

Terms of Business Including Schedule of Fees & Charges

Trident Benefit Consulting Ltd t/a Trident Consulting, Pension Solutions is authorised as an investment business firm under Section 10 of the Investment Intermediaries Act, 1995 (as amended), to provide the services of an investment intermediary (Ref. No. C41467).

Copies of our regulatory authorisations are available on request. The Central Bank maintains a register of all regulated firms on www.centralbank.ie

Contact details

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Statutory Codes

Trident Consulting is subject to and complies with the Consumer Protection Code, Minimum Competency Code and Fitness & Probity Standards. These Codes offer protection to consumers and can be found on the Central Bank of Ireland website www.centralbank.ie

Our Regulated Services

Trident Consulting advises companies, pension scheme trustees and individuals (as appropriate) in relation to:

- Company pension plans
- Individual pension plans
- AVCs
- Approved Retirement Funds (ARFs) and Approved Minimum Retirement Funds (AMRFs)
- Personal Retirement Savings Accounts (PRSAs)
- Life assurance cover
- Serious Illness cover
- Disability insurance (PHI)
- Savings and investment plans
- Retirement counselling
- Redundancy counselling
- Pension scheme reviews

Charges

Trident Consulting is remunerated for the consultancy services it provides predominantly by way of a fee which we will discuss and agree with you in advance of providing these services.

OR

By way of a commission which is paid to us by the Insurer or Product Producer with whom we may complete business on your behalf. Trident Consulting will fully disclose all commissions payable

Schedule of Fees & Charges

Fees for our Professional Consultancy Services are charged at €275 (including vat) for the first consultation. This fee covers our meeting with you and afterwards writing to you summarising the meeting and any recommendations made. Following this consultation we will assess the scope of work to be completed on your behalf and advise you of the fees applicable. Only with your agreement will we proceed to undertake any work on your behalf.

Fees for work involving long-term financial projections will be higher and will depend on the circumstances but will generally be at least €450 (including VAT).

Agencies with life assurance companies

In the event that your specific financial needs require a product issued by a life assurance company, we are authorised to recommend a product issued by one of the following companies (listed alphabetically):

- Aviva (including Friends First)
- Irish Life (including Canada Life)
- New Ireland
- Standard Life
- Zurich Life

Payments

Only fees are payable directly to Trident Consulting; all other payments must be made to the appropriate product provider.

Conflicts of interest

In the event of a conflict of interest emerging, you will be notified as soon as possible and a proposal as regards how the conflict of interest will be dealt with will be put to you within 14 days.

Default on payments by clients

Trident will exercise its full legal rights in the event that a payment properly due from you is withheld from the firm. You should further note that insurers and other product providers may withhold benefits or cover from you in this eventuality.

Disclosure of Information

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

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.

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).

Complaints

In the event of a complaint, you are asked to make your complaint in writing, however formal verbal complaints will be fully investigated. We will acknowledge receipt of your complaint within 5 business days of its receipt and will be fully investigated. A written update will be issued to you every 20 business days by the individual nominated to look after your complaint. On completion of our investigation or within 8 weeks of receipt of your complaint we will provide you with a written report. In the event that you are dissatisfied with our handling of, or response to, your complaint, you are entitled to refer the matter to the Financial Services Ombudsman Bureau. (1890-882090 enquiries@financialombudsman.ie) or the Pensions Ombudsman (016766002 or info@pensionombudsman.ie). A full copy of our complaints procedure is available on request.

Investor Compensation Scheme

Under Section 38(1) of the Investor Compensation Act, 1998. Trident is required to inform actual or potential clients of the following information concerning investor compensation:

- (a) that 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;
- (b) that Trident is a member of that compensation scheme;
- (c) that compensation may be payable where money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by the firm, cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of the firm being able to do so;
- (d) that a right to compensation will arise only:
 - a) if the client is an eligible investor as defined in the Act;
 - b) if it transpires that the firm is not in a position to return client money or investment instruments owed or belonging to clients of the firm; and
 - c) to the extent that the client's loss is recognised for the purposes of the Act;
- (e) that where an entitlement to compensation is established, the compensation payable will be the lesser of:
 - a) 90 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
 - b) compensation of up to €20,000.