



IMO
FINANCIAL SERVICES

Our Remuneration

We, Fitzserv Consultants Ltd t/a IMO Financial Services, act as intermediary (Broker) between you, the consumer, and the product provider with whom we place your business.

The Background

Pursuant to provision 4.58A of the Central Bank of Ireland's September 2019 Addendum to the Consumer Protection Code, all intermediaries, must make available in their public offices, or on their website if they have one, a summary of the details of all arrangements for any fee, commission, other reward or remuneration provided to the intermediary which it has agreed with its product producers.

What is Remuneration?

Remuneration is the payment earned by the intermediary for work undertaken on behalf of both the provider and the consumer. The amount of remuneration is generally directly related to the value of the products sold.

What is Commission?

Commission is payment that may be earned by an intermediary for work undertaken for both provider and consumer.

There are different types of remuneration and different commission models:

Single commission model: where payment is made to the intermediary shortly after the sale is completed and is based on a percentage of the premium paid/amount invested/amount borrowed.

Trail/Renewal commission model: Further payments at intervals are paid throughout the life span of the product.

Indemnity Commission

Indemnity commission is the term used to describe a commission payment made before the commission is deemed to be 'earned'. Indemnity commission may be subject to a clawback (see below) if the consumer lapses or cancels the product before the commission is deemed to be earned.

Other forms of indemnity commission are advances of commission for future sales granted to intermediaries in order to assist with set up costs or business development.

General Insurance Products

General insurance products, such as motor, home, travel, health, retail or liability insurance, are typically subject to a single or standard commission model, based on the amount of premium charged for the insurance product.

Life Assurance/Investments/Pension Products

For Life Assurance products commission is divided into initial commission and renewal commission (related to premium), fund based or trail (relating to accumulated fund).

Trail commission, bullet commission, fund based, flat commission or renewal commission are all terms used for ongoing payments. Where an investment fund is being built up through an insurance-based investment product or a pension product, the increments may be based on a percentage of the value of the fund or the annual premium. For a single premium/lump sum product, the increment is generally based on the value of the fund.

Life Assurance products fall into either individual or group protection policies and Investment/Pension products would be either single or regular contribution policies. Examples of products include Life Protection, Regular Premium Life Assurance Investments, Single Premium (lump sum) Insurance-based Investments and Single Premium Pensions.

Investments

Investment firms, which fall within the scope of the European Communities (Markets in Financial Instruments) Regulations 2007 (the MiFID Regulations), offer both standard commission and commission models involving initial and trail commission. Increments may be based on a percentage of the investment management fees, or on the value of the fund.

Credit Products/Mortgages

Commission may be earned by intermediaries for arranging credit for consumers, such as mortgages. The single, or standard, commission model is the most common commission model applied to the sale of mortgage products by mortgage credit intermediaries (Mortgage Broker).

Clawback

Clawback is an obligation on the intermediary to repay unearned commission. Commission can be paid directly after a contract is concluded but is not deemed to be 'earned' until after a specified period of time. If the consumer cancels or withdraws from the financial product within the specified time, the intermediary must return commission to the product producer.

Fees

The firm may also be remunerated by fee by the product producer such as policy fee, admin fee, or in the case of investment firms, advisory fees.

Other Fees, Administrative Costs/ Non-Monetary Benefits

The firm may also be in receipt of other fees, administrative costs, or non-monetary benefits such as:

- Attendance at product provider seminars
- Assistance with Advertising/Branding
- Industry Educational Seminars
- Use of Product Providers resources
- Co-branded literature

Sustainability Remuneration Policies

The key product providers with which we engage, and receive remuneration from, have developed responsible investment as part of their investment philosophies and sustainability risk policies.

Please find below details of the Commissions arrangements IMO Financial Services has with the various Product Providers:

1. Irish Life

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.



Product			Initial Commission (year 1)	Trail Commission	Renewal Commission	Other Commission
Unit Linked Pension Products Pre-Retirement (PP, PRSA, CP & PRB)	Annual Premium	Max	17.5% (1 st Bullet)	0.5% trail	5% 17.5% (Bullets X 3)	N/A
		Single Premium	Max	5%	0.75%	N/A
Unit Linked Pension products Post Retirement (ARF / AMRF)	Single Premium	Max	5%	0.75%	N/A	N/A
Guaranteed Annuity	Single Premium	Max	3%			
Investment Bonds	Single Premium	Max	3%	0.5%	N/A	N/A
Investment Only	Single Premium	Max	5%	0.5%	N/A	N/A
Savings Products	Annual Premium	Max	5.5% (1 st Bullet)	0.25% trail to year 8, 0.5% trail from year 9	5.5% Bullets X 3	N/A

		Yr1	Additional (annual)	Renewal (annual)
Protection	Option 1	100%	From Year 2 – 5: 20%	From Year 6: 3% level From Year 6: 6% indexed
		25% level 28% indexed	From Year 2 – 10: 25% From Year 2 – 10: 28%	From Year 11: 10% level From Year 11: 13% indexed
	Option 3	20% level 23% indexed		From Year 2: 20% level From Year 2: 23% indexed
		80% Level 80% Indexed		From Year 2: 12% level From Year 2: 15% indexed
	Option 4			
	Default Profile			
		Yr1	Additional	Renewal (annual)
Income Protection	Max	120%	Year 3 & Year 6: 30%	From Year 7: 3% level From Year 7: 6% indexed

Group Protection

	Renewal commission
Life	
Max	6%
Income protection	
Max	12.5%
Serious Illness Cover	
Max	12.5%

2. Zurich Life Assurance plc

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Single contribution products (Pensions, Investments)

	Up front commission	Trail commission
Single Contribution Pension		
Max	5.50%	0.50%
Single Contribution PRSA (Standard)		
Max	5.50%	0.00%
Single Contribution PRSA (Non-Standard)		
Max	5.0%	0.50%
Approved (Minimum) Retirement Funds		
Max	5.0%	0.50%
Annuities		
Max	3.0%	N/A
Investment Bonds		
Max	5.0%	0.50%
Trustee Investment Plans		
Max	5.0%	0.50%

Commission clawback:

Commission clawback typically does not apply on single contribution products

Regular contribution products (Pensions, Savings)

	Initial commission	Renewal / Bullet Commission	Trail commission
Regular Contribution Pension			
Max	20.0%	3.0% renewal	0.50%
Regular Contribution PRSA (Standard)			
Max	5.0%	5.0% renewal	0.0%
Regular Contribution PRSA (Non-Standard)			
Max	5.0%	5.0% renewal	0.50%
Savings Plan			
Max	10.0%	1.0% renewal	0.50%

Commission clawback:

Commission clawback applies over a 4-year period for all initial commission.

Commission clawback also applies over a 4-year period for any bullet commission noted.

Individual Protection

Guaranteed Term Protection & Guaranteed Mortgage Protection

	Yr1	2 – 10	11+
Max	100%	12%	3%

Commission clawback:

Commission paid in year 1 is earned over a 12-month period.

Guaranteed Whole of Life

	Yr1	2 – 5	6+
Max	90%	18%	3%

Commission clawback:

Commission paid in year 1 is earned over a 12-month period.

Group Protection

Group Life Cover

	Yr1	2	3
Max	6.0%	6.0%	6.0%

Commission clawback:

Does not apply. Commission is paid as premiums are received.

Group Permanent Health Insurance & Group Serious Illness Cover

	Yr1	2	3
Default			
Max	12.5%	12.5%	12.5%

Commission clawback:

Does not apply. Commission is paid as premiums are received.

3. Zurich Life: Remuneration on IMO Group Schemes

IMO Group Life Scheme

IMO Group GP PHI Scheme

IMO Group NCHD PHI Scheme

IMO Group Income Protection Scheme

IMO Group Waiver of Premium Scheme

In respect of the group protection schemes which operate exclusively for the benefit of IMO members and/or their beneficiaries, IMO Financial Services receives remuneration from Zurich Life (the product producer) to pay for the costs of supporting and operating the schemes. Commencing from 1 April 2020, the remuneration is currently equivalent to 15.50% of premium income plus an administration fee of €5.75 per scheme member per month.

A marketing support fee for the development and promotion of the schemes may be paid at the discretion of Zurich Life, and is estimated at €25,000 per annum.

IMO Financial Services is wholly owned by the Irish Medical Organisation and all profits which accrue form part of the consolidated financial position of the IMO.



4. Royal London

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Individual protection

Year	<Maximum>* Commission Rate Available	Clawback period (when policies cancel)
1	225%	5 years
2	0%	
3	0%	
4	0%	
5	0%	
6	3%	
7	3%	
8	3%	
9+	3%	

<*This maximum commission rate includes indexation policies as well as any special offers that are currently available. This may not necessarily accurately reflect your business processes. The maximum commission rate chosen by you and the average commission rate taken by you will be available on our Broker Centre. These maximum and average figures may help to provide an indication of the rates of commission you typically expect to receive.>

Income Protection Commission Options from Royal London

Available on Life and Specified Serious Illness and Whole of Life

Headline Commission	133% (Indexation 150%)		160% (Indexation 180%)	180% (Indexation 200%)		
Commission Option	A	B	C	D	E	F
Indemnity	None	Full*	Full*	None	Year 1*	Full*
Initial Payment	100%	133.33% (Indexation 150%)	160% (Indexation 180%)	100%	100%	180% (Indexation 200%)
Payment Period	16 months (Indexation 18 months)	At policy inception	At policy inception	Over 5 year (1)	Over 5 years (2)	At policy inception

Commission Paid (non-indemnity)/Earned (indemnity)

Year 1	100%	100%	80%	100%	100%	36% (Indexation 40%)
Year 2	33.33% (Indexation 50%)	33.33% (Indexation 50%)	20% (Indexation 40%)	20% (Indexation 40%)	20% (Indexation 40%)	36% (Indexation 40%)
Year 3	-	-	20%	20%	20%	36% (Indexation 40%)
Year 4	-	-	20%	20%	20%	36% (Indexation 40%)
Year 5	-	-	20%	20%	20%	36% (Indexation 40%)
Renewal	Month 17 (Indexation Month 19)	Month 17 (Indexation Month 19)	Month 61	Month 61	Month 61	Month 61

New Commission Options from Royal London

Available on Life and Specified Serious Illness only

Headline Commission	100% Initial /10% Renewal			Flat 22.5%	
Indemnity	Yes*	No	Yes *	No	Yes*
Initial Payment	130% (Indexation 140%)	100%	100%	22.5%	22.5%
Payment Period	At policy inception	1 Year	At policy inception	Earned as Paid	At policy inception

Commission Paid (non-Indemnity)/Earned (indemnity)

Year 1	100%	100%	100%	22.5%	22.5%
Year 2	10% (Indexation 20%)	10% (Indexation 20%)	10% (Indexation 20%)	22.5%	22.5%
Year 3	10%	10%	10%	22.5%	22.5%
Year 4	10%	10%	10%	22.5%	22.5%
Renewal	Month 49	Month 13	Month 13	Month 13	Month 13

***Clawback** will be applied pro-rata to the unearned portion of indemnity commission in the event of a lapse.

(1) 100% commission paid in year 1 (non-indemnity). 20% commission paid in years 2-5

(with additional 20% commission in year 2 for indexation policies).

(2) 100% commission paid up-front and earned in year 1. 20% commission paid in years 2-5

(with additional 20% commission in year 2 for indexation policies).

Please note: For indexation policies initial commission amounts in years 2-5 are based on the initial premium.

Renewal commission amounts are based on the premium at time of payment. No further initial commission is

payable on premium increases. Term and conditions apply. These commission terms and options ONLY apply to

online applications.

Income Protection Commission Options from Royal London

Headline Commission	150% (Indexation 166.67%)		180% (Indexation 200%)	200% (Indexation 220%)		
	AA	AB		AC	AD	AE
Commission Option	AA	AB	AC	AD	AE	AF
Indemnity	None	Full*	Full*	None	Year 1*	Full *
Initial Payment	100%	150% (Indexation 166.67%)	180% (Indexation 200%)	100%	100%	200% (Indexation 220%)
Payment Period	18 months (Indexation 20 months)	At policy inception	At policy inception	Over 5 years (1)	Over 5 years (2)	At policy inception

Commission Paid (non-indemnity)/Earned (indemnity)

Year 1	100%	100%	80%	100%	100%	40% (Indexation 44%)
Year 2	50% (Indexation 66.67%)	50% (Indexation 66.67%)	40% (Indexation 60%)	40% (Indexation 60%)	40% (Indexation 60%)	40% (Indexation 44%)
Year 3	-	-	20%	20%	20%	40% (Indexation 44%)
Year 4	-	-	20%	20%	20%	40% (Indexation 44%)
Year 5	-	-	20%	20%	20%	40% (Indexation 44%)
Renewal	Month 19 (Indexation Month 21)	Month 19 (Indexation Month 21)	Month 61	Month 61	Month 61	Month 61

New Income Protection Commission Options from Royal London

Headline Commission	100% Initial/12.5% Renewal			Flat 25%	
	Yes*	No	Yes*	No	Yes*
Indemnity	Yes*	No	Yes*	No	Yes*
Initial Payment	137.5% (Indexation 147.5%)	100%	100%	25%	25%
Payment Period	At policy inception	1 Year	At policy inception	Earned as Paid	At policy inception
Commission Paid (non-indemnity)/Earned (indemnity)					
Year 1	100%	100%	100%	25%	25%
Year 2	12.5% (Indexation 22.5%)	12.5% (Indexation 22.5%)	12.5% (Indexation 22.5%)	25%	25%
Year 3	12.5%	12.5%	12.5%	25%	25%
Year 4	12.5%	12.5%	12.5%	25%	25%
Renewal	Month 49	Month 13	Month 13	Month 13	Month 13

***Clawback** will be applied pro-rata to the unearned portion of indemnity commission in the event of a lapse.

(1) 100% commission paid in year 1 (non-indemnity). 40% commission paid in year 2 (with additional 20% commission in year 2 for indexation policies).

20% commission paid in years 3-5.

(2) 100% commission paid up-front and earned in year 1. 40% commission paid in year 2 (with additional 20% commission in year 2 for indexation policies).

20% commission paid in years 3-5.

Please note: For indexation policies initial commission amounts in years 2-5 are based on the initial premium. Renewal commission amounts are based on the premium at time of payment. No further initial commission is payable on premium increases. Terms and conditions apply.

5. Aviva

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Flexible Protection, Mortgage Protection Plan, Personal and Executive Pension Term Assurance

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7 +
22% - 150%	3% - 22%	3% - 22%	3% - 22%	3% - 22%	3% - 22%	3% - 22%

Personal & Executive Income Protection & Wage Protector

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7 +
30% - 200%	15% - 30%	15% - 30%	15% - 30%	3% - 30%	3% - 30%	3% - 30%

Unit

Linked Products

	Heritage Aviva Product			Heritage Friends Product			
	Initial	Trail	Bullet	Initial	Trail	Bullet	
Single Contribution Pension							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	5%	1%	n/a	5%	0.75%	n/a	
Single Contribution PRSA							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	4%	0.50%	n/a	7.50%	0.25%	n/a	
Approved (Minimum) Retirement Funds							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	5%	1%	n/a	5%	0.75%	n/a	
Annuities							
Default	2%	n/a	n/a	2%	n/a	n/a	
Max	3%	n/a	n/a	3%	n/a	n/a	
Investment Bonds							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	5%	1%	n/a	4%	0.75%	n/a	
Investment Only							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	1%	1%	n/a	5%	0.75%	n/a	
Regular Contribution Pension							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	15%	1%	40%	25%	0.75%	n/a	
Regular Contribution PRSA							
Default	n/a	n/a	n/a	n/a	n/a	n/a	
Max	22.50%	0.50%	n/a	17.50%	0.25%	n/a	
Savings Plan							
Default	n/a	n/a	n/a	10%	n/a	n/a	
Max	15%	1%	n/a	10%	0.75%	n/a	

Group Life

	Yr1	Yr2+
Default	Flat commission of either 0% or 6%	0% or 6% each year thereafter
Max	6%	6%

Group Income protection

	Yr1	Yr2+
Default	Flat commission of either 0% or 12.5%	0 or 12.5% each year thereafter
Max	12.5%	12.5%

6. New Ireland Assurance Company plc

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Single contribution products

	Initial Commission	Clawback Period	Trail commission per annum (p.a.)
Single Contribution Pension			
Max	5%	5 years	1% p.a.
Single Contribution PRSA			
Max	7%	5 years	0.5% p.a.
Approved (Minimum) Retirement Funds			
Max	5%	n/a	1% p.a.
Annuities			
Max	3%	n/a	n/a
Single Premium Investment Policies			
Max	4%	3 years	1% p.a.

Regular contribution products

	Initial Commission	Clawback Period	Renewal / Flat Commission	Trail Commission per annum (p.a.)
Regular Contribution Pension				
Max	25%	5 years	8% p.a.	1% p.a.
Regular Contribution PRSA				
Max	25%	5 years	6% p.a.	0.5% p.a.
Regular Premium Investment Policies				
Max	10%	5 years	2.5% p.a.	0.5% p.a.

Individual protection

Year	1	2	3	4	5	6	7	8	9+
Max	225%	50%	20%	20%	20%	12.5%	12.5%	12.5%	12.5%
Clawback Period	5 years								

Group protection

	Death in Service	Permanent Health Insurance
Year	1+	1+
Max	15%	20%
Clawback Period	1 year	1 year

7. Standard Life

Standard Life has a range of commission options for customers and advisers to choose from.

'Max' means the maximum commission Standard Life makes available under each product.

'% taken' means the percentage of commission your financial adviser, generally takes for these products.

'Clawback period' is a timeframe where Standard Life can take a proportion of the commission paid back from an adviser if the premium/contributions ceases, reduces, or the product is closed.

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Single contribution products

	Up front commission	Clawback Period	Trail commission
Single Contribution Pension Max Percentage taken	5%	n/a	1%
Single Contribution PRSA Max Percentage taken	5%	n/a	0.5%
Approved (Minimum) Retirement Funds Max Percentage taken	4%	n/a	1%
Annuities Max Percentage taken	2%	n/a	n/a
Investment Bonds Max Percentage taken	4%	n/a	1%

Regular Contribution Pension

	Initial commission	Clawback Period	Renewal commission	Trail commission
Max (front loaded) Percentage taken	1.25% x term (max 25%)	5 years	2%	1%
Max (level) Percentage taken	5%	n/a	5%	1%

Regular Contribution PRSA

Max	5%	n/a	5%	0.5%
Percentage taken				

Savings Plan

Funded Initial Commission*	Max	0%-15%, payable as a lump sum after the first premium is paid	5 years*	n/a	1%
Percentage taken					

Premium Based**		0% - 15%	n/a	n/a	1%
Percentage taken					

*If the initial contributions are not maintained for 5 years, a proportion of the initial commission paid will be claimed back from your intermediary account.

** For every 1% taken there is a corresponding plan change of 0.04% per annum. Commission is paid to you after the first premium is paid.

FIC is subject to commission clawback.

8. Other Product Providers

Alternative commission structures may be available which are different from the commission structures shown below due to commission sacrifice.

Non-Insurance based Lump Sum Investments

Provider	Initial Commission (Year 1 Max.)	Renewal or Trail Commission	Other Commission
BCP Asset Management	3%	N/A	N/A
Cantor Fitzgerald	3%	N/A	N/A
J & E Davy	3%	N/A	N/A
KBC Bank Deposits	0.25%	N/A	N/A
Quilter Cheviot	0.5%	.5%	N/A
Wealth Options Ltd	3%	N/A	N/A

Non-Insurance Based Pension Investments

Provider	Initial Commission (Year 1 Max.)	Renewal or Trail Commission	Other Commission
Newcourt Retirement Fund Managers (ARF's and AMRF's)	3%	0.5%	N/A
Newcourt Retirement Fund Managers (PRSA's)	10%	0.5%	N/A
Newcourt Retirement Fund Managers (PRB's)	3%	0.5%	N/A
ITC PRSA 1 - 3	0.40% - 2.0%	N/A	N/A
ITC PRSA Leap 1 - 3	1% - 1.5%	N/A	N/A

Mercer

Product Type	Initial Commission (Year 1 Max.)	Renewal or Trail Commission	Other Commission
Aspire Investment Bond	0% - 3%	0% , 0.24%	N/A
Aspire AMRF/ARF	0% - 4.5%	0%, - 1%	N/A
Aspire Personal Retirement Bond	0% - 3.5%	0% - 1%	N/A

Mortgages

Provider	Initial Commission (Year 1 Max.)	Renewal or Trail Commission	Other Commission
Brokers Ireland Mortgage Services	1%	N/A	N/A
Haven Mortgages	1%	N/A	N/A
ICS Mortgages	1%	N/A	N/A
KBC Bank	1%	N/A	N/A
Permanenttsb	1%	N/A	N/A
The Mortgage Store	1%	N/A	N/A

Note: Mortgage commission is generally earned over a three-year period, with a pro-rata clawback of commission if a mortgage is redeemed within that period.

General Insurance Referrals

Marsh Ireland	Commission for general insurance household and surgery referrals only, maximum commission rate 5% each year of the annual premium.
RSA	Commission for general insurance household is a maximum commission rate 10% each year of the annual premium.