Terms of Business

ZURICH

New Business Copy

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 assessments of the suitability of our products for you. This is because we will not be aware of changes to your circumstances which could change the suitability of the product for you. If your needs or circumstances change, this may affect the suitability of the product for you. You can contact us at any stage to ask for us to carry out an updated assessment of suitability.

Commission and Charges – Direct Sales Force

Zurich Life's Financial Advisors are paid a salary by Zurich Life. In addition to this they are paid a commission, which is related to their production levels. The combined impact of these payments are shown in the sample illustration provided to you at point-of-sale by the Zurich Life Financial Advisor. Before completion of your application it is important that you receive this information and that you understand the details contained therein. 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.

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.**

Sustainability Related Disclosures

The financial advice provided by Zurich Life's Financial Advisors 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 we can provide you with advice on are those provided by Zurich Life. Information on how Zurich Life takes account of the impacts of investment decisions on sustainability risks and information on the integration of sustainability risks into Zurich Life's remuneration policy can be found at **www.zurich.ie/responsibleinvestment**

Data Protection

Details of how Zurich Life collects and processes your personal data are available in our Privacy Statement which is available at **www.zurich.ie/privacy-statement** 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-statement**. 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** 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 clients. 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:

Financial Services and Pensions Ombudsman	**Tel**	01 567 7000	**Web**	**www.fspo.ie**
3rd Floor, Lincoln House, Lincoln Place, Dublin 2	**Email**	info@fspo.ie		

Continued overleaf

Default/Non-payment by Customer

We may withdraw life cover or other risk benefits on a policy where a client 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 client when we issue your Policy Documentation.

Right to cancel or withdraw from the contract

All policies can be cancelled on receipt of signed client instruction at any point.

If not cancelled or withdrawn within the Cooling Off period (see below), you will not be entitled to a refund of any premiums paid.

Cooling off notices

Protection policies

If the policy is not to your satisfaction, you may cancel within 30 days and any premiums you have paid will be refunded. This 30 days replaces any other timeframe mentioned in the enclosed policy document.

Other products: Savings/Investment/ARFs/Buy out Bonds

If the policy is not to your satisfaction you may cancel within 30 days and your premium will be refunded. This 30 days replaces any other timeframe mentioned in the enclosed policy document. Zurich Life may reduce the premium refunded for any negative fluctuations in investment markets during this period.

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 27 October 2026 and are valid until further notice.

Client 1
Please sign

Client 2
Please sign

Date

Financial Advisor
Please sign and date

Date

Zurich Life Assurance plc
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Zurich Life Assurance plc is regulated by the Central Bank of Ireland.

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