



### Services which Zurich Life Provides

Zurich Life Assurance plc ('Zurich Life' / 'the Company'), a member of the Zurich Insurance Group, is an Insurance product provider. We are regulated by the Central Bank of Ireland and comply with their rules and regulations.

We are authorised to provide services as per classes I, II, III, IV, VI and VII of the European Union (Insurance and Reinsurance) Regulations 2015. Included in these classes are:

- Life Assurance
- Serious Illness Cover
- Permanent Health Insurance
- Savings
- Investments
- Pensions

Zurich Life does not provide periodic assessment of the suitability of insurance-based investment products but will review a policy at your request. Zurich Life may use electronic mediums of communication to establish a policy where they are available but the option to use and receive paper versions of the required forms and policy document is always available to you.

### Commission and Charges – Tied Insurance Intermediaries

Tied Insurance Intermediaries of Zurich Life can be paid a fixed commission to represent Zurich Life and specific details are available on request. They are paid commission on business placed with the Company and this payment is shown in the sample illustration provided to you at point-of-sale by the Tied Insurance Intermediary. Before completion of your application it is important that you receive this information and that you understand the details contained therein.

The maximum up front and ongoing commissions payable on our products are as follows;

#### Upfront

- 5% of the contribution for any single premium pension
- 4% of the contribution for an investment bond
- 5% of the contribution for an approved retirement fund (ARF)
- 3% of the contribution for an annuity.
- 20% of the first year annual premium for any regular premium pension or savings product
- 125% of the first year annual premium for a life insurance product

#### Ongoing

- 3% per annum for any regular premium policy and/or 0.5% of the fund value per annum on pension, investment or retirement products.

Upfront commission means that the payment is made shortly after the product has been set up. Ongoing commission would be payable after 12 months of the contract being in force, if applicable. Upfront commissions have what is known as a clawback period, which means that if you stop or surrender your policy within an initial time period, then some of the commission paid to the Tied Insurance Intermediary will be reclaimed from them by Zurich Life. For single premium products the clawback period can range from 0-24 months and for regular premium contracts, the clawback period can range from 0-48 months.

Full details of all charges and a specific illustration for the specific product purchased by you will be included with the cooling-off letter issued by Zurich Life to you when we issue your Policy Documentation. Any commission payments made are not an additional charge over and above the product charges shown in your specific illustration. Tied Insurance Intermediaries of Zurich Life are tied to Zurich Life for all life insurance products.

### Non-monetary Benefits – Tied Insurance Intermediaries

Zurich Life may provide Tied Insurance Intermediaries with IT and software support, and this can include a laptop. In addition, Zurich Life provides access to marketing material and administration support to help promote and deliver Zurich Life products and services to customers. Training and educational support is also provided to ensure Tied Insurance Intermediaries continue to meet continuous professional development requirements.

### Regulatory Codes of Conduct

Zurich Life is subject to the Central Bank of Ireland's Consumer Protection Code and Minimum Competency Code which offer protection to consumers and which can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie)

### Sustainability Related Disclosures

The financial advice provided by Tied Insurance Intermediaries of Zurich Life does not currently consider the principal adverse impacts of investment decisions on sustainability factors in the advice provided. Sustainability risks and the likely impact of sustainability risks on product returns are not integrated into the advice process. This is because the only insurance products which a Tied Insurance Intermediary can provide you with advice on are those provided by Zurich Life. Information on how Zurich Life take account of the impacts of investment decisions on sustainability risks is available [here](#). Information on the integration of sustainability risks into Zurich Life's remuneration policy is provided [here](#).

## Data Protection

Details of how Zurich Life collects and processes your personal data are available in our Privacy Policy which is available at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy) and in the Data Protection Notice that you receive as part of the application process. In summary, we process your personal data to fulfil our contract with you, to comply with the law and for our legitimate business interests, where those interests are not overridden by your data rights. We will only keep your personal data for as long as it is necessary for us to do so: our Data Retention Policy is available at [www.zurich.ie/privacy-policy](http://www.zurich.ie/privacy-policy). Your personal data may be shared within the Zurich Insurance Group, with trusted parties and in accordance with the law. If you have any queries relating to your personal data, please contact our Data Protection Officer at [dataprotectionofficer@zurich.ie](mailto:dataprotectionofficer@zurich.ie) or you can contact our Customer Services team on 01 799 2711.

## Conflicts of Interest

It is our policy to avoid any conflict of interest when providing a service to our customers. When an unavoidable conflict of interest arises, Zurich Life will make you, the customer, immediately aware of the situation. However, it is the stated aim of Zurich Life not to engage in any conflict of interest. At all times Zurich Life endeavours to act to the best advantage of our customer in recommending the most suitable solution to each individual need.

## Ombudsman Scheme

Zurich Life is committed to providing an excellent standard of service to our customers. Whilst we are continually improving our systems and procedures to eliminate errors, we acknowledge that problems do occur and in a proportion of cases, result in complaints from our customers. Our commitment to our customers is reflected in the high importance we place on dealing swiftly and effectively with any complaints we receive.

In addition to this, you are entitled to refer a complaint to the Financial Services and Pensions Ombudsman (FSPO). The FSPO operates an independent, impartial, fair and free service that helps resolve complaints with pension providers and regulated financial services providers through mediation, adjudication or settlement negotiation. Your legal rights are not prejudiced by referring a dispute to the FSPO and this service is free of charge to you.

Contact details for pursuing a complaint against Zurich Life, should it arise, are as follows:

<b>Financial Services and Pensions Ombudsman</b>	<b>Tel</b> 01 567 7000	<b>Web</b> <a href="http://www.fspo.ie">www.fspo.ie</a>
<b>3rd Floor, Lincoln House, Lincoln Place, Dublin 2</b>	<b>Email</b> <a href="mailto:info@fspo.ie">info@fspo.ie</a>	

## Default/Non-payment by Customer

We may withdraw life cover or other risk benefits on a policy where a customer fails to pay a premium when due. Details of such circumstances are contained in Zurich Life's policy terms and conditions, which are sent to each customer when we issue your Policy Documentation.

## Complaints

Any complaint made to Zurich Life is recorded and acknowledged to the complainant within a five working day period. The outcome of any complaint will be communicated in writing and should the complaint take time to resolve, Zurich Life will keep the complainant informed on a regular basis of all progress being made. These Terms of Business are effective from 10th March 2021 and are valid until further notice.

<b>Signed</b>	(Client 1)	(Client 2)
<b>Date</b>		
<b>Signed</b>	(Financial Advisor)	<b>Date</b>

Zurich Life Assurance plc  
Zurich House, Frascati Road, Blackrock, Co. Dublin, A94 X9Y3, Ireland.  
Telephone: 01 283 1301 Fax: 01 283 1578 Website: [www.zurich.ie](http://www.zurich.ie)  
Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

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