



Terms of Business

Terms of Business – 9.0 Effective from February 03rd 2026

Livingstone Financial Services Ltd (“the Company”), trading as “AffordableQuotes.ie” and “AutoEnrollment.ie”

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

Livingstone Financial Services Ltd, is regulated by the Central Bank of Ireland (C441718) as an insurance intermediary registered under the European Union (Insurance Distribution) Regulations 2018; as an Investment Intermediary authorised under the Investment Intermediaries Act, 1995 and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995, and as a Mortgage Credit Intermediary under the European Union (Consumer Mortgage Credit Agreements) Regulations 2016. 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.

Codes of Conduct

Livingstone Financial Services Ltd 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

Livingstone Financial Services Ltd is a member of Brokers Ireland.

Our principal business is to provide financial advice and arrange transactions on behalf of clients in relation to Investment, life, pensions and mortgages.

We are also authorised as deposit brokers. A full list of insurers, product producers and lending agencies with which we deal is available on request.

Livingstone Financial Services Ltd acts as a Financial Broker which means that:

- a) the principal regulated activities of the firm are provided on the basis of a fair analysis of the market; and
- b) you have the option to pay in full for our services by means of a fee.

Fair and Personal Analysis

The concept of fair and personal analysis describes the extent of the choice of products and providers offered by an intermediary within a particular category of life assurance, general insurance, mortgages, and/ or a specialist area. The number of contracts and providers considered must be sufficiently large to enable an intermediary to recommend a product that would be adequate to meet a client's needs.

The number of providers that constitutes 'sufficiently large' will vary depending on the number of providers operating in the market for a particular product or service and their relative importance in and share of that market. The extent of fair analysis must be such that could reasonably be expected of a professional conducting business, taking into account the accessibility of information and product placement to intermediaries and the cost of the search.

In order to ensure that the number of contracts and providers is sufficiently large to constitute a fair and personal analysis of the market, we will consider the following criteria:

- the needs of the customer,
- the size of the customer order,
- the number of providers in the market that deal with brokers,
- the market share of each of those providers,
- the number of relevant products available from each provider,
- the availability of information about the products,
- the quality of the product and service provided by the provider,
- cost and any other relevant consideration

Investment, Life & Pensions

Livingstone Financial Services Limited provides investments, life and pensions on a fair analysis basis i.e. providing services on the basis of a sufficiently large number of contracts and product producers available on the market to enable us to make a recommendation, in accordance with professional criteria, regarding which contract would be adequate to meet your needs. See below list of some of the major insurance companies we have agencies with in Ireland. List is not exhaustive.

Irish Life
New Ireland Assurance Ltd.
Standard Life
Royal London
Aviva
Zurich
Greenman OPEN

Cantor Fitzgerald
Omnium
Newcourt Retirement
BCP

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 to you the various restrictions, conditions and exclusions 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 IPI (income protection Insurance) and serious illness policies.

Specifically on the subject of income protection insurance policies, it is our 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 serious illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

Deposits

Livingstone Financial Services Limited provides deposits on a limited analysis basis i.e. providing services on the basis of a limited number of contracts and product producers available on the market.

Our Mortgage and Financial Advisory Services

Livingstone Financial Services Ltd provides impartial advice and arranges mortgage products across a broad market range. This includes fixed-rate and variable-rate loans, capital & interest mortgages, interest-only mortgages, endowment and pension-linked mortgages, and residential investment property finance.

We operate on a fair analysis basis, meaning we assess a sufficiently wide selection of products and providers to recommend solutions that best meet your needs.

Before offering mortgage advice, we must gather detailed information about your financial circumstances. Affordability is a key factor in mortgage suitability, so timely provision of requested information is essential.

Disclosure Requirements

You must disclose all material information when applying for financial products. Failure to do so may invalidate your policy or impact your ability to claim.

Remuneration, Fees & Charges

We are remunerated by commission from product providers and lenders when business is completed. You may choose to pay for our services by fee instead. Where recurring commission is received, it may contribute to the cost of ongoing advice.

Additional fees may apply where the time required exceeds one hour or where cases are complex. Any such fees will be discussed and agreed with you in advance.

If commission is received, it may be offset against any fee due. Where commission exceeds the agreed fee, the commission will be retained by the firm unless otherwise agreed.

Clawback of Commission

Commission paid to us is conditional on the product remaining active for a minimum period. If the product is cancelled, redeemed, replaced, or terminated within this period and the provider reclaims the commission, you agree to reimburse us within 30 days of written notice.

Professional Services Without Subsequent Engagement

Where we provide advice, quotations, recommendations, or prepare documentation—whether in person or via video call—our time is chargeable even if you choose not to proceed with a product.

Fee Structure

Investment, Life & Pensions

- Directors: €250/hr (negotiable)
- Financial Advisors: €200/hr (negotiable)
- Support Staff: €75/hr Additional fees may apply for complex or urgent cases.

PRSAs

- Directors: €250/hr (negotiable)
- Financial Advisors: €200/hr (negotiable)
- Support Staff: €75/hr

Mortgages

- Application Submission: €300
- At Loan Offer: €600 Additional fees may apply for complex cases.

We may receive up to 1% of the loan amount from the lender for arranging mortgage finance. This commission is not offset against fees. The exact amount will be disclosed in the ESIS document at Loan Offer stage.

Lenders may charge their own fees, which will be outlined in your Loan Offer. You may choose to pay these separately rather than adding them to the loan.

Sustainability Considerations (SFDR)

When advising on insurance-based investment products and investments, we assess sustainability risks where information is available. We review provider literature and engage with providers to clarify sustainability-related matters.

At present, due to limited availability of suitable products, we do not assess the potential negative sustainability impacts of our advice. This position is reviewed annually.

Regular Reviews

Your financial needs may change over time. It is important that you review your policies regularly and notify us of any changes so we can ensure your arrangements remain suitable.

Conflicts of Interest

We aim to avoid conflicts of interest. Where an unavoidable conflict arises, we will inform you in writing before providing any service.

Default on Payments

We reserve the right to pursue outstanding fees or premiums. Product providers may withdraw cover or benefits if payments are not maintained. Mortgage lenders may seek early repayment if you default on loan repayments. Your home is at risk if you do not keep up repayments.

Complaints

Complaints should be submitted in writing. We will acknowledge your complaint within five business days and conduct a full investigation. A written outcome will be provided. If you remain dissatisfied, you may refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman.

Data Protection

We comply with the GDPR and the Irish Data Protection Act 2018. Your data will be processed

only for the purposes for which it was provided. Our Privacy Notice is available on our website or by request. For data concerns, contact info@lfsi.ie.

Duty of Disclosure – Consumers

You must answer all questions posed by us or insurers honestly and with reasonable care. Failure to do so may result in reduced claims payments or policy cancellation. Proposal forms or Statements of Fact should be reviewed carefully to ensure accuracy.

Cancellation Rights

You may cancel an insurance contract within 14 working days of being informed that the contract is concluded. Life policies sold on a distance basis have a 30-day cancellation period. The insurer may charge only for the period of cover provided.

Claims – Post-Contract Obligations

You must notify insurers of claims within a reasonable time and cooperate fully with any investigation. Insurers may defer part of a settlement until repair or reinstatement work is completed. Fraudulent claims may result in policy termination and loss of all rights under the contract.

Compensation Schemes

We are members of:

- Brokers Ireland Clients' Compensation and Membership Benefits Scheme (BIC)
- Investor Compensation Scheme (ICCL)

Eligible clients may receive compensation where the firm is unable to return money or investment instruments. Compensation is limited to the lesser of:

- 90% of the recognised loss, or
- €20,000

Further details are available on request.

Retention of Records

As I am not currently a client of the firm, if I choose not to purchase a product now, I agree that the firm may keep my records for up to 12 months.

I consent

I do not consent

15. Completed by:

Client(s) signature(s)

Self _____ **Date** _____

Partner _____ **Date** _____

Financial Broker signature

Advisor _____ **Date** _____

Financial Broker signature

Advisor _____ **Date** _____

