



**Bluechip**  
Financial Consultants

Members of the PIBA Financial Broker Network

# Client Pack



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# Bluechip Financial Consultants Ltd

## Terms of Business Cover Letter

Client Name: \_\_\_\_\_

### BLUECHIP FINANCIAL CONSULTANTS LIMITED

#### Status

Bluechip Financial Consultants Limited ('Bluechip') is regulated by the Central Bank of Ireland.

#### Terms of Business

Attached are the Company's Terms of Business, which outline the basis on which we provide services to our clients. Please ensure that you read this document. These Terms of Business apply to all business transactions undertaken for you or services provided to you and will remain in force until further notice. Should we make any material changes to our Terms, we will advise you in advance of providing any further services to you.

#### Data Protection

Bluechip complies with the Data Protection Acts 1988 and 2003. The data which you provide to us will be held on a computer database and paper files for the purpose of arranging transactions on your behalf. We would also like to keep you informed of various mortgage, insurance, investment, and any other services provided by us or associated companies with which we have a formal business arrangement, and which we think may be of interest to you. We may receive referrals from associated companies and may advise them of any transactions arranged for you. If you do not wish to receive such marketing information please tick the box below.

Yours Sincerely,

**David Grennell**

Director

### CLIENTS ACKNOWLEDGEMENT

#### Terms of Business

I acknowledge that I have been provided with a copy of the Terms of Business of Bluechip Financial Consultants Ltd. and confirm that I have read and understand them.

#### Direct Marketing

I confirm having read the paragraphs in relation to Data Protection in the Terms of Business and above, - and consent to Bluechip Financial Consultants Ltd - making contact with me by letter, phone, email, or SMS text in relation to the range of services provided by Bluechip or its associated or partnership companies and to the sharing of relevant information as indicated.

If you do not wish to avail of these services, please tick here

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

# Bluechip Financial Consultants Ltd

## Terms of Business



### Bluechip Financial Consultants Limited

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

Bluechip is regulated by the Central Bank of Ireland as an insurance intermediary registered under the European Communities (Insurance Mediation) Regulations, 2005; as an Authorised Advisor authorised under the Investment Intermediaries Act, 1995 and as a Mortgage Intermediary authorised under the Consumer Credit Act, 1995. 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](http://www.centralbank.ie) to verify our credentials.

### Codes of Conduct

Bluechip 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](http://www.centralbank.ie)

### Our Services

Bluechip is a member of the Professional Insurance Brokers Association (PIBA). As a member of PIBA we can place insurance with at least five insurers and therefore can generally give consumers greater choice than agents and tied agents.

Our principal business is to provide advice and arrange transactions on behalf of clients in relation to life & pensions, investments and mortgage products. A full list of insurers, product producers and lending agencies with which we deal is available on request.

Bluechip acts as an Independent 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 fees.

### Fees

You may elect to deal with Bluechip on a fee basis. In Bluechip the office rate per hour is €150 and €250 per hour for Directors and Senior Management. Additional fees may be payable for complex cases or to reflect value, specialist skills or urgency.

### Fair Analysis

The concept of fair analysis is derived from the Insurance Mediation Directive. It describes the extent of the choice of products and providers offered by an intermediary within a particular category of life assurance, mortgages, and specialist areas. 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 be reasonably 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 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.

### **Life & Pensions**

Bluechip provides life assurance 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 the your needs.

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.

Specifically on the subject of permanent health 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.

### **Non-Life**

Bluechip can provide advice and arrange health insurance plus a general insurance policy review for company clients. Bluechip provides a fee based general insurance review on a fair analysis basis.

### **Mortgages**

Through the lenders or other undertakings with which we hold an agency, Bluechip can provide advice on and arrange mortgage products from the following range: fixed-rate loans, variable rate mortgages, capital & interest mortgages, interest only mortgages, endowment mortgages, pension mortgages and residential investment property.

Bluechip provides mortgage advice on a fair analysis basis.



## **Disclosure of Information**

Any failure to disclose material information may invalidate your claim and render your policy void.

Bluechip is remunerated by commission and other payments from product producers or lenders on the completion of business. You may choose to pay in full for our services by means of a fee. Where we receive recurring commission, this forms part of the remuneration for initial advice provided. We reserve the right to charge additional fees if the number of hours relating to on-going advice/assistance exceeds 3 hrs.

In certain circumstances, it will be necessary to charge a fee for services provided and these are listed below. In other circumstances where fees are chargeable or where you choose to pay in full for our service by fee, we will notify you in writing in advance and agree the scale of fees to be charged if different from fees outlined below.

If we receive commission from a product provider, this may be offset against the fee which we will charge you. Where the commission is greater than the fee due, the commission may become the amount payable to the firm unless an arrangement to the contrary is made.

## **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. You must advise us of those changes and request a review of the relevant policy so that we can ensure that you are provided with up to date advice and products best suited to your needs. Failure to contact us in relation to changes in your circumstances or failure to request a review, may result in you having insufficient insurance cover or inappropriate investments.

## **Conflicts of interest**

It is the policy of our firm to avoid conflicts of interest in providing services to you. However, where an unavoidable conflict of interest arises we will advise you of this in writing before providing you with any service.

## **Default on payments by clients**

Our firm will exercise its legal rights to receive payments due to it from clients fees and insurance premiums for services provided. In particular, without limitation of the generality of the foregoing, the firm will seek reimbursement for all payments made to insurers on behalf of clients where the firm has acted in good faith in renewing a policy of insurance for the client.

Product producers may withdraw benefits or cover in the event of default on payments due under policies of insurance or other products arranged for you. We would refer you to policy documents or product terms for the details of such provisions.

Mortgage lenders may seek early repayment of a loan and interest if you default on your repayments. Your home is at risk if you do not maintain your agreed repayments.

## **Complaints**

We ask that you make any complaint against our firm, relating to services provided by us, in writing. We will acknowledge your complaint within 5 business days and we will fully investigate it. On completion of our investigation, we will provide you with a written report of the outcome. In the event that you are still dissatisfied with our handling of or response to your complaint, you are entitled to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. A full copy of our complaints procedure is available on request.



### **Data Protection**

Bluechip complies with the requirements of the Data Protection Acts, 1988 and 2003.

The data which you provide to us will be held on a computer database and 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. We would also like to keep you informed of mortgage, insurance, 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 do not wish to receive such marketing information please tick the box in the Terms of Business acknowledgement letter.

We may receive referrals from such firms and may advise them of any transactions arranged for you.

### **Compensation Scheme**

We are members of the Investor Compensation Scheme operated by the Investor Compensation Company Ltd. See below for details.

### **Investor Compensation Scheme**

The Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain clients (known as eligible investors) of authorised investment firms, as defined in that Act.

The Investor Compensation Company Ltd. (ICCL) was established under the 1998 Act to operate such a compensation scheme and our firm is a member of this scheme.

Compensation may be payable where money or investment instruments owed or belonging to clients and held, administered or managed by the 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.

A right to compensation will arise only:

- If the client is an eligible investor as defined in the Act; and
- If it transpires that the 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.

Where an entitlement to compensation is established, the compensation payable will be the lesser of:

- 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
- Compensation of up to €20,000.

For further information, contact the Investor Compensation Company Ltd. at [01] 224 4955.

# Bluechip Financial Consultants Ltd

## Fact Find Questionnaire



### Services Requested

The purpose of this questionnaire is to clarify your financial needs and to assist us to advise you in relation to certain financial products; including life assurance, serious illness cover, savings, investments and pensions. However, if you wish to focus on certain financial products, please tick the relevant area:

- Life cover
- Serious illness / income insurance
- Savings and investments
- Pensions / retirement planning
- Mortgage protection only – you may wish to complete sections 1 and 9 only

### 1. About you

Self	Partner
Name	
Marital status	
Address	
Tel (H) (W)	(H) (W)
Mobile/email	
Date of birth	
Smoker Y / N	Smoker Y / N
Health/family health	

### 2. Your Family

Children's Names	Date of Birth	Education Details & Plans
Any other dependents:		





### 3. Your Job and Income/Expenditure

#### Self

Occupation

Manual work/  
driving/heights

Income pa/tax rate

Pension scheme in work

Net income per wk/mth

Employment status S/E, E/E, Owner-Director

Other income [rent, etc]

Total income [net]

Regular Outgoings [est]

Disposable income

#### Partner

S/E, E/E, Owner-Director

### 4. Assets & Liabilities

#### Self

Home

Other property

Business assets

Deposits/bank balances

Other investments

Risk level

Other loans

Net assets

#### Partner



## 5. Existing Financial Provision

### Life Assurance Cover

Self

Partner

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### Serious Illness/Income Insurance

Self

Partner

---

### Savings & Investments

Self

Partner

---

### Pensions Provisions

Self

Partner

---

### Mortgage & Loan Details

Self

Partner

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## 6. Investment Risk: Preference & Capacity

### Experience

Outline your experience of investment products on a scale of 1 to 10:

1 2 3 4 5 6 7 8 9 10  
No experience Moderate Highly experienced

Give details

### Attitude to Risk\*

Outline your attitude to potential risk of loss of investment on a scale of 1 to 10:

1 2 3 4 5 6 7 8 9 10  
Low Risk Medium Highly Risk

### Importance of Capital Security\*

Outline your attitude to potential risk of loss of investment on a scale of 1 to 10:

1 2 3 4 5 6 7 8 9 10  
Low importance Moderate Highly important

\*Risk profiling tool recommended where financial risk is a significant factor.

### Important Notes:

- No Risk indicates a guarantee of capital with the likelihood of a small gain.
- Low Risk indicates a guarantee of capital with potential for modest growth.
- Medium Risk indicates a possible loss of some capital in return for good potential growth in the medium term.
- High Risk indicates potential significant loss of capital in return for potential high growth.

Outline your investment objectives – include term & consequences if not met:

What is the likelihood of you requiring access to the fund before the end of the term

Have you an emergency fund in place (3-6 months income)? Please give details



Do you anticipate any changes to your income/expenses/asset/liabilities?  
Eg. Expected inheritance

How secure is your current income? In the event of a change to your financial circumstances, can you adjust your current lifestyle expenses?

## 7. Financial Needs & Objectives

	You Have	You Need	Shortfall	Priority
<b>Mortgage &amp; Loan protection</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low
<b>Life cover</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low
<b>Serious Illness Cover</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low
<b>Pension</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low
<b>Regular Savings</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low
<b>Investments</b>				
Self	€	€	€	High/Medium/Low
Partner	€	€	€	High/Medium/Low

## 8. Agreed Financial Priorities for Immediate Action

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_



## 9. Advice on Mortgage Protection only

Loan amount €	Term	Interest Rate
Include SI €		

## 10. Other Areas (note if relevant)

Business protection insurance

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Have wills been made?

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Estate planning

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## 11. Other notes

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## 12. Next Review Date

It is recommended that an annual review take place to ensure that all of your needs are monitored for changing circumstances.  
When would suit you for a future review?

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## 13. Completed by

Clients' signatures

<b>Self</b>	<b>Date</b>
<b>Partner</b>	<b>Date</b>
Financial Broker's signature <b>Advisor</b>	<b>Date</b>

# Bluechip Financial Consultants Ltd

## Risk Profile Questionnaire



After completing this risk profile questionnaire, you and your Financial Advisor will be able to:

- Accurately assess your attitude to investment risk
- Match investments to your personal risk profile

### Clients Name:

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1. What age are you?  
[years]

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2. How long do you plan to invest for?  
[years]

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### 3. How would you describe your investment knowledge and experience?

- Expert:** I am highly experienced with investments and have in-depth knowledge of how investments work
- High:** I have experience with investing and understand the various different types of investments and their associated risks
- Moderate:** I have some experience in investing and I know about the basic types of investments
- Little:** I have very limited experience in investing and I have little knowledge about investments and their risks
- None:** I have no investment experience

### 4. What is your investment objective?

- I want to achieve the **best possible return** and I understand that this can come with the highest risk
- I would like **high long term growth** but with less fluctuations and I accept that this may come with lower growth potential
- I place **equal weight on growth and capital** security
- I aim for a **return that beats inflation** but I do not want to be exposed to large fluctuations in the value of my investment
- My aim is to **protect the capital** I have invested



**5. How concerned would you be with a short term (6 month) decline in the value of your investment?**

- I would **not** be concerned
- I would only be **slightly** concerned
- I would be **moderately** concerned
- I would be **very** concerned
- I would be **extremely** concerned

**6. What is your appetite for investment risk?** If you invested €10,000 today, what range of potential values would you consider to be an acceptable return for your investment after 5 years?

- Between €6,300 and €17,200
- Between €6,800 and €16,300
- Between €7,900 and €14,000
- Between €8,900 and €12,100
- Between €9,800 and €11,600

**7. What is your approach to taking risks?**

If you could increase the value of your investment by taking more risk, would you:

- Be willing to take a **LOT** more risk with **ALL** your money
- Be willing to take a **LITTLE** more risk with **ALL** your money
- Consider the potential losses and only be willing to take a **LITTLE** more risk with **SOME** of your money
- Consider the potential losses and be **UNWILLING** to take any more risk

**Important Information**

This risk profile is an illustrative tool designed to assist you in understanding your attitude to risk, an important step before making an investment.

This risk profile does not constitute advice, it is very important that you review your overall situation and investment needs with an investment advisor prior to making an investment.

There are a number of important issues to consider when determining your attitude to risk and this tool may only include some of these. It is important that you obtain professional advice and by signing your name below, you are confirming that this is an illustrative tool and is not a substitute for professional advice from your Financial Advisor.

**Name (print)**

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**Signature**

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**Date**

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Bluechip Financial Consultants Ltd  
**Letter of Authority**



Date: \_\_\_\_\_

Please be advised that David Grennell of Bluechip Financial Consultants Ltd is to:

- Act as agent for any policies that I/we hold with your company.
- Please supply him with any information he may require to complete a full financial review on any policies I/we have with your company.

Yours sincerely

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_





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