup>st</sup> of September 2024**