

Complaints Procedure

National Credit Financial Services Ltd has in place a written procedure for the handling of complaints. This procedure ensures that all written complaints are recorded and acknowledged within 5 business days. All written complaints are fully investigated and the complainant updated at intervals of not greater than 20 business days. We will attempt to investigate and resolve a complaint within 40 business days.

All complaints should be directed in writing to Mr. Ronan Mackay, Complaints Officer, National Credit Financial Services Ltd. In the event that a client remains dissatisfied with the handling of and/or response to a complaint they may refer the matter to The Financial Services Ombudsman and/or the Central Bank.

A full copy of our complaints procedure is available on request.

Consumer Protection

National Credit Financial Services Ltd is a member of the Investor Compensation Scheme established under the Investor Compensation Act 1998. 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 also be aware that a right to compensation would only arise where money or investment instruments held by this company 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% of the clients loss, which is recognised as being eligible for compensation or €20,000.

Insurance Undertakings

The following are a list of insurance undertakings and product producers from which letters of appointments are held.

Non Life Insurance Appointments

Allianz Ireland plc

Aviva General Insurance

Life Assurance Appointments

Irish Life

Friends First

New Ireland Assurance Company

Eagle Star Life / Zurich Life

Standard Life

Aviva Life & Pensions

Assurant General Insurance Limited

Royal London



Head Office:

Suite 9956, 26 Upper Pembroke Street, Dublin 2.

Tel: 01 635 4600

Web: www.ncmortgagebrokers.ie

Email: info@nationalcredit.ie

National Credit Financial Services Ltd trading as NC Mortgage Brokers,
NC Commercial is regulated by the Central Bank of Ireland.
Our regulator number is 2938.

TERMS OF BUSINESS

National Credit Financial Services Ltd of Suite 9956, 26 Upper Pembroke Street, Dublin 2 specialise in the provision of Mortgage Services, Life Assurance and General Insurance services to consumers.

Authorised Status

National Credit Financial Services Ltd is regulated by the Central Bank of Ireland as a multi-agency intermediary under the Investment Intermediaries Act, 1995; and as an insurance intermediary registered under the European Communities (Insurance Mediation) Regulations, 2005. It is designated as a credit institution under statutory instrument no. 369 of 1996 under the Consumer Credit Act, 1995. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank on 1890 77 77 77 or alternatively visit their website on www.centralbank.ie to verify our credentials. We do not have a shareholding in any insurance undertaking and likewise no insurance undertaking holds an interest in us.

National Credit Financial Services Ltd is a member of the Professional Insurance Brokers Association.

Codes of Conduct

National Credit 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.

Services

National Credit Financial Services Ltd acts as an Independent Broker which means that:

- a) the principle 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 Analysis

“Fair analysis of the market” means providing services on the basis of a sufficiently large number of contracts and product producers available in the market to enable the intermediary to make a recommendation, in accordance with professional requirements, as regards which contract would be adequate to meet the customers' needs.

Life & Pensions

National Credit Financial Services Ltd provides life assurance and pensions on a fair analysis. 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 PHI and serious illness policies.

For a serious illness policy, we will explain clearly to you the restrictions, conditions and general exclusions that attach to that policy.

Non- Life Insurance

National Credit Financial Services Ltd provides general insurance on a limited analysis basis, for household policies only, to those companies or other undertakings with which we hold an agency.

Mortgages

Through the lenders or other undertakings with which we hold an agency, National Credit Financial Services Ltd can provide advice on mortgage products. We will need to collect sufficient information from you before we can offer any advice on housing loans. This is due to the fact that a key issue in relation to mortgage advice is affordability. Such information should be produced promptly upon our request.

Disclosure of Information

Any failure to disclose material information may invalidate an insurance claim and render your policy void, and you may have difficulty in obtaining insurance elsewhere.

Remuneration Policy

Life Assurance

National Credit Financial Services Ltd, in the case of life assurance where the firm is not in receipt of commission, will charge a service fee, agreed with you, depending on complexity of the transaction, time spent and nature of the transaction. In certain complex transactions we reserve the right to charge fees for services provided. Our fees are charged as follows: Advisor fees: €100 per hour.

Mortgage Business

National Credit Financial Services Ltd is in receipt of mortgage commissions from lenders at a rate of up to 1% of the value of the amount borrowed.

In certain circumstances we may charge a fee for arranging your mortgage, our fees range from €375 to €1,200 and will depend on the type of mortgage required and the complexity of the case. All fees will be agreed with you before any advice is given.

National Credit Financial Services Ltd may make sub-commission payments to introducers of mortgage business to the company. All recipients of such sub-commission payments must be registered by the Central Bank as a Mortgage Intermediary.

General Insurance

We have agencies with Allianz Ireland plc and Aviva for general insurance. We earn up to 15% commission on property policies arranged by us. We do not charge a fee for general insurance policies provided.

Conflict of interest

It is the policy of National Credit Financial Services Ltd to avoid a conflict of interest when providing services to our customers. Where an unavoidable conflict arises we will advise you of this in writing before providing any business services. If you have not been made aware of any such conflict you may assume that none arises.

Data Protection

National Credit Financial Services Limited complies with the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018. National Credit is committed to ensuring your data is protected and your privacy is respected. Your data will only be processed in the manner outlined in our Data Privacy Notice. This Data Notice shall be provided to customers at the time of the data collection. This Data Privacy Notice is available at all times on our website. If you have any queries in relation to how your data is processed, please contact us at reception@nationalcredit.ie