



Terms of Business Agreement

These Terms of Business are effective from February 1st 2026, until further notice.

These Terms of Business set out the basis on which Margin Investments Limited trading as NFP and RideSure, will provide business services to you. The types of services which we provide will depend on your categorisation and objectives. Please take a few minutes to read through these terms and if you have any questions, we will be happy to answer them.

NFP is regulated by the Central Bank of Ireland under authorisation code C1326 as an Insurance Intermediary registered under the European Union (Insurance Distribution) Regulations 2018. This authorisation can be verified by visiting the Central Bank of Ireland website at <https://registers.centralbank.ie/>. The full name and address of the firm and communication details are as set out on the base of this document.

Services Provided

We are subject to the Central Bank's Consumer Protection Code 2012 and the Minimum Competency Code 2017 which offer protection to consumers. These Codes can be found on the Central Bank's website, www.centralbank.ie.

NFP provide advice and placement facilities in relation to General Insurance.

Fair & Personal Analysis

NFP provide advice and placement facilities in relation to General Insurance. Based on the information that you provide we will identify and recommend a suitable irrespective of whether we hold an agency with a particular product producer. The concept of fair & personal analysis is derived from the Insurance Distribution Regulations 2018. We endeavour to provide our customers with the most suitable product for their requirements. The majority of our business is transacted based on a fair analysis of the market, which means that our firm provides its non-life services based on a sufficiently large number of contracts and product providers available to enable our firm to make a suitable recommendation. However, there are certain products which we offer that are underwritten by only certain providers. Therefore, this service is provided on the basis of a limited analysis of the market. We offer Insurance products for Restructuring Placements which are underwritten by an A-Rated facility. We also offer Taxi and delivery vehicle insurance through a limited analysis of the market. Information on these arrangements is available on request.

NFP will earn a commission payment from the insurance company with whom the business is placed. In addition we may charge an administration fee which will be outlined in our quotation and/or invoice and which is payable at the time the premium is paid. Our commission is taken from the premium payment once received & is ordinarily calculated as a percentage (as agreed between us and the insurance company) of the insurance premium. Commission percentages may differ between different insurers and across different classes of insurance business. Our remuneration is earned at policy placement and therefore no commission/fee will be refunded in the event of a mid-term adjustment or cancellation of the policy. The commission arrangements we have in place with insurance companies for business we place with them is available on our website www.nfpireland.ie.

Any premiums or premium rebates held/received in the course of business of arranging/administering insurance on your behalf is held in a Client Premium Account. This Client Premium Account is separate to NFP's current account (or any other account) and is subject to strict regulatory controls including a requirement that it must be regularly reconciled and maintained solvent. This money is ring fenced and in the event of the company's insolvency can be returned to clients and would not be used to clear other creditor debts. This money may be used for the payment of premium or claims for another client (before their money is received) but increased credit controls are maintained where this occurs. Under regulation we cannot take commission or fee payment from this account before we would receive the relevant premium from a client.

Commission and Fee Structure

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Limit of liability

NFP's aggregate liability for breach of contract, negligence, breach of statutory duty or other claim arising out of or in connection with this Agreement or the services provided hereunder shall be limited as follows:

- i. in respect of personal injury or death caused by NFP's negligence, no limit shall apply;
- ii. in respect of a 'Consumer' (as defined in the Central Bank of Ireland's Consumer Protection Code), no limit shall apply;
- iii. in respect of any fraudulent acts (including theft or conversion) or willful default by NFP, no limit shall apply;
- iv. in respect of other claims, the total aggregate liability of NFP shall be limited to the sum of €5,000,000; and
- v. subject to clauses (i), (ii) and (iii) above, in respect of the following losses: loss of revenue; loss of opportunity; loss of reputation; loss of profits; loss of anticipated savings; increased costs of doing business; or any indirect or consequential loss, NFP will have no liability in any circumstances.

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 which may result in you having insufficient insurance cover. We would therefore advise that you contact us to ensure that you are provided with up to date advice and products best suited to your needs.

Duty of Disclosure when completing documentation

When completing a proposal for insurance you will be asked a number of specific, relevant questions. You are required to answer all questions posed by the insurer or by us on behalf of insurers honestly and with reasonable care. For renewals and any adjustments to your policy after it has been accepted, where you do not provide additional information (after being requested to do so) the insurer will presume that the information previously provided remains unchanged. An insurer may repudiate liability or limit the amount paid on foot of a claim if it establishes that non-disclosure of material information was an effective cause of the insurer entering into the relevant contract of insurance and on the terms on which it did.

Completed Proposal Forms/Statements of Fact

Completed Proposal Forms or Statements of Facts will be provided to you. These are important documents as they form the basis of insurance contract between the insurer and you the consumer. You should review and confirm that the answers contained within are true and accurate.

Cooling off Period

A consumer has the right to withdraw from an insurance policy (as defined under SI No 853 of 2004) within 14 days of the start date of the policy, without penalty and without giving any reason. This is known as the cooling off period. The right of withdrawal may be exercised by notice in writing to NFP Ireland quoting your policy number provided that no claim or adjustment has been made or is intended to be made or no incident has occurred which is likely to give rise to a claim. Should this right be exercised the insurance company may charge for the period you are on cover. Please note that the policy set up charge is non-refundable if you choose to withdraw from the policy within the cooling off period.

Conflict of Interest

It is the policy of the Company to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict of interest may arise, we will advise you of this in writing before proceeding to provide a service. If you have not been advised of any such conflict you are entitled to assume that none arises

Complaints

Any complaint that you may have in relation to the business services provided should be made through durable medium to the firm outlining the nature of your complaint. Any such complaint will be acknowledged within 5 business days. The complaint will be fully investigated by us and a full response will be provided. We aim to provide this response not later than 20 days from receipt of your complaint. In the event that you remain dissatisfied with the firms handling and response to your complaint you are entitled to refer your complaint to the Financial Services and Pensions Ombudsman, Ph: (01) 567 7000; Email: info@fspo.ie Lincoln House, Lincoln Place, Dublin 2, D02 VH29. A full copy of our complaint's procedure is available on request.

Money Laundering

NFP Ireland reserve the right to request information which we reasonably believe we need to know in order to comply with the Criminal Justice (Money Laundering and Terrorist Financing) Act 2010 as amended. From time to time, we may ask customers to confirm (or reconfirm) their identity in order to comply with the Anti-Money Laundering requirements. Any suspicious transactions will be reported to the Gardai and to Revenue in line with regulatory rules.

Data Protection

NFP Ireland complies with the requirements of the The General Data Protection Regulation (GDPR) (EU) 2016/679 and the Irish Data Protection Act 2018.

The data which you provide to us will be held on a computer database and/or paper files for the purpose of arranging transactions on your behalf. The 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. We would also like to keep you informed of mortgage, insurance, pension, investment, and any other services provided by us or associated companies with which we have a formal business arrangement, which we think may be of interest to you. We would like to contact you by way of letter, email, or telephone call. If you would like to receive such marketing information, please complete the permission statements contained in the Terms of Business acknowledgement letter attached. We may receive referrals from such firms and may advise them of any transactions arranged for you.

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 dataprivacy@nfpireland.ie if you have any concerns about your personal data.

Data Sharing

To enhance the quality of services we provide to you, we may collaborate with various third-party entities. During these collaborations, we may need to share certain data with these third parties. Rest assured; any data sharing will be conducted in accordance with all relevant data protection laws. These regulations are designed to ensure that your personal information is handled securely and responsibly. We are committed to maintaining the highest standards of data privacy and security, and we will take all necessary steps to protect your information while it is being processed or utilized by any third-party service providers.

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 dataprivacy@nfpireland.ie if you have any concerns about your personal data.

Data security

NFP's intent is to strictly protect the security of your personal information, and only to use the data for the purpose that it was collected for and carefully protect your data from loss, misuse, unauthorised access or disclosure, alteration or destruction. We have taken appropriate steps to safeguard and secure information we collect from you.

Consumer Protection – Investor Compensation

NFP is a member of the Investment Compensation Scheme, which provides certain remedies to eligible clients on default by the firm. The main details of the operation and conditions of the Scheme are as follows:

1. Compensation may be payable where money or investment instruments owned or belonging to clients and held, or in the case of investments instruments, administered or managed by our 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.
2. A right to compensation will arise only: If the client is an eligible investor as defined in the Investor Compensation Act, and if it transpires that our 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.
3. Where an entitlement to compensation is established, the compensation payable will be the lesser of:
90 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1988, or Compensation of up to €20,000.

Your legal rights against the firm are not affected by this scheme.

Brokers Ireland Clients Compensation and Membership Benefits Scheme (BIC)

We are also members of the Brokers Ireland Clients' Compensation and Membership Benefits Scheme (BIC). Subject to the rules of the scheme the liabilities of its member firms up to a maximum of €100,000 per client (or €250,000 in aggregate) may be discharged by the fund on its behalf if the member firm is unable to do so, where the above detailed Investor Compensation Scheme has failed to adequately compensate any client of the member. Further details are available on request.



Aidan Brady
Managing Director
NFP, an Aon company

