Terms of Business

Howard Financial Services Limited t/a IWantAMortgage.ie, 2 Mountain Common, Ardfield, Co. Cork.

Email (mortgages): francis@iwantamortgage.ie

Email (life, pensions and protection): francis.howard@askacorn.ie

Website: www.iwantamortgage.ie

Tel: 086 865 2592

These Terms of Business set out the general terms under which our firm will provide business services to you and the respective duties and responsibilities of both the firm 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 with the Central Bank of Ireland

Howard Financial Services Limited (C430229) t/a IWantAMortgage.ie is regulated by the Central Bank of Ireland as an Insurance Intermediary registered under CBI Authorisation, and as a Mortgage Intermediary authorised under CBI Authorisation, both effective from 02/11/2020. 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.

Trading Names

Howard Financial Services Limited trades as IWantAMortgage.ie.

Codes of Conduct

Howard Financial Services Limited t/a IWantAMortgage.ie is subject to the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards which offer protection to consumers. These Codes can be found on the Central Bank's website www.centralbank.ie.

Our Services

Our principal business is to provide advice and arrange transactions on behalf of clients in relation to mortgages, and life assurance, pensions, investments, savings, and mortgage protection products. A full list of lending agencies with whom we deal in relation to mortgages is available on request.

Mortgages — Fair Analysis of the Market

We provide mortgage advice on a fair analysis of the market (providing services on the basis of a sufficiently large number of products and product producers available on the market).

Life, Pensions and Protection — Sole Agency

Howard Financial Services Limited operates under a sole agency agreement with Acorn Brokerage Limited, trading as Ask Acorn, for insurance distribution activities. This means that in relation to life assurance, pensions, investment, savings and protection products, we offer products from Acorn Brokerage Limited only, and not from the whole market. This is different from the fair analysis basis on which we provide mortgage advice — please ask us if you would like this distinction explained further.

Acorn Brokerage Limited t/a Ask Acorn is separately regulated by the Central Bank of Ireland.

For life, pensions and protection matters, you can contact us at francis.howard@askacorn.ie. For mortgage matters, please use francis@iwantamortgage.ie.

Mortgages

Howard Financial Services Limited t/a IWantAMortgage.ie can provide advice on and arrange mortgage products from the following range: fixed-rate loans, variable rate mortgages, capital & interest mortgages, interest only mortgages, residential investment property.

We provide mortgage advice on a fair analysis of the market (providing services on the basis of a sufficiently large number of products and product producers available on the market).

We have agencies with the following mortgage lenders:

Bank of Ireland

Permanent TSB PLC

Haven Mortgages

Avant Money

ICS Mortgages

MoCo

Nua Money

We also provide advice on life assurance, pensions, investments, savings, and mortgage protection products. A full list of insurers and product producers we hold agencies with is available on request.

We will need to collect sufficient information from you before we can offer any advice on housing loans to assess the products that may be suitable for you and available to you. This is because a key issue in relation to mortgage advice is affordability. Such information should be produced promptly upon our request.

Statement of Charges

We are remunerated by commission and other payments from product producers or lenders on the completion of business.

You may choose to pay in full for our services by means of a fee.

Mortgages

We may receive up to 1% (or whatever maximum is applicable) of the loan for arranging mortgage finance. This commission is paid by the mortgage lender. The actual amount of commission will be disclosed at a later stage in the ESIS (European Standardised Information Sheet) which will be forwarded to you. Information on the variation in levels of commission payable by the different creditors providing credit agreements being offered are available on request.

We charge a fee of **€500 for a full mortgage application**. An initial **€200 assessment fee** is payable at the point a client proceeds to a full underwritten assessment. If the client subsequently proceeds to a full mortgage application, this €200 is credited in full toward the €500 application fee, meaning a further **€300** becomes payable at that stage — bringing the total paid to €500. If a client does not proceed to a full application after the assessment, the €200 assessment fee is retained and is non-refundable. This fee is not in any way an indication of mortgage/loan approval. Our fee will be notified to the lender who will include this fee into the calculation of the APRC (Annual Percentage Rate Charge).

Life, Pensions and Investments

For life assurance, pensions, investment, and savings products, we are remunerated by commission only from Acorn Brokerage Limited t/a Ask Acorn on completion of business. No separate fee is charged to you for life, pensions, investment or protection advice.

Please note that lenders may charge specific fees in certain circumstances and if this applies, these fees will be specified in your Loan Offer. You have the right to pay a fee separately and not include it in the loan. Typically, this situation arises in relation to specialist lending.

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

Disclosure of Information

Any failure to disclose material information may invalidate your application or affect the outcome of any mortgage offer made to you.

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.

Default on payments by clients

We will exercise our legal rights to receive payments due to us from clients (fees) for services provided.

Mortgage lenders may seek early repayment of a loan and interest if you default on your repayments. **Your home is at risk if you do not maintain your agreed repayments.**

Complaints

Whilst we are happy to receive verbal complaints, it would be preferable that any complaints are made in writing. We will acknowledge your complaint in writing within 5 business days and we will 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 not greater than 20 business days starting 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). A full copy of our complaints procedure is available on request.

Data Protection

We are subject to the requirements of the General Data Protection Regulation 2016 and the Data Protection Acts 1998 to 2018.

Howard Financial Services Limited t/a IWantAMortgage.ie is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client.

The data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Privacy Notice; this will be given to all our clients at the time of data collection.

We will ensure that this Privacy Notice is easily accessible. Please refer to our website, or if this medium is not suitable, we will ensure you can easily receive a copy by hard copy. Please contact us at francis@iwantamortgage.ie if you have any concerns about your personal data.

Compensation Scheme

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. See below for details.

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.

The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such a compensation scheme and our firm is a member of this scheme.

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.

Registered Office: Howard Financial Services Limited T/A IWantAMortgage.ie: 2 Mountain Common, Ardfield, Co. Cork.

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