

Terms of business

56-59 St Stephen's Green
Dublin 2
Phone: 1890 500 121
Website: www.permanentsb.ie
E-mail: info@permanentsb.ie



Thank you for choosing **permanent tsb** for this service. This document sets out some information that you should find helpful when dealing with us. Please take the time to read it. If you have any questions, simply call us on **1890 500 121**.

These terms of business set out how we, **permanent tsb** p.l.c., will provide services to you.

- a) Our name, address and contact details are set out on the top of this page. **permanent tsb** p.l.c. is a limited liability company registered in Dublin under No. 222332. The company's registered office is: 56-59 St Stephen's Green, Dublin 2, Ireland.
- b) **permanent tsb** p.l.c. is not a member of any other financial institution.
- c) **permanent tsb** p.l.c. is licensed by the Central Bank of Ireland under the Central Bank Acts, 1971 to 1997. **permanent tsb** p.l.c. is a credit institution authorised and regulated by the Central Bank of Ireland.
- d) **permanent tsb** is subject to the following codes: Consumer Protection Code, Minimum Competency Code, Code of Conduct on Mortgage Arrears and Code of Conduct on the Switching of Current Accounts with Credit Institutions which offer protection to consumers. Details of these codes can be found on the Central Bank's website www.centralbank.ie.
- e) We provide mortgages, current accounts, tracker bonds, phone and internet banking, personal loans, credit cards, savings products and foreign exchange.

We also arrange home insurance, mortgage-repayment protection and loan-repayment protection policies, life-assurance, illness cover, income protection, savings, investments and pension plans, tracker bonds and Personal Retirement Savings Accounts (PRSAs).
- f) **permanent tsb** is regulated by the Central Bank of Ireland. **permanent tsb** is appointed as a Single Agency Intermediary of Allianz p.l.c for Home Insurance. We use Financial Insurance Company Limited, trading as Genworth Financial as the sole provider of all loan repayment protection insurance in line with our agreements with them. We also use Financial Insurance Company Limited, trading as Genworth Financial, PO Box 602, Shannon, Co. Clare as the sole provider of our mortgage repayment protection insurance and to deal with all our administration needs which relate to mortgage and loan repayment protection policies. Financial Insurance Company Limited is regulated by the Financial Services Authority, UK and the conduct of Financial Insurance Company Limited's business in Ireland is subject to the supervision of the Central Bank of Ireland. We are a tied life assurance agent with Irish Life Assurance plc (Irish Life) for life assurance plans, tracker bonds and Personal Retirement Savings Accounts (PRSAs). We have appointed Irish Life Financial Services Limited (ILFS) to provide the financial advice process. Irish Life Financial Services Limited is regulated by the Central Bank of Ireland. **permanent tsb** receive commission for assisting in the sale of these services and the collection of premiums, details regarding the commission receivable in respect of these services are available on request by writing to: **permanent tsb**, Marketing Department, 56-59 St. Stephen's Green, Dublin 2.
- g) You will find information on the charges that we will make for various services in our brochure 'Personal and Business banking charges'. You can get this brochure from any branch and the information is also on our website at www.permanentsb.ie. The brochure also tells you how you can reduce account fees and transaction charges.
- h) We will retain and use the information provided by you (whether in the application for the Account or otherwise) and any information relating to the conduct of the Account (including any personal data) for the purposes of processing the application for the Account, managing and administering the Account, managing and administering the OPEN24 service (where applicable), and group reporting and analysis, as well as for any other purpose to which you have consented. Agents, sub-contractors or other companies in the **permanent tsb** Group may process this information on our behalf. We may disclose the information as outlined in the Bank's General Terms and Conditions for the facility/facilities under Customer Information.
- i) We will be fair, honest and professional in all our business dealings with you. We will take reasonable steps to avoid conflicts of interest. However, if there is a conflict of interest, we will let you know, and in those circumstances it will be up to you to advise us in writing to continue.
- j) You should contact us if you fall behind with your repayments. Our procedures are aimed at assisting you, as far as we can, to repay your loan. We will contact you in any case to discuss your repayment arrangements. If you fall behind with loan repayments, you may lose your home and your credit rating may be affected.

k)

We are committed to providing you with the highest standard of service. We hope that you never have any reason to complain to us but if you do, we want to hear from you so that we can deal with your concerns as quickly and as fairly as possible.

We will keep a record of your complaint and fully investigate it. We will identify the cause of complaint and take steps in as far as possible, to prevent it happening again. We will give you an explanation and an apology where we have made a mistake.

You can make a complaint by:

- **phoning the relevant branch or department;**
- **visiting your local branch; or**
- **writing to the manager of the relevant branch or department.**

If you are sending in a written complaint, please give us your phone number so we can discuss your complaint with you.

If you make a complaint by phone or face-to-face and you want to have it treated as a written complaint, please just let us know.

We aim to resolve all issues where possible on the spot. If the issue requires further investigation we will send you a written acknowledgement of your complaint within 5 business days and give you the name of the person dealing with the issue. If for some reason, we haven't resolved your complaint within 20 business days we will send you a written update. In exceptional circumstances, where the matter is not resolved within 40 business days we will write to inform you and let you know when you can expect a full reply. We will also include contact details of the Financial Services Ombudsman. Every effort will be made to agree a fair and reasonable resolution with you. However, if you are not satisfied with our response please contact our Customer Relations Department at:

Customer Relations Department, **permanent tsb**, Churchyard Lane, Douglas, Cork
Tel: 1890 818 700, Fax (021) 730 4597, Email: CustomerRelationsDepartment@permanenttsb.ie

We will do our best to resolve the matter to your satisfaction through our internal complaint procedures. If you are still unhappy with the outcome of your complaint, you may refer the matter to the Financial Services Ombudsman for arbitration. The Ombudsman is an independent adjudicator whose services are available free of charge to customers who have unresolved complaints with their service provider. The Ombudsman will only become involved after the matter has gone through our internal complaint procedures so it is important that you firstly give us the opportunity to resolve your problem.

The Ombudsman may be contacted at the following addresses:

Financial Services Ombudsman's Bureau
3rd Floor, Lincoln House
Lincoln Place
Dublin 2.
Lo-call: 1890 882090 or 01 6620899
E-mail: enquiries@financialombudsman.ie
Website: www.financialombudsman.ie

Office of the Pensions Ombudsman
36 Upper Mount Street
Dublin 2
Phone: 01 647 1650
Fax: 01 676 9577
E-mail: info@pensionsombudsman.ie
Website: www.pensionsombudsman.ie

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We are a member of the investor compensation scheme run by the Investor Compensation Company Limited. The scheme provides a way of paying certain investors (except those investing in deposits and savings) compensation, subject to the relevant limits, if they suffer financial loss caused by an investment firm being unable to meet its financial obligations (in other words, pay everything it owes). Details of the scheme are set out in a booklet called 'Investor compensation - How does it work?'. You can get a copy from all our branches.

We are also a member of the Deposit Guarantee Scheme, which is managed by the Central Bank of Ireland. This scheme will pay compensation if we cannot pay what we owe. This scheme covers funds held in deposit and savings accounts up to €100,000 per qualifying depositor per institution.

You will find details of the scheme in a booklet called 'Deposit Guarantee Scheme in Ireland' which you can get from all our branches.

Your rights set out in the brochures referred to above apply in addition to any other right you have to complain to the Financial Services Ombudsman.

We are giving you a copy of these terms of business under the Consumer Protection Code 2012 issued by the Central Bank of Ireland. If you have any questions about these terms, please call us on **1890 500 121**. To help improve customer service we may record and monitor calls.

These Terms of business are effective from close of business on 18th September 2012.