

## **About MyWealthManagement Ltd.**



MyWealthManagement Limited trading as Sheahan Financial Planning ("the Company") is regulated by the Central Bank of Ireland as an investment business firm pursuant to the Investment Intermediaries Act 1995 as amended and is registered as an insurance intermediary under the EU ( Insurance Mediation ) Regulations 2005, as amended. We are authorised to provide insurance and investment services.

The Central Bank of Ireland holds registers of regulated firms.

You may contact the Central Bank of Ireland on 01 4104000 or alternatively visit their website on [www.centralbank.ie](http://www.centralbank.ie) to verify out credential. Our Central Bank number is C50505.

### **Codes of Conduct**

We are subject to the following Codes of conduct issued by the Central Bank of Ireland. These codes offer protection to our clients and all of the Codes can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie) - Consumer Protection Code 2012, Minimum Competency Code 2011, Handbook of Prudential Requirements for Investment Intermediaries 2014, Fitness & Probity Standards 2014.

### **Our Services**

The Company provides advice in relation to all classes of non – life insurance (motor, property, liability, marine, etc) life assurance (pensions, investments, term, PRSA's, etc ) with the Insurers from which appointments are held. This firm does not have any "tied" relationships with any institution that would compromise its ability to offer you independent advice and choice.

Unless other wise agreed our services to our clients include

- Advising our clients on their insurance. ;
- Arranging insurance cover in accordance with our clients instructions ;
- Assisting our clients with alterations to such insurance cover they may wish to make
- Assisting our clients with claims on insurance policies we have arranged.

Whilst we seek to place insurance contracts with undertakings which are financially secure we cannot guarantee the solvency or continued solvency of any insurance undertaking, Clients should be aware that the financial position of an insurer can change following inception of cover.

We provide our Insurance and investment services to our clients on a fair analysis basis. "Fair analysis of the market" means that our firm provides its services on the basis of a sufficiently large number of contracts and product providers available on the market to enable our firm to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet our clients consumer's needs.

### **Consumer Information:**

This firm is a member of the investor compensation scheme established under the Investor Compensation Act, 1998 (The Act). The legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to clients of firms covered by the Act.

However, you should be aware that a right to compensation will only arise where money or investment instruments held by this firm on your behalf cannot be returned either for the time being or for the foreseeable future and where the client falls within the definition of eligible investor as contained in the Act. In the event that a right to compensation is established, the amount payable is the lesser of 90 per cent of your loss, which is recognised as being eligible for compensation or €20,000.

In addition to the compensation available under the Investor Compensation Act, 1998, My Wealth Management holds professional indemnity insurance as required by the Central Bank of Ireland.

### **Remuneration Policy**

The Company is remunerated by commission or a fee or a combination of both. In respect of non - life business fees will be charged up to a maximum of twenty per centum of the premium and subject to a minimum of €50 on each transaction.

The Company may be in receipt of soft commissions from some insurance undertakings.

In respect of Life insurance the Company is remunerated by either commission or fee or a combination of both. Fees will be agreed in writing in advance of the provision of service with the client.

### **Premium Payments and Default Remedies**

The Company will accept payments in cash and by cheque in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995. The Company is not authorised to accept cash or negotiable instruments in any other circumstances.

The Company is precluded from paying a premium to an insurer which it has not received. Insurers are entitled to cancel all cover if they are not in receipt of the full premium. It is critical that the Company is in receipt of the full premium before the renewal date or inception of a new policy.

### **Confirmation of Cover and Policy Documents**

As soon as is reasonably practicable after completion of an instruction we will confirm to you the full details of the cover arranged.

The Company will send you a formal policy document within 5 business days of all relevant information being provided by you the consumer and cover being underwritten, provided always that the policy documents have been received by us from the insurance undertaking.

We recommend you read all documentation issued to you by either The Company or any insurer, thoroughly, to ensure the instructions given have been carried out in accordance with your requirements. Any alterations or clarification required should be sought immediately.

### **Confidentiality/Personal Data**

We collect your personal details to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for legitimate purpose. To fulfil these objectives we may share information with our affiliated professional partners with whom we may have aligned ourselves to from time to time. The information and other data provided to our company may be used to advise you of product and services we may offer. You have the right at any time to request a copy of any "personal data" within the meaning of the Data Protection Act 1988 (as amended or re-enacted from time to time) that our office holds about you and to have any inaccuracies in the information corrected. The Company may at its absolute discretion disclose and /or transfer your personal information to a connected entity or any third party.

### **Conflicts of Interest**

It is the policy of the Company to avoid conflicts of interest. Where an unavoidable conflict arises we will advise you in writing before providing any business service.

### **Complaints**

The Company has in place a written procedure for the handling of complaints. This procedure ensures that all complaints are recorded and acknowledged within 5 business days. All complaints are fully investigated and the complainant updated in writing, at intervals not greater than 20 days. When the complaint is not resolved within 40 business days the Company will advise the complainant of the anticipated time frame within which is hoped to resolve the complaint and of the complainant's right to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. The Company will advise the complainant, in writing, within 5 business days of the completion of the investigation of the complaint and the outcome of the investigation and where the applicable the terms of any offer or settlement.

All Complaints should be directed to MyWealthManagement, 51 South Mall, Cork.

If the complainant still remains dissatisfied with the handling of and / or the response to a complaint they may refer the matter to the Financial Services Ombudsman Bureau, 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2, Phone 1890 882090.

Unless you advise us otherwise in writing within the next 14 days we will assume that the terms in this document are acceptable to you and this document will form the basis of our business relationship with you.