

Combined Advisory/ Discretionary Service Terms

OCTOBER 2015

Please note that these Advisory/Discretionary Service Terms include and incorporate the Terms & Conditions, the Appendices, the Risk Disclosure Statement, the Order Execution Policy, the Schedule of Fees & Charges, the Conflicts of Interest Policy, the Client Asset Key Information Document, the Investor Profile and the Investor Policy Statement (together, the 'Terms').

It is important that you read these Terms carefully as they set out the basis on which Davy will act and our aims in acting for you. These Terms apply to our relationship and services generally; where additional and specific terms apply to a particular investment you should consider these carefully before proceeding. Where there is any inconsistency between these Terms and such specific terms and conditions relating to a particular investment, the provisions of those specific terms and conditions will apply.

Content

Section	Page
Terms & Conditions	4
Risk Disclosure Statement	52
Information about Davy's Order Execution Policy	62
Information about Davy's Conflicts of Interest Policy	66
Client Asset Key Information Document	69
Advisory and Discretionary Fees & Charges Schedule	75
Davy Credit Union Advisory Fees & Charges Schedule	80

Terms & Conditions

DEFINITIONS

In these Terms:

Advisory Service means the service whereby Davy provides investment advice to its clients in accordance with Part A of these Terms.

Advisory Account Opening Pack means the pack of information and application forms provided to you by us in relation to the Advisory Service.

Alternative Investments means investments other than cash, fixed income, equities and includes hedge funds, private equity, structured products, property related investments and investments in certain other asset classes.

Central Bank of Ireland means the Financial Regulator and any successor body.

Client Assets means client money and securities as defined in the Central Bank of Ireland's Client Asset Requirements as amended from time to time.

Close of Business means 5:30pm Irish time, Monday to Friday inclusive (other than a Saturday, Sunday, public holiday or bank holiday in Ireland).

Complex Financial Instrument means any Financial Instrument other than a non-complex instrument as defined in Regulation 95 of the MiFID Regulations.

Corporate Events means elective rights issue, calls, conversion, subscription or redemption rights or take-overs or other offers arising from capital reorganisations attaching to your investments.

Davy Portfolio means the portfolio of assets and cash held in your Davy account or accounts and may comprise one or more accounts in respect of our Advisory and/or our Discretionary Service.

Davy Portfolio Manager means the person who will be assigned to you to assist you in connection

with any of the services referred to in these Terms.

Davy Related Party means each of Davy's shareholders, subsidiaries, affiliated entities or any person, firm or body corporate under its control or under common control or their respective directors, officers, agents, employees, advisors, representatives or any associated entities.

Discretionary Account Opening Pack means the pack of information and application form provided to you by us in relation to the Discretionary Service.

Discretionary Service is the service where Davy manages the assets in a client's Davy Portfolio on the basis of an investment strategy agreed with each client and as provided for in Part B of these Terms.

Event of Default means one of the events listed in clause 24 of these Terms.

Financial Instrument means any financial instrument as defined in the MiFID Regulations and any investment instrument as defined in the Investment Intermediaries Act 1995.

Investor Policy Statement means the document that is sent to you following completion of an Investor Profile which outlines an agreed investment strategy and service.

Investor Profile means the document which we require you to complete before we can provide you with investment advice or manage your Davy Portfolio on a discretionary basis and which includes details of your attitude to risk, investment objectives, experience of investing, your financial resources and personal requirements.

Limit Orders means an instruction to either buy or sell a security at a specified price. In the case of a

purchase order, investors typically use limit orders to enable the purchase of the security at or below the desired price. In the case of a sale order, investors typically use limit orders to prevent the security selling below the desired price. As set forth in clause 9.5 below, there is no guarantee that a Limit Order will be executed.

Market Order means an instruction to buy or sell a security at the current market price.

MiFID Regulations means the European Communities (Markets in Financial Instruments) Regulations 2007 (as amended).

Non-Complex Financial Instrument means a financial instrument as specified in Regulation 95 of the MiFID Regulations

Portfolio Valuation means a periodic transaction statement sent to you. The contents of this report may vary depending on the service provided or if you hold leveraged products.

Professional Client means a client that has been categorised as a professional by us and who meets the criteria in schedule 2 of the MiFID Regulations.

Retail Client means a client that has been categorised as a retail client by us and who is not a Professional Client.

Risk Disclosure Statement means the document contained in the application pack containing details on the nature and risks of different categories of investments.

Service or Services means any of the services covered in sections A to E in these Terms including either the Advisory Service or the Discretionary Service as selected by you in the Investor Profile.

Terms means these terms and conditions together with the appendices, the schedule of fees and charges, the conflicts of interest policy, the order

execution policy, the Risk Disclosure Statement, the Investor Profile, the Investor Policy Statement and the Client Asset Key Information Document.

Any reference in these Terms to '**you'** and '**your**' includes any joint account holder and includes your personal representatives, permitted assigns, novatees and successors.

Any reference to '**Davy**', '**we**', '**us**' and '**our**' means J&E Davy and includes our successors and assigns.

In these Terms headings are for convenience only and are not to be taken into account when interpreting these Terms.

These Terms apply to our Services as set out herein. You will be asked to select the Service or Services of choice for your account(s) at account opening stage.

1 ABOUT US

1.1 Our regulatory status

J&E Davy is a wholly owned subsidiary of J&E Davy Holdings. J&E Davy, trading as Davy, is regulated by the Central Bank of Ireland PO Box 559, Dame Street, Dublin 2. Davy is a member of the Irish Stock Exchange, the London Stock Exchange and Euronext. It provides stockbroking and other financial services to a broad range of private and institutional clients. J & E Davy's companies office registration number is 106680. Davy's VAT number is 4800408E.

For the provision of certain products and services, including PRSAs, trackers and life assurance policies, Davy is subject to the Central Bank of Ireland's Consumer Protection Code which offers protection to consumers. The Consumer Protection Code can be found on the Central Bank of Ireland's website at www.centralbank.ie.

None of the insurance undertakings which have appointed Davy to act as an intermediary, holds, directly or indirectly, more than 10 per cent of the voting rights or the capital of Davy. Similarly, Davy does not hold, directly or indirectly, more than 10 per cent of the voting rights or of the capital of these insurance undertakings.

1.2 Contact details

You may contact your Davy Portfolio Manager directly or by calling us at +353 1 679 7788. Our offices are located at the following addresses:

Dublin & Registered Office: Davy House, 49 Dawson Street, Dublin 2

Belfast Office: 2nd Floor, Donegall House, 7 Donegall Square North, Belfast BT1 5GB, Northern Ireland

Cork Office: 1st Floor Hibernian House, 80 A, South Mall, Cork

Galway Office: 1 Dockgate, Dock Road, Galway

London Office: Dashwood House, 69 Old Broad Street, London EC2M 1QS, UK

To find out more about Davy please visit our website at www.davy.ie.

1.3 The Agreement

These terms shall apply to all persons accepted as new clients on and after 1 October 2015 and on 1 January 2016 for persons that are clients of Davy on or before 30 September 2015 and in accordance with clause 2.6 and/or 3.6 as applicable.

It is important that you read these Terms carefully as they set out the basis on which we will act for you.

Certain products and services will have their own additional and specific terms and conditions. These Terms should be read in conjunction with other important information provided as part of your Davy Advisory or Discretionary Account Opening Pack, and any other product/service documentation provided to you. Where additional and specific terms apply to a particular investment and there is any inconsistency between these Terms and such specific terms and conditions relating to a particular investment, the provisions of those specific terms and conditions will apply. This does not affect the application of the limitation of liability contained in clause 28 which will always apply.

The Agreement is divided into a number of parts:

Part **A** sets out the specific terms and conditions for our Advisory Service.

Part **B** sets out the specific terms and conditions for our Discretionary Service.

Part **C** sets out the specific terms and conditions for our Execution Only Dealing Service.

Part **D** sets out the specific terms and conditions regarding the provision of investment research and other investment related information.

Part **E** sets out the general terms and conditions which apply to all of the Services.

Part **F** sets out the supplemental terms and conditions which apply to our Credit Union Service.

Our Services may be provided in respect of any or all of the following Financial Instruments:

- i Listed shares, or securities in Irish or foreign companies which are listed on a regulated market or are highly liquid;
- ii Debenture security, loan security, bonds, notes, certificates of deposit, commercial paper or other debt instruments, including government, public agency, municipal and corporate issues;
- iii Depository receipts or shares, or other types of instrument relating to investments at (i) or (ii) above;
- iv Units in a UCITS collective investment scheme;
- v Warrants to subscribe for investments at (i) or (ii) above;
- vi Options or futures on investments at (i), (ii) or (iii) above, including options on an option;
- vii Other derivative investments, including contracts for differences ('CFDs') and exchange traded options;
- viii Certain investment trusts, unit trusts, mutual funds and similar collective investment schemes, including hedge funds;
- ix Private equity and alternative investments;
- x Commodities;

- xi Sale, repo & reverse repo agreements;
- xii Securities borrowing/lending agreements;
- xiii Certificates conferring property rights;
- xiv Insurance Policies;
- xv PRSAs;
- xvi Direct investment into property and property related assets;
- xvii Any other Financial Instruments to which you and we agree.

1.4 Description of our services

Our investment Management service incorporates both an advisory service and a discretionary management service, depending upon the level of control you wish to retain in relation to your investments.

A ADVISORY SERVICE

2 Description of service

We will provide you with investment advice and make recommendations based on the information you provide regarding your personal circumstances. This includes buying, selling and holding investments as well as exercising any rights you have in relation to your investments.

We will carry out transactions where we have an instruction from you. Where you do not follow our advice in a timely fashion, we do not take any responsibility for the outcome. Similarly where you make an investment on an execution only basis, we do not take any responsibility for monitoring/managing the investment on an ongoing basis.

If you have chosen our Advisory Service we may from time to time send you information about other products and services offered by Davy.

2.1 Description of service

The Advisory Service may include, but is not limited to, investment advice on the following transactions, where the transaction type is suitable for you and in line with your Investor Policy Statement. Unless you have written to us and provided us with confirmation of any additional restrictions that must be applied to your Davy Portfolio and we have accepted that request and reflected the restrictions in your Investor Policy Statement, we will assume that no specific restrictions apply in providing you with advice. Our advisory services include the following:

- i We may provide you with advice in relation to, or recommend, collective investment schemes including collective investment schemes that are managed by Davy.
- ii We may provide you with advice in relation to, or recommend, spot and forward foreign exchange contracts, where Davy acts as principal, in order to hedge currency exposures that may arise where you hold investments in your Davy Portfolio denominated in currencies other than your base currency.

- iii If we carry out a transaction in a foreign currency, we will convert it to the currency in which you have elected to pay or receive money. You will obtain a foreign exchange rate that applies as close as practicable to the time of the relevant transaction. The foreign exchange rate may be adjusted to reflect the size of your transaction and the costs we incur in providing and supervising this service. We aim to ensure (but do not guarantee) that the foreign exchange rate you obtain will be comparable to the retail market rate at the time of the transaction. Details of the foreign exchange rate for your transaction will be reflected in your contract note.
- iv If we determine that Alternative Investments would form a suitable part of your portfolio, we may provide you with advice in relation to, or recommend, such investments. There may be difficulties in establishing a price for, or in selling, such investments.
- v We may provide you with advice in relation to, or recommend, you commit to underwriting or other similar obligations in connection with a rights issue, takeover or other transaction. In such cases you will incur obligations as underwriter or sub-underwriter. You agree that we may provide advice where we or an associated company have been involved as sponsor, financial adviser, underwriter, lending bank or in any other role in such transactions.
- vi We may provide you with advice in relation to, or recommend, investments that are sourced from other third party specialist firms.
- vii We may provide you with advice in relation to, or recommend, all forms of options or transactions in other derivatives.
- viii We may provide you with advice in relation to, or recommend, futures and other derivatives that may result in you having to make margin payments out of your Davy Portfolio. This means that you may have to make further variable payments against the purchase price of the investment instead of paying or receiving the entire purchase or sale price immediately. The movement in the market price of your investment will affect the amount of margin payment you will have to make. If you fail to make margin payments on or by the due date, we will be entitled to close the position and use any investments or cash we hold for that purpose. We reserve the right to close the position in any event if you fail to pay margin payments after one business day. It is important that you read the specific terms and conditions applicable to any such products which might require a margin payment.
- ix We may provide you with advice in relation to, or recommend, structured products, where swaps, options, other derivatives or securities are embedded in the product and the return may be linked to the performance of an underlying security or basket of securities. Such products may be designed by Davy in conjunction with a specialist third party firm. Where such products are designed by us this will be disclosed to you.

2.2 Investor Profile

We are required to obtain as much investment related information from you as is necessary to ensure that we can provide you with suitable investment advice. The information we may require

includes details of your investment objectives, your ability to bear any related investment risks, your financial resources and your investment experience and knowledge. We will collect this information by asking you to complete an Investor Profile document or other similar form.

Where you are subject to any legal, regulatory or other restrictions on asset classes that you are prevented from investing in, it is your responsibility to detail this in writing to us. We take no responsibility for advising you in respect of restricted investments where you have not explicitly notified us of such restriction(s) in writing and where we have not agreed to this restriction by referring to it in the Investor Policy Statement (see below). If you fail to complete the Investor Profile in a manner that is satisfactory to us we may decline to provide you with our advisory services.

2.3 Investor Policy Statement

We will use the information you provide to us in the Investor Profile to formulate an Investment Policy Statement for you. The Investor Policy Statement sets out our understanding of your investment requirements and your attitude to risk. It serves to outline the key information upon which we will base our investment advice to you and details the risks associated with the various asset classes that we may recommend to you.

2.4 Target asset allocation

As part of this service, we may also recommend a personal investment strategy, containing a target asset allocation.

There may be material deviation between your Davy Portfolio and the target asset allocation detailed in the Investor Policy Statement (or otherwise agreed with us in circumstances where an Investor Policy Statement has not been provided to you) due to fluctuations in market conditions, prices or other reasons outside of our control ('market variations'). You should also be aware that following initial investment, further investment or because of market variations it may take time to achieve or re-establish your target asset allocation. We shall not be in breach of the Investor Policy Statement as a result of these deviations. You acknowledge that you are the party with responsibility for making all investment decisions on your Davy Portfolio and therefore you will be responsible for the implementation of your personal investment strategy and the target asset allocation. Other than as described above, any deviation between your Davy Portfolio and your target asset allocation is your responsibility.

2.5 Importance of the Investor Policy Statement

The Investor Policy Statement, based on the Investor Profile document, forms the agreed basis upon which we will provide you with advice. In the event of any inconsistency between the Investor Policy Statement and other documentation, the Investor Policy Statement will prevail.

You are responsible for ensuring the Investor Policy Statement is accurate at all times and reflects your current situation, needs and attitude to risk.

2.6 Existing clients

For existing clients as at the date of implementation of these Terms, we will continue to follow the current investment approach for your Davy Portfolio, unless you contact your Davy Portfolio Manager and agree otherwise in writing.

2.7 Changes to your Investor Profile/Investor Policy Statement

In the event that any of the information in your Investor Profile or Investor Policy Statement changes, for example where you experience a change in your personal circumstances, or otherwise in the event that you wish to amend your Investor Profile and/or your Investor Policy Statement, this must be discussed and agreed with your Davy Portfolio Manager. These changes may result in a new Investor Policy Statement, which will be sent to you.

It is important that the documents are fully and accurately completed. If you do not advise us in writing of changes to the information contained in the Investor Profile or Investor Policy Statement or you do not provide us with complete and/or accurate information, we shall have no liability to you if any of our investment decisions are subsequently found to be unsuitable for you.

2.8 Suitability of advice

We have a duty to take reasonable care when determining the suitability of the service and in advising clients generally based on information that has been disclosed to us by them. We will consider the suitability of the investments recommended by us based on the information you provide to us in the Investor Profile and the agreed Investor Profile Statement.

2.9 Investment Performance



IMPORTANT NOTE: We provide you with investment advice in good faith based on information that is available to us at the relevant time. We do not give assurances that the investments we make will be profitable or perform as expected and you should be aware that the value of investments may fall as well as rise for numerous reasons including market conditions existing at the time. We take no responsibility for the poor performance or profitability of any investment recommended by us. Please note that your capital may be at risk and that you may not receive back the amount of your original investment.

2.10 Disclosure obligations

You are responsible for ensuring that all applicable legal, tax or regulatory requirements for disclosure or reporting as to holding, control, beneficial ownership or the granting of security are met in respect of investments or cash standing to the credit of your Davy Portfolio.

B DISCRETIONARY SERVICE

- 3** Where you have chosen our Discretionary Service and because you have appointed us as discretionary investment manager of your Davy Portfolio, you have granted us authority to exercise full discretion over your Davy Portfolio. We will manage your investments, enter into transactions and take any other actions, as outlined in these Terms (including, for the avoidance of doubt, your Investor Policy Statement) at our discretion without any obligation to seek authorisation from you first.

If you have chosen our Discretionary Service we may, from time to time, send you information about other products and services offered by Davy.

3.1 Description of the service

Davy will have complete authority to buy, sell, retain, exchange or otherwise deal in any investments in accordance with the mandate contained in your Investor Policy Statement and undertake such other actions as contemplated by these Terms. Unless you have written to us and provided us with confirmation of any additional restrictions that must be applied to your Davy Portfolio and we have accepted that request and reflected these restrictions in your amended Investor Policy Statement, such specific restrictions shall not apply in managing your Davy Portfolio.

Where you have chosen the Discretionary Service and because you have appointed us your discretionary investment manager, we are not obliged to execute orders given by you to us.

The transaction type that Davy may enter into on your behalf may include, but is not limited to, the following transactions, where the transaction type is suitable for you and in line with your Investor Policy Statement:

- i We may deal in collective investment schemes including collective investment schemes that are managed by Davy.
- ii We may deal in spot and forward foreign exchange contracts, where Davy may act as principal, in order to hedge currency exposures that may arise where you hold investments in your Davy Portfolio denominated in currencies other than your base currency.
- iii If we carry out a transaction in a foreign currency, we will convert it to the currency in which you have elected to pay or receive money. You will obtain a foreign exchange rate that applies as close as practicable to the time of the transaction. The foreign exchange rate may be adjusted to reflect the size of your transaction and the costs we incur in providing and supervising this service. We aim to ensure (but do not guarantee) that the foreign exchange rate you obtain will be better than the retail market rate at the time of the transaction. Details of the foreign exchange rate for your transaction will be reflected on your contract note.
- iv If we determine that Alternative Investments would form a suitable part of your portfolio,

we may deal in such investments. There may be difficulties in establishing a price or in selling such investments. Please refer to clause 6 which provides a specific risk warning in respect of Alternative Investments.

- v You authorise us to enter into transactions for you that commit you to underwriting or other similar obligations in connection with a rights issue, takeover or other transaction. In such cases your Davy Portfolio will incur obligations as underwriter or sub-underwriter. Unless you write and tell us otherwise any underwriting we carry out will be as we decide. You agree to give us this authority including in the case of transactions where we or an associated company have been involved as sponsor, financial adviser, underwriter or in any other role.
- vi We may source investments from other third party specialist firms.
- vii We may enter into transactions in all forms of options or transactions in other derivatives.
- viii We may deal in futures and in other derivatives that may result in us having to make margin payments from your Davy Portfolio. This means that your Davy Portfolio may have to make further variable payments against the purchase price of the investment instead of paying or receiving the entire purchase or sale price immediately. The movement in the market price of the investment will affect the amount of margin payment which will have to be made.
- ix We may deal in structured products, where swaps, options, other derivatives or securities are embedded in the product and the return may be linked to the performance of an underlying security or basket of securities. Such products may be designed by Davy itself and /or in conjunction with a specialist third party firm.

3.2 Investor Profile

We are required to obtain as much investment related information from you as is necessary to enable us to make suitable investments on your behalf. The information we may require includes details of your investment objectives, your ability to bear any related investment risks, your financial resources and your investment experience and knowledge. We will collect this information by asking you to complete an Investor Profile document or other similar form. Where you are subject to any legal, regulatory or other restrictions in any asset class(es) or individual investment or instrument that you are prevented from investing in restricted investments, it is your responsibility to detail this in the Investor Profile. We take no responsibility for investing in respect of restricted investments where you have not explicitly notified us of such restriction(s) in writing and where we have not agreed to this restriction by referring to it in the Investor Policy Statement (see below). If you fail to complete the Investor Profile in a manner that is satisfactory to us we may decline to provide you with our services.

3.3 Investor Policy Statement

We will use the information you provide to us in the Investor Profile to formulate an Investor Policy Statement. The Investor Policy Statement sets out our understanding of your investment

requirements, including your attitude to risk, and the means by which we intend to fulfil those requirements. It serves to outline the key information upon which we will base the management of your Davy Portfolio and details the risks associated with the various asset classes that may be included in your Davy Portfolio.

3.4 Target asset allocation

Your Investor Policy Statement will outline your personal investment strategy, containing a target asset allocation. The target asset allocation is the asset allocation designed to meet your investment objectives. There may be material deviation between your Davy Portfolio and the target asset allocation detailed in the Investor Policy Statement (or otherwise agreed with us in circumstances where an Investor Policy Statement has not been completed by you) due to fluctuations in market conditions, prices or other reasons outside of our control ('market variations'). You should also be aware that following initial investment, further investment or because of market variations, it may take time to achieve or re-establish your target asset allocation. We shall not be in breach of the Investor Policy Statement as a result of these deviations, provided that we take reasonable steps over a reasonable period of time to rebalance your Davy Portfolio to bring it in line with the target asset allocation detailed in the Investor Policy Statement, where we believe it is in your interest to do so. If, however, we believe it is not in your interest to perform such rebalancing, we will not do so.

3.5 Importance of the Investor Policy Statement

The Investor Policy Statement, based on the Investor Profile document forms the agreed basis upon which we will manage your account. In the event of any inconsistency between the Investor Policy Statement and other documentation, the Investor Policy Statement will prevail.

You are responsible for ensuring the Investor Policy Statement is accurate at all times and reflects your current circumstances, investment needs and attitude to risk.

3.6 Existing clients

For existing clients as at the date of implementation of these Terms, we will continue to follow the current investment approach for your Davy Portfolio, unless you contact your Davy Portfolio Manager and agree otherwise in writing.

3.7 Changes to your Investor Profile/Investor Policy Statement

In the event that any of the information in your Investor Profile or Investor Policy Statement changes, for example where you experience a change in your personal circumstances, or otherwise in the event that you wish to amend your Investor Profile and/or your Investor Policy Statement, this must be discussed and agreed with your Davy Portfolio Manager. These changes may result in a new Investor Policy Statement, which will be sent to you.

It is important that the Investor Profile and Investor Policy Statement are fully and accurately completed. If you do not advise us in writing of changes to the information contained in the Investor Profile or Investor Policy Statement or you do not provide us with complete and/or accurate information, we shall have no liability to you if any of our investment decisions are subsequently found to be unsuitable for you.

3.8 Suitability

We have a duty to take reasonable care when determining the suitability of the Service and when making decisions generally for clients based on information disclosed to us by our clients. We will consider the suitability of your Davy Portfolio based on the information that you provide to us in the Investor Profile and the agreed Investor Policy Statement.

3.9 Investment performance



IMPORTANT NOTE: We make our investment decisions in good faith based on information that is available to us at the time an investment decision is made. We do not give any assurances whatsoever that the investments we make as part of your Davy Portfolio (whether individually or collectively) will be profitable or perform as expected and you should be aware that the value of investments may fall as well as rise for numerous reasons including prevailing market conditions. Please note that your capital may be at risk and that you may not receive back the amount of your original investment.

C EXECUTION ONLY DEALING SERVICE

4 EXECUTION ONLY DEALING SERVICE

You may decide to give orders to buy or sell securities from time to time on your own initiative and receive no investment advice from us; such orders are called 'Execution Only' orders or trades. If we agree with you to place an order on an Execution Only basis, we reserve the right to require you to open a 'telephone share dealing' account with us prior to placing the trade. Further information about this service is outlined in the Terms for this account type. Alternatively we will record this transaction as an Execution Only trade and we will not accept responsibility or liability for the transaction. For the avoidance of doubt, clients who avail of Davy's Advisory Service and/or Discretionary Service may from time to time elect to give instructions on an Execution Only basis. In such circumstances, we will not accept responsibility or liability for the transaction.

If you place an Execution Only order with us in respect of Non-Complex Financial Instruments, please be aware that we will not advise you about the merits of the transaction nor will we assess the suitability or appropriateness of the investment for you and you will not therefore benefit from the protections afforded to clients for whom we must assess suitability or

appropriateness. We will advise you at the time you place your order if the Financial Instrument is an instrument other than a Non-Complex Financial Instrument.

Where you propose to trade on an Execution Only basis in Complex Financial Instruments, we are required to consider information that you have provided to us regarding your knowledge and experience of investing, and to take that information into account in assessing whether the investment service or product envisaged is appropriate for you. In the event that we determine that the investment service or product is not appropriate for you we are obliged to warn you of the risks involved before proceeding with the trade.

It is your responsibility to ensure that any such orders are lawful and in particular do not amount to insider dealing, market manipulation or constitute a breach of any securities or other law or regulation.

If you have chosen our Execution Only Dealing Service we may, from time to time, send you information about other products and services offered by Davy.

D INVESTMENT RESEARCH AND OTHER INVESTMENT RELATED INFORMATION

5 INVESTMENT RESEARCH

Our in-house research department issues research across a range of sectors. As a Davy client you may have access to such research reports and other market analysis information that may be available. Such reports are available solely for information purposes and the provision of them does not constitute an offer or solicitation to buy or sell securities. Such research does not constitute investment advice and has been prepared without regard to your individual financial circumstances and objectives. The securities and/or investment strategies discussed in the reports may not be suitable or appropriate for all investors. Information about how we manage our conflicts in relation to research is provided on www.davy.ie. You agree that we will not be liable where you rely in whole or in part on any statements, representations or other contents of such research reports and other market analysis information in connection with any investment decision made by you.

5.1 Other investment related information

Our private client department issues investment recommendations across a range of sectors. As a Davy client you may have access to this information and other market and/or investment analysis information. You understand that while we may provide such reports or analysis to you, or otherwise make this information available to you, this is solely for information purposes and does not constitute an offer or solicitation to buy or sell securities. Such information does not constitute investment advice and has been prepared without regard to your individual financial circumstances and objectives. The securities and/or investment strategies discussed in the reports may not be suitable or appropriate for all investors. Such information is not 'investment research' and is classified as a 'marketing communication' in accordance with

the MiFID Regulations. This means that (a) it has not been prepared in accordance with the legal requirements designed to promote the independence of investment research and (b) it is not subject to any prohibition on dealing ahead of the dissemination of investment research. You agree that we will not be liable where you rely in whole or in part on such investment recommendations and/or investment analysis information in connection with any investment decision made by you.

E GENERAL TERMS AND CONDITIONS APPLICABLE TO ALL SERVICES

The following terms and conditions apply to all of the Services provided by Davy:

6 RISK WARNINGS AND IMPORTANT NOTES

All forms of investment involve some degree of risk. You should remember that the value of investments may fall as well as rise. Past performance may not be a reliable guide to future performance. Please note that your capital may be at risk and that you may not receive back the amount of your original investment.

Please note that you can only buy a security if there are sellers in the market and sell it if there are buyers. For this reason there can be significant delays before we can complete some orders. We may need to add your order and those of other clients on to our own orders, if we need to do this to complete your order we may only do so if it is reasonably unlikely that it will disadvantage any of our clients.

Unless you confirm in writing that you do not wish us to do so, we may recommend and/or carry out transactions in suitable non-readily realisable or illiquid investments. These are investments in which the market is limited or could become so or there may be legal or other restrictions on their resale. These investments may include (but are not limited to) private equity and hedge funds. For example, some investments may have lock up periods or impose restrictions on redemptions or transfers meaning that it may not be possible to redeem or transfer these holdings without a significant penalty, if at all. Illiquid investments may be difficult to sell at prices that reflect the assessment of their value. We may also recommend and/or carry out transactions in investments that are not regulated by the rules of any stock exchange. Further information is available in the Risk Disclosure Statement provided in your application pack. We shall notify you of any variation to our Risk Disclosure Statement on our website.

By agreeing to these Terms you consent to us notifying you of changes to our Risk Disclosure Statement on our website.

 **IMPORTANT NOTE:** Your attention is drawn to the risk section of your Investor Policy Statement which outlines the risks associated with the asset categories in which we may provide you with advice on or include in your discretionary Davy Portfolio.

The Risk Disclosure Statement and Investor Policy Statement cannot disclose all the risks and significant aspects of investing and you should NOT make an investment or avail of a discretionary managed service unless you have satisfied yourself that you understand the nature of the investments or service and the extent of your exposure to risk. If you are in any doubt you should obtain additional independent professional advice (including inter alia legal, financial and tax advice) suitable to your own individual circumstances, before making an investment decision.

 **IMPORTANT NOTE:** If you do not understand the nature and extent of your exposure to risk you should not invest.

Other documentation

Some Financial Instruments may have additional explanatory documentation available; such as a Prospectus, Offering Memorandum or other information brochure.

Alternative Investments

As part of our Advisory Service we may provide advice in respect of Alternative Investments we may also include Alternative Investments in your Davy Portfolio when providing our Discretionary service.

Insurance Policies

Where Davy acts as an Insurance Intermediary, it may provide its services on either a fair market analysis or a limited market analysis, dependent upon the product or service in question. Fair market analysis means that Davy is providing a service or a product on the basis of a review of the offerings of a large number of insurance providers in the market. Limited market analysis means that Davy is providing a service or a product on the basis of a limited number of the insurance providers in the market. We will disclose whether a product or service is provided on the basis of either a fair or limited market analysis as part of the product or service documentation.

In the event that you purchase an investment related insurance policy through Davy, we will provide you with a copy of the Terms of Business, as well as the Terms & Conditions of the Insurance Policy, both as provided by the relevant insurance undertaking. They will apply in addition to these Davy Execution-Only Service Terms together with any Davy Account type terms which may also apply. Davy is not under a contractual obligation to conduct insurance mediation business exclusively with one or more insurance undertakings. You may request details of the names and addresses of those insurance undertakings with whom we may and do conduct business.

7 OPENING AN ACCOUNT WITH US

Prior to opening an account with us, you will be required to complete all account opening application forms. We are required by law to record evidence that we have undertaken identity checks in respect of all new clients. In this regard, you will be required to provide us with specific identification at the time you request us to open an account for you. We reserve the right at all times and in our absolute discretion not to open an account.

We may need to request additional information from you at any time to meet our legal and regulatory obligations. If you do not provide the information we require, we will not be in a position to continue operating your account and we reserve the right to close your account.

You must inform us immediately in the event that any of your personal details subsequently change. Any such changes must be communicated to us in writing.

8 YOUR CATEGORISATION

Based on the information available to Davy, we have categorised you as a Retail Client, and you will be treated as such in respect of all business we conduct with or for you. You may request to be categorised as a Professional Client in respect of all the services that we provide you or on a product, service or transactional basis; subject to meeting certain criteria. This would result in a reduced level of client protections for you. If you want to be categorised as a Professional Client, you may complete the relevant section in the Investor Profile or contact your Davy Portfolio Manager. For information regarding the main differences between Retail and Professional clients, please see Appendix 1 to these Terms. In the event that we notify you that we will treat you as a Professional Client, you may request to be treated as a Retail Client in respect of all the services that we provide you or on a product, service or transactional basis. Please be aware that we reserve the right to decline any request for re-categorisation.

9 COMMUNICATION AND INSTRUCTIONS

All communications with you will be in the English language. You may communicate with us in person, by fax, by telephone or in writing including email. You agree that we may designate the manner in which you must send different types of communication and you agree that we may not act upon any communications that are transmitted in a manner that is not consistent with these designations.

9.1 Instructions

You may place instructions with us in person, by telephone, by electronic media such as email or in writing. We reserve the right to request confirmation of an instruction in writing and we may refuse to act on incomplete, unclear, inconsistent or mistaken instructions which you give us. If you communicate with us through our website or by email it is important you read and understand our Terms of Access. These are available on our website at www.davy.ie. You agree that we may communicate with you about you or your account by email or other electronic media. We may however at our discretion refuse to act upon

instructions received over such media and require confirmation of the instruction by other means. We may also refuse to act on an instruction where we are prevented from following the instruction by any law or regulation or other circumstances beyond our reasonable control. Once an instruction is accepted and acted on by us it cannot be cancelled unless required due to our error or omission.

9.2 Amendments

It is your responsibility to notify us if you amend any personal details or material information that you have provided to us. We may require that any such proposed amendments be in writing and contain your original signature. Any change of address must be notified to us in writing.

9.3 Reliance on instructions

We are entitled to rely on instructions, which we believe to be from you or from your agents including, where appropriate, your lawfully appointed attorney, whether received verbally or in writing which we have accepted in good faith. Where instructions are received from your agents, legal representative, executor and/or your lawfully appointed attorney, we can continue to act on their instructions until we receive written notification from you that they are no longer authorised. For the avoidance of doubt it is solely your responsibility to ensure that your agents are appropriately authorised and/or your attorney is lawfully appointed. As such we may accept instructions from your agents and we shall be under no obligation to monitor whether a particular agent is duly authorised by you. It is very important that you notify us in writing as soon as possible after you withdraw your authority for an agent or attorney to issue instructions on your behalf.

9.4 Security procedures

In order to verify your identity we may need to ask you some security questions about your account. In the event that you cannot provide us with the answers we may not be in a position to act on your instructions and we reserve the right to request additional information in order to verify your identity.

9.5 Limit Orders

Your Limit Orders will be valid from the date on which the instruction is received by us until Close of Business on Friday of the week following the week in which the instruction is received by us (the 'Expiration Date'). During this time we will place your order on the relevant execution venue at the start of business each day, and remove it at the Close of Business each day. We will then cancel such orders automatically on the Expiration Date unless you ask us to renew them in time. However, you may decide that you want your order to expire on a date prior to the Expiration Date. You can do this by asking your Davy Portfolio Manager when you are placing your order. If you choose to do this, your order will expire at the Close of Business on that specified date if it has not been filled by then. In the event that part of your order has been filled before you instruct us to cancel your order, only the undealt part may be cancelled. We may require that you place price limits on orders for certain types of securities. We will tell you

when you are placing your order whether you need to place a price limit on your order. We will make all Limit Orders public unless you expressly instruct us not to do so. If you change a limit, we will put your revised order behind other existing instructions at that same limit. It may not be possible for us to cancel or amend an existing order. In the event that part of your order has been filled before you instruct us to change a price limit, the changed limit will only apply to the undealt part of your order.

9.6 Joint accounts

If we maintain an account jointly for one or more clients:

- i We will be entitled to act on the instructions of any one person named on the account unless otherwise agreed with us in writing. However, in the event that the instruction is to re-register securities held in a nominee account into a single name; to change the correspondence address for the account or relates to standard payment instructions for the account, we will require a written instruction signed by all joint account holders.
- ii Where these Terms refer to 'client' this will mean the clients jointly and severally. If a joint holder dies, by operation of law, the securities will be held for the client(s) who survive(s). This means that no grant of probate or letters of administration are needed. We may act without liability on any instructions related to these securities given to us by the client(s) who survive(s) and such client(s) will indemnify us against any liability we may incur in so doing.
- iii If we receive instructions from any joint account holder that in our opinion conflict with instructions received from any other joint account holder, we may comply with these instructions and/or advise each joint account holder of the apparent conflict and/or take no action until we receive instructions that are satisfactory to us.
- iv We will categorise each joint account holder for the purposes of the MiFID Regulations, however, when providing Services to the joint account we will act in accordance with the categorisation set out in clause 8 above.
- v We will assess suitability and/or appropriateness of the Services we provide for the purposes of the MiFID Regulations in accordance with the categorisation in clause 8 above and in accordance with the Investor Profile.
- vi Where one of the parties informs us of a dispute between joint account holders, we may cease to permit operation of the joint account until we receive new written signing instructions from the joint account holders. However, we are not obliged to do this and may, notwithstanding any dispute, continue to rely on the existing arrangements for operating the account including signing instructions unless and until we decide to cease to permit operation of the joint account pending receipt of new instructions from the joint account holders.

- vii Correspondence and notices in relation to the joint account will be sent or served by us to the address of the first named joint account holder only. On request in writing we can provide a copy of contract notes and Portfolio Valuations to a second address. Any such correspondence and/or notices so sent or served will be deemed to have been received by or served upon all of the joint account holders.
- viii Where you lodge investments registered in a sole name to a joint account, the investment will be registered in joint names.
- ix We are entitled to hold you jointly and severally liable for any debt or charge arising out of these Terms.

9.7 Death or incapacity

- i In the event of death or incapacity of a client, upon receipt of written notification (which in the case of death must be in the form of a certified copy of a death certificate), we will immediately suspend all accounts of that client. We may, in our absolute discretion, close any positions which carry a future contingent liability. Notwithstanding the suspension of the account and without prejudice to our rights of lien and set-off as set out in clause 22 below, we may sell positions on your account to meet commitment calls arising from Alternative Investments or to meet other general debits including the payment of fees, commissions, charges and expenses as permitted by these Terms.
- ii All payments made and transactions executed by us on your account after your incapacity or death, but before we have written notice thereof, will be valid and binding upon you and your successors and estate.
- iii In the case of death, other than as detailed above in the first point, we shall not accept any further instructions or take any further action on your account until such time as your appointed representative has been established by providing us with a certified copy of the grant of probate or letters of administration.
- iv In the case of incapacity, we shall not accept any further instructions or take any further action on your account(s) until such time as we are satisfied that you are no longer suffering under such incapacity or until we have received written notice that a representative has been validly appointed on your behalf to manage your affairs.
- v We will deal with corporate actions at our absolute discretion.
- vi We will not be liable for any losses arising from whatever cause (including negligence on our behalf) between the time of your death and the date of probate (or letters of administration) being granted or between the date of your incapacity and the date of your recovery or the appointment of a person to manage your affairs.

10 HOW WE HOLD YOUR ASSETS

10.1 Nominee Service

The following section applies if you use our nominee service.

Who holds your investments?

Assets that are capable of being registered will be registered in the name of a nominee company of the Davy group ('nominee') or in a segregated account with an eligible custodian. You remain the beneficial owner of these assets, meaning that they are at all times treated as belonging to you. The nominee is a company formed solely for the purpose of holding client assets; it does not trade or have any other activities and your assets are legally segregated from those of the trading companies within the Davy group.

Irish & UK Securities

Your securities will be registered in the name of a nominee company of the Davy Group, which must operate in accordance with regulatory requirements.

Other securities

If you deal in securities that are primarily settled outside the domestic settlement system, we will register those securities with a third party eligible custodian. The custodian will hold your securities separately from ours and from those of any of the companies to which we are affiliated.

We will only place your order to sell securities that are registered in your own name on receipt of your valid share certificate and signed transfer form. In some cases, you may have to sign an authorisation to transfer the securities; this is pre-printed on the reverse of the certificate. Alternatively, you will need to complete a CREST transfer form. These are available on our websites at www.davy.ie and www.daviselect.ie.

It is important that the certificate you present to us is valid. Should you present an invalid certificate to us, you are responsible for the payment of any transaction, dealing, third party and ancillary charges, or associated costs and expenses

If you lodge certain securities in certificated format for sale, we will first have to register the securities with a third party eligible custodian. We will not pay the proceeds of the sale until we have received proceeds from the custodian in question. This may lead to a delay of 20 business days or more in paying the proceeds to you.

If we receive a foreign share certificate it may have to be dematerialised. We are not responsible for any delays caused by the materialisation. We will not sell these shares until the stock has been credited to your nominee account.

In the event that an investment registered in the name of the nominee can only be held in physical/certificated format, we will hold the certificate in a fire proof safe. The certificates are reconciled on a regular basis.

Investment related Insurance Policies

If you invest in an investment related life assurance policy or a group life assurance policy, the nominee will be the legal owner of the policy and will perform the role of a bare nominee for you and any other clients who have invested in the policy. This means that you remain the beneficial owner of the policy or, for a group life assurance policy, of a share in the policy that is proportionate to your investment. It also means that the nominee can only act in accordance with the instructions of the beneficial owner (s) of the policy or of Davy as the beneficial owner's appointee in that regard.

10.2 Who holds your cash deposits?

We treat money we hold in accounts with credit institutions for you in accordance with the requirements of the Central Bank of Ireland. Money we hold on your behalf may be held in individually designated deposit accounts with credit institutions chosen by us or is otherwise held in separate bank accounts from Davy's own money and may be held on a pooled basis. We are careful in our choice of credit institutions and perform regular risk assessments on the institutions that we use, however, we do not accept any liability for any action taken by or for the default of any eligible credit institution. We have received written confirmation from the banks with which we hold client money that these client accounts are legally segregated from each other and from any firm accounts that Davy may hold with the bank. Furthermore the credit institutions have confirmed to us in writing that money they hold for clients of Davy is not this firm's money but has been placed with them by Davy for our clients, cannot be subject to a claim in respect of any money owed by us and is held in accordance with regulatory requirements. A list of our approved custodians and credit institutions is set out at Appendix 2. Further information about the credit institutions we use and the deposit protection schemes in place is available should you require it.

By agreeing to these Terms you consent to how we hold your assets as set out in Clause 10.2

10.3 Client Assets held outside Ireland

We may hold client asset accounts outside of Ireland. Where we hold client assets outside of Ireland the title of the account in which the assets are held distinguishes the account from any account containing assets of the firm. The credit institutions or eligible custodians with which we may hold assets outside Ireland have confirmed this to us in writing. The legal and regulatory regime applying to any eligible credit institution or eligible custodian, with whom your assets are held, may be different to that of Ireland and in the event of a default of such an institution those assets may be treated differently from the position which would apply if the assets were held in Ireland.

By agreeing to these Terms you consent to us holding your assets outside of Ireland as set out in Clause 10.3.

10.4 Interest earned

Interest is only paid to clients on individually designated client asset deposit accounts opened with a credit institution. Interest is not paid on monies held in the course of settlement and on monies held in pooled client asset deposit accounts. Where interest is paid it is calculated from the date we place money on deposit up to the date of withdrawal. The rate of interest paid on client asset deposits will vary from time-to-time and between credit institutions with whom we place your money. We are under no obligation to notify you of any changes in the applicable interest rates. Monies and financial instruments held by us will be handled in accordance with regulatory requirements. While there is no obligation on us to ensure interest is payable on monies held in client asset accounts, we will, as an additional service to our clients, use our reasonable endeavours, to seek to earn a competitive interest rate on monies held in client asset deposit accounts with a bank or credit institution. Davy may retain some or all of this interest for its own use and benefit.

By agreeing to these Terms you consent to how we treat interest earned as set out in Clause 10.4.

10.5 Pooling

We may hold assets on your behalf in a pooled account i.e. an account containing the assets of more than one client. In accordance with regulatory requirements, such pooled accounts are designated as client accounts. We have received written confirmation from the relevant credit institutions and eligible custodians that pooled accounts contain client assets. We reconcile pooled accounts to our own records on a regular basis.

By agreeing to these Terms you acknowledge that you consent to us holding your assets in a pooled account as set up in clause 10.5.



IMPORTANT NOTE: There is a risk, in the event of an insolvency of the relevant credit institutions and/or eligible custodians, that the designation of the pooled accounts as client assets may not be recognised by a liquidator of the credit institution or the acknowledgement of such designation will be delayed, thereby preventing or delaying our ability to control your assets.

10.6 Protecting your assets

In order to offer you a secure and effective service, we are careful in our choice of custodians and credit institutions, and monitor their performance on an ongoing basis. However, we do not accept liability for any acts or omissions of those custodians or credit institutions, or for their default. In the event that a custodian or credit institution becomes insolvent, you may not receive back all or any of the assets or funds that custodian or credit institution holds on your behalf.

We are a member of the Investor Compensation Scheme, set up by law, which provides compensation to eligible investors should we become insolvent. You will only have a right to compensation if you qualify as an eligible investor; and if we are unable to return to you money or Financial Instruments that you are owed or own, and if your loss is recognised by the Investor Compensation Scheme. The amount of compensation that you may receive will be 90% of the net amount you have lost or €20,000; whichever is less. Full details of the Investor Compensation Scheme are available on www.investorcompensation.ie. In the event of changes to the scheme details will be provided on this website.

10.7 Moving your funds

We may move your money between credit institutions without advance notice to or requiring consent from you. If you instruct us in writing to place funds on deposit with a specific credit institution, subject to that credit institution meeting the regulatory criteria, we will endeavour to do so; however we are under no obligation to do so. If we are in a position to act on your instruction we accept no liability in the event of default by the credit institution chosen by you.

10.8 Record keeping

We will keep appropriate records to make sure that we can easily identify the quantity of securities and the amount of money that we hold for you. We will keep these records in accordance with regulatory requirements. We will confirm your holdings in writing to you at least once in each calendar year unless this information has already been provided to you in your valuation statement.

11 ADMINISTRATION OF YOUR INVESTMENTS

11.1 Dividends and other income

If you use our nominee service to hold your investments and have sent us a valid completed Dividend Withholding Tax (DWT) exemption form, we will make your DWT status known to those Irish companies in which you hold shares. When we do this, you will receive your dividends before deductions of income tax at standard rates.

We will be responsible for claiming and receiving dividends, interest payments and other income payments accruing to your investments received by our nominee company. However in the event of a scrip dividend being offered, we will elect to take the cash alternative unless you specifically instruct us to take the share alternative. We will not take up scrip dividends in securities other than Irish and UK shares.

We will prepare and send you a Consolidated Tax Certificate (CTC) for both Irish and foreign income received by our nominee company on your behalf during the Irish tax year. The CTC will be in a form acceptable to the Irish Revenue Commissioners. The CTC does not address your liability to Capital Gains Tax or any other liabilities to income tax. You must assess this and make any required returns. The information in the CTC is strictly for information purposes

only and you should read the warnings it contains carefully. You are advised to contact your own independent professional tax adviser for a comprehensive assessment of your taxation obligations and liabilities.

11.2 Non-Residents

If you have submitted a non-resident declaration form for exemption from any form of tax we will continue to rely on that declaration unless you inform us in writing that you have re-established residence in the Republic of Ireland. Please note that non-resident declarations are invalid from the date that residence is re-established and tax is payable from that date. Penalties and interest may also be payable to the Irish Revenue in respect of unpaid tax. It is your responsibility to inform us of any change to your residency status.

11.3 Corporate Events

If you are an advisory client, the following sections applies in the case of Corporate Events.

By holding investments in a nominee account you will not be notified directly by the company of any Corporate Events applicable to your investments. The relevant custodian or third party is required to forward details of any Corporate events to our nominee company. We accept no responsibility for or liability in respect of Corporate Events that have not been notified to us by a relevant custodian or third party. Provided we have been appropriately notified and been given sufficient time to do so by the custodian or third party, we will take reasonable steps to contact you before any Corporate Events attaching to your investments, unless it is impractical to do so. Where we do contact you we will take all reasonable steps to pass to you whatever information has been provided to us by the custodian but we cannot take responsibility for the completeness or accuracy of such information.

If you instruct us in relation to Corporate Events before the deadline specified by us, we will take reasonable steps to act on your instructions. If we cannot contact you to get your instructions for these events or if we do not hear from you, we will take such action, or refrain from taking any action, as we believe to be in the interests of the affected clients as a whole including arranging for the disposal of any rights. When we do, we may take account of our general view of the event. In so acting we will be deemed to be acting on your instructions and with your authority and consent.

If you are a discretionary client the following section applies in the case of Corporate Events.

We will make the relevant decisions in relation to Corporate Events without first contacting you, this includes:

- i where there are rights issues, calls, conversion and subscription rights which must be used or taken up;
- ii in the event of take-overs, other optional corporate actions or capital reorganisations.

11.4 Pooled accounts

Securities which we hold for you on a pooled basis may attract different treatment during Corporate Events or other events, and your options may be limited. In such cases any rights or other benefits will be shared pro-rata among all shareholders whose holdings are affected.

11.5 Annual Reports, AGMs and EGMs

We will not notify you of any Annual General Meetings or Extraordinary General Meetings applicable to your investments. In the case of advisory clients, we will not exercise or arrange for the exercise of any voting rights attaching to your investments unless you request us to do so in writing. In this eventuality we will make reasonable endeavours to make appropriate arrangements provided you have given us sufficient time to do so. We will not forward annual reports applicable to your investments. In the case of discretionary investment management clients we reserve the right to exercise or arrange for the exercise of any voting rights taking into account our general view of the event and the information you have provided to us regarding your objectives and attitude to risk.

12 SETTLEMENT OF TRANSACTIONS

All accounts opened for you will be designated in euro unless otherwise instructed by you; you may request us to open a non-euro account in any of our other eligible currencies. Any transaction in a different currency to the account (s) you hold will be considered a foreign exchange conversion and will be carried out as follows: i. if we carry out an investment transaction in a foreign currency other than the currency in which your account (s) are held, then unless you instruct us otherwise, we will buy from you and/or sell to you the relevant foreign currency so that the investment transaction is converted into the currency in which your account (s) are held. ii. if we buy from you and/or sell to you a foreign currency which is not connected with the provision of other regulated investment transactions then please note that the provision of this foreign currency service is not a regulated service and as such does not require licencing, authorisation, or registration with the Central Bank of Ireland and, as a result, it is not covered by the Central Bank of Ireland's requirements to protect consumers or by a statutory compensation scheme. We must receive any amounts you owe us for purchases no later than the date shown on the contract note issued to you. However, we can ask you to pay before we accept or act on your purchase orders.

You may pay any amount you owe to us by cheque; by direct payment to our bank account; from funds placed on deposit on your behalf by Davy; or, in certain circumstances, by direct debit from your bank account. If you pay us by direct debit, your account will be debited on the settlement date set out on your contract or fee note. We may pay any amount we owe to you by cheque or by electronic transfer or funds can be placed on deposit on your behalf. We reserve the right not to accept and or to make third party payments.

If the share certificate and/or transfer forms that we receive from you in relation to a sale order are not valid, complete, or received by us ahead of the intended settlement date, this shall be an

event of default as defined in clause 24 below. In addition to our rights set out in clause 24 we can do the following:

- a Having used reasonable efforts to contact you to demand settlement, we will buy an equivalent number of shares to settle your sale transaction. The current administration charge we may levy is displayed in our scale of fees and charges at www.davy.ie. We will add the cost of this purchase to your account, together with commission and an administration charge. We will send you a contract note with details of any such transaction. You will be held responsible for any excess cost or loss in value that might arise; and/or
- b If we do not receive the appropriate certificate and transfer forms by the first business day after the date shown, we may add to your account from that day a daily charge as shown in the scale of charges we publish.

These rights are without prejudice and in addition to any right of set off, lien or other right to which we are entitled (whether by operation of law, contract or otherwise) in any jurisdiction.

If you lodge certain securities in certificated format for sale we will first have to register the securities with a third party eligible custodian. You should be aware in these circumstances that we will not pay the proceeds of the sale until we have received the proceeds from the custodian in question. This may lead to a delay of 20 business days or more before we pay proceeds to you.

We would like to draw your attention to the fact that custodians, clearing agents or other relevant parties may make payments to Davy for your benefit prior to receiving such payments from the payer. Davy will in turn reflect these payments in your Davy Portfolio, as received from the custodian, clearing agent or other relevant party. These payments include those arising as a result of the sale, redemption or other disposal of securities or as a result of the payment of interest, dividends or other distributions. In certain circumstances, outside of the control of Davy, such payments may be reversed by the custodian, clearing agent or other relevant party, including but not limited to situations where the actual payment amount is amended by the payer or not paid at all. In these circumstances, Davy will similarly reflect this adjustment, which may result in the automatic deduction of such amounts from your Davy Portfolio without prior notification to you.

13 REPORTING TO YOU

It is your responsibility to check the accuracy of information provided to you in our contract notes, valuation statements and other reports and contact us immediately in the event that you believe the information to be incorrect. We will provide you or your appointed agent with the following reports:

13.1 Contract notes

We will send a contract note to you in respect of every transaction (including transactions arising from your failure to pay or deliver as agreed), either on the day that it is traded or before Close of Business of the following business day. Where a third party provides a contract note, we will send it to you by Close of Business on the business day following receipt from the third party. The contract note will give details of any commission, transaction taxes and charges you will have to pay. We will assume that you have received the contract note and that the details on it are correct unless you contact us within 48 hours of the date of issue of the contract note. However, we reserve our right to correct errors at any time. If there is a mistake on the contract note or if information has been omitted, you will not be able to enforce the trade as confirmed to you and will be obliged to settle the trade as dealt by us.

13.2 Portfolio Valuation Reports

We will provide you with a Portfolio Valuation of all your investments at least once every six months or you may request to be provided with a Portfolio Valuation every three months.

Reporting for leveraged instruments

If you hold a leveraged instrument we or another third party (if applicable) will provide you with a Portfolio Valuation on a monthly basis. You will also receive an annual portfolio valuation which shall set out details of funds held on your account over the course of that year.

Performance review

If you are a discretionary managed client, we will establish an appropriate benchmark as a method of evaluation and comparison based on your investment objectives and the type of financial instruments you hold. The method of evaluation will be confirmed to you in your Investor Policy Statement. If you are an advisory client we may (but are not obliged to) establish an appropriate method of evaluation and comparison based on your investment objectives and the type of financial instruments you hold. The method of evaluation (where relevant) will be confirmed to you in your Investor Policy Statement. It is important that you read your Portfolio Valuation carefully, including all warnings and important information, and you must notify any objections or queries to us in writing within 5 business days after you have received such Portfolio Valuation.

14 OWN NAME HOLDINGS

You may have asked us to show securities that you hold in your own name on your Portfolio Valuation Report. If so, by presenting the information in this way, Davy is not representing that they are due to you or that Davy holds them as part of its nominee service or in its safe custody for you. We will continue to include these securities in your Portfolio Valuation Report unless you advise Davy to increase, reduce or delete them on foot of any purchase, sale or corporate action.

15 ACCOUNT CORRESPONDENCE ONLINE

15.1 Service description

Our Account Correspondence online service ('service') is available to you so that you may access your Davy reports online by logging on to a secure area of Davy's website. In choosing to use this service, you are electing to access contract notes, Portfolio Valuations Terms and Conditions and such other documents as Davy may determine from time to time, for your account(s) online.

Where you sign up to the Account Correspondence Online Service you will not receive paper copies of the documentation provided to you via the service. If you wish to receive any documents in hard copy format please contact us and we will send these to you by post.

We will send you prior notification of each addition to the service prior to launch.

15.2 Accessing online reports

This service is available to clients who have been provided with a user name and password in order to access a secure area of the Davy website, you may use these details to access your reports safely and securely. The right of access to this service (through the provision of a user name and password, or any alternative means of authentication which we might use in addition to or in lieu thereof) provided to you may not be assigned, licensed or otherwise transferred by you to any other person under any circumstances. It is important that you do not disclose your access details to anyone and you must take all reasonable care to prevent unauthorised or fraudulent use of your access details. If you know or suspect that someone has obtained your access details you must inform us immediately.

15.3 Using the service

When a report becomes available for you to access online, we will send you an email or SMS text message alert within specified time frames. For contract notes the specified time frame will be the close of business on the day following a purchase or sale on your account as confirmation that the full contract note is available online. Time frames applicable to other reports will be confirmed to you prior to these becoming available online. Upon receipt of the alert you can access your reports safely and securely. Reports will be available online to you as a client of Davy for a period of 2 years following the date of your last transaction.

IMPORTANT NOTES

As a result of high internet traffic, transmission problems, systems capacity limitations, and other problems, you may, at times, experience difficulty accessing the website or communicating with Davy through the internet or other electronic and wireless services. Any computer system or other electronic device, whether it is yours, an internet service provider's or Davy's can experience unanticipated outages or slowdowns, or capacity limitations. Davy, its directors, officers and employees do not accept any liability for any loss or damage arising therefrom.

In the event that access to the online reporting service is disrupted for technical reasons we will post a notice to that effect on the website as soon as reasonably practicable. If we declare the online reporting service unavailable in this way, and you wish to access a report during the outage, we will provide you on request with a paper copy of the report free of charge. At all other times we reserve the right to charge a fee in the event that you request a paper copy of your report(s). A schedule of our fees and charges is available on www.davy.ie.

16 FEES AND CHARGES

16.1 We will charge our fees and commission in line with our Fees & Charges Schedule. Commission on transactions is payable at the time the transaction is settled. Commission on sales will be deducted from gross sales proceeds. For purchases commission is added to the purchase consideration. We will give you a copy of the current Fees & Charges Schedule on request; these are also available from our website, www.davy.ie. We may vary our scale of charges at any time. We shall give you not less than 1 month's notice in advance of any such variation by posting the notice on our website, www.davy.ie.

By agreeing to these Terms you consent to us notifying you of changes to fees and charges on our website as set out in Clause 16.1.

16.2 You may also have to pay stamp duty at the relevant rate on any purchase transactions and will have to pay all other transaction charges shown on the contract note. Where possible we will advise you of the actual fee or commission or the basis on which it is calculated, before you enter the transaction. In the event that this is not possible, you can contact us for further information on any such payment.

16.3 Where you hold collective investment schemes managed by Davy, we (or another entity within the Davy Group) may receive fees and commissions in the role as Investment Manager, sub Investment Manager, Investment Advisor or in some other role.

16.4 In some circumstances we may use a Davy entity to execute a transaction, particularly where that Davy entity is the only execution venue for the relevant Financial Instrument, where this occurs you may be charged an additional fee and/or commission by us in respect of that service.

16.5 Where you hold certain products and Financial Instruments, you may be charged fees and commissions by the provider of the product or Financial Instrument and these may be in addition to the fees and commissions charged on your Davy Portfolio.

Third parties

A fee or commission may be received from or paid to a third party, where it is designed to enhance the quality of the service we provide and does not impact our duties to you.

This may include but is not limited to the following:

- ▶ We make payments to intermediaries that help to start, conclude or maintain a

business relationship between Davy and its clients. We may make initial payments to an intermediary, representing a maximum of 2% of Net New Funds (being the difference between cash and/or assets introduced and withdrawn by clients introduced by the relevant intermediary in each calendar month). We may also make ongoing payments to an intermediary of a maximum of 0.5% per annum of the total value of cash and/or assets in accounts introduced by the Intermediary at each month end.

- ▶ Where we introduce you to another provider, we may receive a portion of the commission (spread or funding) paid by you to the provider in connection with your account.
- ▶ We may from time to time receive a fee or commission from the issuer of new securities, or from some other party in connection with an investment that you make.
- ▶ We may share fees and commissions with the provider of certain products or Financial Instruments.
- ▶ Where Davy is dealing as principal or on its own account by selling the investment concerned to you or buying it from you, we may make a profit (or a loss) or take a mark-up or a mark down on the investment concerned. If we have dealt as principal this will be shown on your contract note. If the firm deals on a riskless principal basis the firm can apply a wholesale book access charge.

Full details of all fees and commissions including those received from, or paid to a third party and charged on your Davy Portfolio, are available on request. Otherwise, Davy shall be under no obligation to inform you of fees and commissions earned or received by Davy (or other entities within the Davy Group) from third parties in connection with transactions in which it may engage on your behalf whether advised by Davy or otherwise.

17 CONFLICTS OF INTEREST

For full information on conflicts of interest, please refer to the summary of our Conflicts of Interest Policy, which has been provided to you as part of the account opening information. This document is also available on the Davy website on www.davy.ie.

Amendments to this document will be made on the Davy website. You acknowledge and deal with Davy on the basis that when we are dealing for or advising you, we, an associated company or some other person connected with us, may have an interest, relationship or arrangement that is relevant to that investment, transaction or service. Notwithstanding this, our employees must act independently and ignore any such interest when making investment decisions for you. Potential conflicts of interest that may arise in the course of Davy providing services to you, include, but are not limited to the following:

- ▶ dealing as principal or on its own account by selling the investment concerned to you or buying it from you, we may make a profit (or a loss) or take a mark up or a mark down on

the investment concerned. If we have dealt as principal this will be shown on your contract note;

- ▶ we are registered with the Irish and London Stock Exchanges as a market maker in equities and with the Irish Stock Exchange as a primary dealer in Irish government bonds. We therefore may have a holding in, trade, deal or be market maker in securities bought or sold for you;
- ▶ dealing as agent for more than one client;
- ▶ matching your transaction with that of another client by acting for them as well as for you, in which case we may receive and retain commission and charges from both parties and the price of the transaction may be different from the offer or bid price as appropriate;
- ▶ buying or selling units in a collective investment scheme or BES scheme where we are, or an associated company is, the investment manager, manager, investment advisor, trustee, operator or other provider to the scheme and may receive fees and commissions in that role in addition to the portfolio management fee and commissions earned on the portfolio;
- ▶ buying investments where we are, or an associated company is, involved in a new issue, rights issue, take-over or similar transaction to do with the security;
- ▶ providing investment advice or other services to another client or investor about or concerning securities whose interests conflict with your interests;
- ▶ being involved in business relationships with the issuer of securities (or a related entity) in relation to securities that you may buy/sell;
- ▶ producing and distributing investment research on the company or related entity that you buy/sell shares in.

As outlined in clause 2.1 above, we may provide advice or discretionary management in respect of a collective investment scheme that is managed by us.

Davy shall be under no obligation to advise you of any such conflict of interest in the context of any advice given or transaction entered on your behalf.

For full information please refer to the summary of our Conflicts of Interest Policy, which has been provided to you as part of the account opening information and forms part of these Terms.

There may be times when Davy is prohibited from providing advice or investing on a discretionary basis in relation to certain shares that may be the subject of a takeover.

18 COMPLAINTS

We are constantly working to improve our service to our clients. An essential part of this continuous improvement process is feedback both positive and negative from our clients. We

strongly encourage you to give this feedback to us. In particular should you be dissatisfied at any time with the service that you receive from Davy, do not hesitate to make this known to us. We have an internal complaints procedure and will deal with your complaint promptly. Please address your correspondence to your Davy Portfolio Manager at Davy, 49 Dawson Street, Dublin 2, who in turn may refer the matter to the Compliance Department, which is independent of the Portfolio Management department. If you are not satisfied with the outcome of our review of your complaint, you are entitled to refer the matter to the Financial Services Ombudsman. The Financial Services Ombudsman is a statutory officer who deals independently with unresolved complaints from consumers about their individual dealings with financial services providers. It is a free service to the complainant. Further details relating to the Financial Services Ombudsman, including how to make a complaint, are available at www.financialombudsman.ie, by telephone on Lo-Call Number: 1890 88 20 90, or by writing to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. Our complaints policy is available on our website, www.davy.ie.

19 DATA PROTECTION

We fully respect your right to privacy, and any information relating to you (including any personal data within the meaning of the Data Protection Acts 1988 and 2003 (collectively the 'DPA')) which we obtain and hold about you ('Information') will be treated in accordance with our standard principles regarding client confidentiality and the DPA (where applicable). This includes Information we obtain from you or third parties when you apply for an account, product or service, or at any other time during the period of any agreement between us, or which we learn from the transactions you make, such as the date, amount, currency and the name and type of transaction, and the manner in which you operate and manage any account or joint account you hold with us.

- a We may use the Information for the purposes of:
 - i providing the Services, including without limitation, managing any of your accounts and the execution of transactions on your account;
 - ii debt collection;
 - iii group reporting and management purposes;
 - iv prevention of money-laundering, financing of terrorism and fraud, and otherwise complying with our legal and regulatory obligations;
 - v providing you with information in relation to our own and third party products or services and subject to your right to change your mind in relation to receipt of marketing materials at any time by writing to us at Data Protection Officer, Compliance Department, Davy, Davy House, 49 Dawson Street, Dublin 2;
 - vi meeting our obligations under the Consumer Protection Code and;

- vii any other purposes to which you have consented.
- b We may share the Information, to the extent necessary for the purposes set out in this clause 19, with:
 - i anyone providing a service to us or acting as our agents, on the understanding that they will keep the information confidential;
 - ii counterparties to transactions executed on your behalf;
 - iii public companies in which you directly or indirectly hold shares, on request;
 - iv any (or any proposed) assignee, transferee, or successor in title to the whole or any part of our business relating to the Service, and their respective officers, employees, agents and advisers, provided that any recipient agrees to use your information for the same purposes as it was originally supplied to us and/or used by us;
 - v regulatory bodies, law enforcement agencies and other public bodies to whom we are obliged by law to disclose the Information;
 - vi any third party which introduced you to us;
 - vii in the case of a joint account, the other account holder(s) and their respective advisers; and
 - viii any other party to whom you have agreed we may disclose your Information, each of whom may in turn use that Information for the above and other purposes which have been disclosed to you.
- c The use and disclosure of the Information in accordance with this clause 19 may in certain circumstances involve the transfer of Information to countries outside Ireland, including countries both within and outside the European Economic Area, and including countries which may not afford the same level of protection to personal data as applies under Irish law. Transfers to other countries will only be carried out:
 - i for the purposes specified in this clause 19;
 - ii in accordance with your instructions and/or for purposes to which you have otherwise consented; or
 - iii as otherwise required by law or regulation.
- d We will use all reasonable endeavours to ensure that any transfer of the Information is to a country whose laws offer adequate protection for personal information, or alternatively that the third party to whom the Information is transferred provides adequate assurances as to the level of protection which will be given to the Information.

- e You agree to notify us without delay in the event of any change in your personal data, to enable us to comply with our obligations to keep your Information up to date.
- f We will take all reasonable steps, as required by law, to ensure the safety, privacy and integrity of the information. Access to the information is strictly restricted to employees of the Company and its service providers who have a legitimate reason to view and use such information for the purposes set out in this Clause 18.
- g We may be required to collect, process and keep sensitive personal data in relation to you. This might include information relating to your physical or mental health. Sensitive personal data will only be obtained and proceed where necessary to process your application, administer and assess your account or to comply with applicable law.
- h Where you provide us with personal data relating to individuals (which for these purposes shall include, without limitation, any directors, employees, agents, officers, spouses, partners and personal representatives of the persons included in the expression 'Client'), you warrant that you are acting in accordance with the requirements of the DPA in providing that information to us for the purposes set out in this clause and for such other purposes as have been disclosed to you by us prior to your provision to us of personal data.
- i We will record telephone calls. We will retain telephone records for a period as may be prescribed by law, regulation or guidance or at our own discretion. We may use the contents of such recordings as required by law and regulation, to verify your instructions and for quality control purposes.
- j We are obliged to retain client identification and client transaction records of six years from the end of the client relationship or the date of the transaction respectively. Other Information will be retained for no longer than necessary for the purpose for which it was provided to us or as required or permitted for legal, regulatory, fraud prevention and legitimate business purposes.

<p>By agreeing to these Terms you consent to the processing of your information in accordance with this Clause 19.</p>
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- k You have the right to receive a copy of all personal data (within the meaning of the DPA) relating to you which is held by us following a written request (for which we may charge an administration fee not to exceed €6.35 or such greater amount as permitted by law) and have any inaccuracies in your personal data corrected, by writing to us at Data Protection Officer, Compliance Department, Davy, Davy House, 49 Dawson Street, Dublin 2. We are entitled to take reasonable steps to establish your identity in relation to any amendment, access or deletion request and may, at our discretion, require proof of identity or other documents.

20 CHANGES

We will notify you in advance of any material changes of these Terms in good time and in a durable medium. These changes will apply on the date we state in the notice. No amendment will affect any order or transaction or any legal rights or obligations that have already arisen.

You may change your relationship with us by:

- ▶ changing your investment aims; or
- ▶ adding restrictions to those, if any, set out in writing by you; or
- ▶ changing or lifting any restrictions you have previously set.

Any such revision will only become effective when we receive a letter from you setting out the revision concerned. No amendment will affect any order or transaction or any legal rights or obligations which may have already arisen.

21 ENDING THIS RELATIONSHIP

These Terms will apply until changed in accordance with clause 20 or if ended in accordance with this clause. You or we can end this relationship at any time by sending written notice to the other. If you want to end this relationship, please send written notice to your Davy Portfolio Manager, Davy, 49 Dawson Street, Dublin 2. If our relationship ends, we may transfer any securities we hold in our nominee name back to you or transfer them to a custodian nominated by you. We reserve the right to charge a fee to re-certificate or transfer your securities. Fees currently applicable are displayed on our website, www.davy.ie. However, we may keep any securities to pay off any amounts you owe to us.

For certain investments, for example some Alternative Investments, it may not be possible to transfer these assets to you or your custodian. In such circumstances we will continue to hold the investment(s) in our nominee name but for your benefit and will transfer the investment(s) to you or to a custodian nominated by you, when the investment(s) may be transferred in accordance with the terms and conditions of the particular investment(s). In the case of commitment based Alternative Investment(s) the termination of this relationship will not release you from any obligations under the terms and conditions of the investment(s) which will continue to apply. In these circumstances Davy will be entitled to continue to be remunerated in respect of the investment(s) that remain with Davy.

If you fail to give us written instructions within 30 days, we may register any securities we are holding into your name at your last known address and send them to that address. You should be aware that for certain asset classes this may trigger certain tax liabilities. On ending this relationship you must immediately pay all sums owing on your accounts with us (including all sums owing to us and any third parties). Fees and charges will be charged up to the date of closure.

22 LIEN & SET OFF

Davy, and where relevant its nominee company or companies, shall have at all times a general lien on all your Financial Instruments and other property in their possession, custody or control enabling them to retain such securities and other property as security for the payment of all amounts due from you to Davy on any account or due from you to third parties where Davy is obliged to make payments on your behalf. Where circumstances arise which necessitate us to enforce this lien you agree that we may liquidate any Financial Instruments and other property in our possession at our sole discretion.

Davy may set off any obligations incurred by you to Davy against any obligation incurred by Davy to you, regardless of the place of payment or currency of either obligation. If the obligations are in different currencies, Davy may convert either obligation at a market rate of exchange customarily utilised by it in its usual course of business for the purpose of the set-off. If any obligation is unliquidated or unascertained, Davy may set off an amount estimated by it in good faith in accordance with commercially reasonable standards to be the amount of that obligation. The rights granted by this clause are in addition to and are not to prejudice or affect any other right of set off, combination of accounts, lien or other right, which Davy may have whether by operation of law, statute, contract or otherwise.

23 THIRD PARTY LIENS

In certain circumstances, we may permit you to create a security interest over your Davy Portfolio in favour of a third party in order to provide collateral for third party borrowings ('Third Party Lien'). Where this is the case you will be required to sign all relevant documentation. Davy may continue to operate the account on a day to day basis, set off fees and use sums standing to the credit of the Davy Portfolio to satisfy capital calls (where applicable) without reference to the third party. Where the third party exercises its rights under the Third Party Lien, to the extent that any funds held on the account are committed to future payments in accordance with the terms and conditions of the relevant investment(s), Davy reserves the right to dispose of any assets or use any cash held in your Davy Portfolio as may be required to fund such future commitments are required by the terms and conditions of such investment(s).

24 EVENTS OF DEFAULT

The occurrence of any of the following events shall be an Event of Default under this agreement:

- a Failure by you to make any payment due under the Terms, or
- b Failure by you to pay for purchases by the due date specified on a contract note, or
- c Failure by you to return a valid, complete and within the settlement timeframe, share certificate and/or transfer forms in connection with a sale order, or
- d Failure by you to perform any of your other obligations under the Terms, or

- e Any act of bankruptcy or insolvency or similar act or procedure in respect of you, or
- f An admission by you that you are unable or intend not to perform any of your obligations under the Terms, or
- g Any other event of default, termination event or other similar event (howsoever described) under any part of these Terms or any other agreement between Davy or a member of the Davy group and you.

25 CONSEQUENCES OF AN EVENT OF DEFAULT

Where an Event of Default occurs we can immediately, without further demand or notice to you, add a late settlement administration charge to your account. The current administration charge we may levy, and the basis upon which this is calculated, is displayed in our scale of fees and charges at www.davy.ie. In such circumstances you will also be liable for any excess cost or loss in value that might arise.

As security for your obligations to us, you hereby irrevocably appoint Davy as your attorney to act on your behalf and in your name or otherwise to execute any document and to do any act or thing which Davy may in its absolute discretion consider necessary or appropriate to give effect to the provisions of these Terms.

You hereby further irrevocably authorise Davy at any time after the occurrence of an Event of Default, if any amount due to Davy from you has not been paid when due (or on demand, if so payable), at any time after demand made on you, to:

- a sell or otherwise realise all or any assets held in your Davy Portfolio or any other account in your name with Davy, in such manner at such time or times and to such person or persons as Davy in its absolute discretion thinks fit; and
- b apply the proceeds of sale in or towards the discharge of any liabilities you have to Davy in such order and manner as Davy thinks fit.

Davy shall use reasonable efforts to obtain the best price available in all the circumstances for any sales or realisation of such assets.

At any time after the occurrence of an Event of Default. Davy shall have the right to appropriate all or part of your assets with Davy whether in your Davy Portfolio or any other account in your name with Davy, in or towards the discharge of all obligations and liabilities to Davy. For this purpose, you agree that the value of such appropriated assets shall be the amount of the assets, together with any accrued but unpaid interest, at the time the right of appropriation is exercised. If for any reason such assets cannot be valued at that time Davy will apply a commercially reasonable method of valuations as it, in its absolute discretion, sees fit.

Davy shall be entitled to charge to you all fines, penalties and costs including legal, accounting and other professional and advisory costs we might incur arising from an Event of Default.

26 INACTIVE ACCOUNTS

If at any time you:

- a have not bought or sold securities through Davy for a period of at least two years;
- b do not have a cash balance in a Davy client money account; and
- c do not hold securities in a Davy nominee account;

we may close your account without notice. If your account is closed in this manner and at a later date you wish to place an order to buy or sell securities, you will need to open a new Davy account. In certain circumstances; where you have not bought or sold securities through Davy for two years or more; and having made reasonable efforts to contact you, we are unable to do so; we may transfer investments or cash held on your behalf to the Davy Charity Account. Further details are available from your Davy Portfolio Manager at +353 1 614 9900. Assets that are transferred in this manner remain your property and may be reclaimed by contacting a member of the Portfolio Management team.

27 YOUR ACKNOWLEDGEMENTS, REPRESENTATIONS, UNDERTAKINGS AND INDEMNITY

27.1 Deposit Interest Retention Tax ('DIRT')

You acknowledge that if the basis on which you claim exemption from DIRT i.e. Age / Approved Revenue Pension Fund / Charity / Non-Resident should no longer apply due to a change in residence or change of status or change in tax law, you understand that DIRT will be payable from the date that the exemption no longer applies plus penalties where appropriate.

27.2 Taxes and other costs

You will be fully responsible for the payment of all taxes, stamp duties, costs and registration fees incurred in connection with your Davy Portfolio.

27.3 Accuracy of information

Any information that you have provided or in future provide is complete, accurate and is not misleading in any material respect.

27.4 No charge

There is not currently nor will you in the future create or permit to be outstanding any mortgage, pledge, lien, hypothecation, security interest or other charge or encumbrance, or any other agreement having the same economic effect over or in respect of the investments in the Davy Portfolio other than as provided for in these Terms and/or as agreed to in writing by us.

27.5 Undertaking to comply

You will comply with and fulfil your obligations under these Terms and under any other Terms

and Conditions of any investment, particularly but not limited to, alternative investments, in respect of which we give you advice or make an investment on your instructions or where we have invested on your behalf as part of our Discretionary Service.

You hereby agree to indemnify and hold harmless Davy and/or any of its shareholders, subsidiaries, affiliated entities or any person, firm or body corporate under its control or under common control or their respective directors, officers, agents, employees, advisors, representatives or any associated entities (each an 'Indemnified Party') against any losses, liabilities or claims, joint or several, howsoever arising in connection with information or instructions provided by you or your agents, except in the case of such indemnified party's gross negligence or wilful default.

27.6 Power and Authority

You hereby confirm that you have the power for and have taken all necessary action to authorise the execution and delivery of these Terms and the performance of your obligations hereunder.

27.7 Legal Obligation

These Terms constitute your legal, valid and binding obligations and, subject to the principles of equity and the rights of creditors generally, are enforceable in accordance with their terms.

28 LIMITATION OF LIABILITY

28.1 No warranty or representation

You hereby acknowledge that Davy and each Davy Related Party is not responsible or liable for and gives no warranty or representation as to the performance or profitability of your Davy Portfolio or any part thereof. Any instructions you give to Davy or a Davy Related Party are your responsibility, and Davy or any Davy Related Party will not be liable for any loss whatsoever or howsoever arising from the carrying out any of your instructions, or for any loss you may suffer as a result of transferring any invalid or forged instrument.

28.2 Exclusion and Limitation of liability

You hereby acknowledge that Davy and each Davy Related Party shall not be responsible and shall have no liability for any loss or damage (whether arising directly or indirectly), whether of profits, revenue or goodwill or any indirect or consequential losses, liabilities, claims, expenses, awards, proceedings and costs, regardless of whether the possibility of such losses, damages, liabilities, claims, expenses, awards, proceedings and costs was disclosed to or could reasonably have been foreseen by Davy or a Davy Related Party and whether arising in contract, in tort (including negligence) or for representations made or otherwise as a result of or in connection with performance or non-performance of our obligations under these Terms or in relation to the Service.

You also hereby specifically acknowledge that Davy and each Davy Related Party shall not be

responsible and shall have no liability whatsoever for any loss or damage (whether arising directly or indirectly) and whether arising in contract, in tort (including negligence) or otherwise arising:

- a by reason of Davy or a Davy Related Party relying on any instruction reasonably believed by to be authorised by you or on your behalf and we shall be under no duty to make an investigation or inquiry as to any statement contained in any such instruction or document and we may accept the same as conclusive evidence of the truth and accuracy of the statements contained therein; or
- b as a result of any act or omission, or of the insolvency, of any eligible custodian or credit institution that may hold your assets as provided for in clause 10 (above); or
- c by reason of or in connection with any act or omission by you or any age

Subject to the foregoing provisions of this clause, you also hereby acknowledge that the maximum liability of Davy collectively with each and all Davy Related Party(ies) for any and all claims in aggregate shall not in any circumstances exceed the higher of (i) four times the amount of the fees actually paid by you to Davy under this Agreement in the 12 month period prior to the event(s) giving rise to the claim or (ii) the amount of €50,000.00 (fifty thousand euro) whichever is the higher.

However, nothing in these Terms shall exclude or restrict any liability which Davy or any Davy Related Party has to you under any applicable law or regulatory requirement and which cannot be excluded or restricted by agreement by reason of any applicable law or regulatory requirement, and the provisions of these Terms which purport to exclude or restrict any such liability shall not apply to the extent that such liability may not be so restricted or excluded.

You also acknowledge that each of the acknowledgements made by you in this clause are made for Davy's own benefit and also for the benefit of each Davy Related Party and you acknowledge that for such purposes only Davy shall be an agent and trustee of each Davy Related Party.

28.3 Force Majeure

We will not have breached these Terms if we fail to carry out our duties and obligations, or refrain from taking any action, as a result of any event beyond our reasonable control, including without limitation – any change of the law, fire; flood, act of Government or State; act of God; war or civil commotion; embargo; terrorism; inability to communicate or delay or corruption in communication with others on or in relation to any stock market for whatever reason; failure of any computer dealing or settlement system; interruptions in Internet service or telephone service (including due to a virus, electrical delivery problem or similar occurrence); being prevented from

using any fuel or other supplies; postal and other labour disputes whether actual, threatened or anticipated; late delivery or late payment by any other person or any other reason.

29 ARBITRATION

All disputes (other than those which are dealt with by the Financial Services Ombudsman) which arise between the parties out of or in connection with this Agreement or the subject matter thereof shall be decided by an arbitrator agreed by the parties or in default of agreement appointed at the request of either party by the President for the time being of the Law Society of Ireland or (in the event of such body not then being in existence) the President (or equivalent officer) of such other body as shall for the time being have undertaken in Ireland the functions currently performed by such society or (should the president or, as the case may be, equivalent officer be unwilling or unable to make the appointment) by the next senior officer of such society or, as the case may be, such other body, who is willing and able to make the appointment. Such arbitration shall be governed by the Arbitration Act 2010. Provided always that these provisions shall apply also to the appointment (whether by agreement or otherwise) of any replacement arbitrator where the original arbitrator (or any replacement) has been removed by order of the High Court, or refuses to act, or is incapable of acting or dies.

30 OTHER IMPORTANT MATTERS

If we decide not to enforce any of our rights, it will not mean we cannot enforce them in the future. We do not hereby waive any rights we have at law.

Each of the clauses and sub-clauses of these Terms is severable and distinct from the others. If at any time such clause or sub-clause is or becomes invalid, illegal or unenforceable, this will not affect the validity, enforceability and legality of any of the other clauses or sub-clauses of these Terms.

This service and these Terms will be governed by the laws of Ireland and all parties will (subject to the arbitration provisions in clause 29 above) submit to the jurisdiction of the courts of Ireland.

F SUPPLEMENTAL TERMS & CONDITIONS FOR CREDIT UNIONS

This document is supplemental to and amends the Combined Terms and Conditions for Advisory and/or Discretionary Service (the "Terms") and sets out the basis on which we will provide Services to you. This document and the Terms together shall be the "**Credit Union Terms & Conditions.**"

In this document, each of you and us will be a "party" and together the "parties". Any terms used herein shall be as defined in the Terms unless otherwise stated and references to Clauses shall be references to Clauses of the Terms unless otherwise stated.

In consideration of the proposed provision of the Services as set out in the Terms, the parties hereby agree that the Terms shall be amended or deleted as follows:

1 DISCRETIONARY SERVICE NOT CURRENTLY OFFERED

We do not currently offer the Discretionary Service to Credit Union clients therefore Part B of the Terms will not apply.

2 RANGE OF INVESTMENT PRODUCTS

- 2.1** Notwithstanding Clause 2.1 of the Terms, we will limit the scope of the investment products in respect of which we will provide advice and/or recommendations, to those investment products which we reasonably believe are within the range of investments which Credit Unions may be permitted to invest in ("Eligible Assets") as provided for in the Credit Union Act 1997 (No. 39 of 1997, as amended), the Trustee (Authorised Investments) Order 1998 (SI No. 28 of 1998, as amended), the Guidance Note on Investments by Credit Unions issued by the Registrar of Credit Unions issued in October 2006 (as may be amended) (together, the "Relevant Legislation") and any other applicable regulatory or legal requirements which prescribe Eligible Assets for Credit Unions of which we are actually aware.
- 2.2** We draw your attention to Clauses 2.2, 2.5 and 2.8 of the Terms which set out interalia that it is your responsibility to identify in your Investor Profile and Investor Policy Statement whether you are subject to any legal, regulatory or other restrictions on asset classes that may prohibit or restrict your ability to invest.
- 2.3** While Davy may provide you with information to enable you to comply with your regulatory or other obligations, or may assist you with the collation of information or may compile information on your behalf, it remains your responsibility to validate the accuracy of this information prior to using it for the purposes of making an investment decision, or submitting it to a third party or prior to using it for any purpose whatsoever.
- 2.4** Notwithstanding any advice provided and/or recommendations made by us, at all times it remains your responsibility to assess whether any investment products we recommend or

provide advice in respect of, are both Eligible Assets and within exposure levels permitted by the Relevant Legislation and any other applicable regulatory or legal requirement.

3 INTEREST ON DEPOSITED MONIES

- 3.1** Notwithstanding clause 10.4 of the Terms we will pay you interest on monies held in a pooled client asset call deposit account. Accordingly, Clause 10.4 shall be amended by the deletion thereof and its replacement with the following:

"10.4 Interest earned

Interest is paid to clients on individually designated client asset deposit accounts opened with a credit institution and on monies held in a pooled client asset deposit account for Credit Union clients but not on monies held in the course of settlement. Interest is payable at the rate then applying to such account(s) in proportion to the amount held for you in such account(s). Where interest is paid, it is calculated from the date we place money on deposit up to the date of withdrawal. The rate of interest paid on client asset deposits will vary from time-to-time and between credit institutions with whom we place your money. We are under no obligation to notify you of any changes in the applicable interest rates. Monies and financial instruments held by us on your behalf will be handled in accordance with regulatory requirements. While there is no obligation on us to ensure interest is payable on monies held on deposit in client asset accounts, we will, as an additional service to our clients, use our reasonable endeavours to seek to earn a competitive interest rate on monies held in client asset deposit accounts with eligible banks or credit institutions. Davy may retain some or all of this interest for its own use and benefit."

By agreeing to these terms you consent to how we treat interest earned in clause 10.4 above.

4 CONSOLIDATED TAX CERTIFICATE

- 4.1** The provision of a Consolidated Tax Certificate is not part of our service offering to Credit Union clients consequently, Clause 11.1 shall be amended by the deletion of the third paragraph thereof.

5 PORTFOLIO VALUATION

- 5.1** We will provide you with monthly valuations of your portfolio. Clause 13.2 will therefore be revised to refer to monthly reports rather than six or three-monthly reports.

6 ON-LINE ACCESS TO ACCOUNTS

- 6.1** On-line access to accounts is not offered to Credit Union clients and Clause 15 shall not apply. This service may be offered in the future in which case Clause 15 shall apply to this service at that time.

7 BINDING AGREEMENT

The Credit Union Terms & Conditions constitute a legally binding agreement between us. In the event of a conflict between the provisions of this document and the Terms, the provisions of this document shall prevail. The execution of the Terms and this document by you constitutes a representation that you are authorised under the terms of your governing documents and otherwise to enter into and be bound by the Credit Union Terms & Conditions aame.

8 GOVERNING LAW

This document shall be governed by and construed in accordance with the laws of Ireland. This document and its terms shall automatically terminate when we cease to provide Services to you under the Terms and/or our relationship ends in accordance with Clause 21 of the Terms.

Appendix 1 - Differences in Investor Protection applying to retail and professional clients

Reference	Description of Protection
Information for clients and potential clients Regulation 80 MiFID Regulations	Requirements relating to the form and content of information presented to clients including the presentation of past performance, simulated past performance and future performance will not apply.
Providing certain general information to clients Regulation 82 MiFID Regulations	Certain general information regarding Davy including information on our client money procedures and conflicts of interest policy do not have to be given to professional clients.
Portfolio Management Only Regulation 83 MiFID Regulations	Certain additional information which must be given to retail clients does not have to be given to professional clients, this includes inter alia information on the method and frequency of valuation of the financial instruments in the portfolio, details of any delegation of the discretionary management, a specification of the benchmark against which performance will be compared they types of financial instrument and transactions including any limits and the management objectives, the level of risk to be reflected in the manager's exercise of discretion and any specific constraints on that discretion.
Information about Financial Instruments subject to public offering	Where, in the case of a retail client only, information is provided about a financial instrument that is subject to a public offer and there is a Prospectus Directive prospectus published, the client must be informed if that prospectus is made available to the public.
Information about Financial instruments with guarantee by third party Regulation 87 MiFID Regulations	Where a financial instrument incorporates a guarantee by a third party a requirement to provide information about that guarantee will not apply.
Information about Financial instruments belonging to retail clients Regulation 88 MiFID Regulations	Where financial instruments or funds belonging to a client are held on behalf of a client certain disclosure requirements applicable to retail clients will not apply. These disclosures include, where financial instruments are held in an omnibus account of a third party a warning of the resultant risks and where it is not possible under relevant national law for client financial instruments held by a third party to be separately identifiable from the proprietary financial instruments of that third party to warn of the resultant risks of such an arrangement.
Where certain security financing transactions are entered into Regulation 91 MiFID Regulations	Where financial instruments are held on behalf of a client and securities financing transactions in respect of those financial instruments are proposed, certain disclosures applicable to retail clients will not apply. These disclosures require details of the obligations and responsibilities of Davy with respect to the use of those financial instruments, the terms for their restitution and the risks involved.

Reference	Description of Protection
Information on costs and charges Regulation 92 MiFID Regulations	Requirements relating to the provision of information on costs and associated charges will not apply. These relate to the total price to be paid in connection with a financial instrument, or the investment service or ancillary service, where any part of that price is to be paid in a foreign currency the applicable conversion rates, notice of the possibility of other costs, including taxes, which are payable and the arrangements for payment or other performance.
Reporting to clients Confirmation of Order Regulation 96 MiFID Regulations	Where Davy has carried out an order for a client certain detailed requirements in relation to timing of dispatch and the content of the confirmation of the order, which apply to retail clients, do not apply to professional clients who are only required to be provided with 'the essential information concerning' that order.
Best Execution Regulation 97 MiFID Regulations	When executing client orders, Davy is required to have regard to a number of factors in order to obtain the best possible result for the client. A requirement, in respect of retail clients, which provides that the best possible result shall be determined in terms of the total consideration (price paid) does not apply.
Best Execution Regulation 98 MiFID Regulations	A requirement to provide information about Davy's execution policy in good time prior to the provision of services does not apply. This information includes details of the importance of various criteria used to establish the policy, the list of execution venues Davy will rely on and warnings as to the possible effect of specific instructions on the ability of Davy to obtain best possible execution.
Client Order Handling Regulation 107 MiFID Regulations	When carrying out client orders, a requirement to inform a client in advance about any material difficulty relevant to the proper carrying out of orders will not apply.
Investor Compensation Act, 1998	As a professional client you do not fall within the definition of an 'eligible investor' and therefore will not be entitled to any compensation under the Investor Compensation Act, 1998.

Appendix 2 – list of institutions that have been approved by Davy to hold Client Assets;

Name of Institution	Registered Office Address	Web Address
AIB Bank PLC (incl EBS Limited)	AIB Bankcentre, Ballsbridge, Dublin 4, Ireland	www.aib.ie
Allfunds Bank S.A.	4th Floor, 40 New Bond Street, London W1S, 2RX, England	www.allfundsbank.com
Bank of America/ Merrill Lynch	2 King Edward Street, London, EC1A 1HQ, England	www.bankofamerica.co.uk
The Bank of New York Mellon ("BNY")	160 Queen Victoria Street, London, EC4V 4LA, England	www.bnymellon.com
Bank Of Ireland ("BOI")	40 Mespil Road, Dublin 4, Ireland	www.bankofireland.com
Barclays Bank PLC	Two Park Place, Hatch Street Upper, Dublin 2, Ireland	www.barclays.ie
BNP Paribas	5 George's Dock, IFSC, Dublin 1, Ireland	www.bnpparibas.ie
Bank of Valetta plc	International Corporate Centre, 45 Republic Street, Valetta VLT 1113, Malta	www.bov.com
Citco Funds Services (Ireland) Limited	Irish Financial Services Centre, 6 Custom House Plaza, Dublin 1, Ireland	www.citco.com
Citigroup	1 North Wall Quay, Dublin 1, Ireland	www.citigroup.com
Clearstream Luxembourg	42 Avenue J.F. Kennedy, L-1855 Luxembourg	www.clearstream.ie
Danske Bank	3 Harbourmaster Place, IFSC, Dublin 1, Ireland	www.danskebank.ie
Deutsche Bank AG	5 Harbourmaster Place, IFSC, Dublin 1, Ireland	www.db.com
Deutsche Bourse AG (Clearstream) Luxembourg	Deutsche Asset & Wealth Management Investment GmbH, Mainzer Landstraße 178-190, Frankfurt am Main 60327, Germany	www.clearstream.ie
Euroclear Bank S.A./N.V	1 Boulevard du Roi Albert II, B-1210 Brussels, Belgium	www.euroclear.com
Goldman Sachs	Peterborough Court, 133 Fleet Street, London EC4A 2BB, England	www.goldmansachs.com

Name of Institution	Registered Office Address	Web Address
HSBC Holdings PLC	1 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland	www.hsbc.ie
Investec PLC	The Harcourt Building, Harcourt Street, Dublin 2, Ireland	www.investec.ie
JP Morgan Chase & Co	J.P. Morgan Securities plc, 25 Bank Street, Canary Wharf, London E14 5JP, England	www.jpmorgan.com
KBC Bank Ireland PLC	Sandwith Street, Dublin 2, Ireland	www.kbc.ie
Lloyds Banking Group PLC	The Mound, Edinburgh, EH1 1YZ, Scotland	www.Lloydsbanking group.com
Morgan Stanley	7-11 Sir John Rogerson's Quay, Dublin 2, Ireland	www.morganstanley.com
Nationwide UK Ireland	3 Spencer Dock, North Wall Quay, Dublin 1, Ireland	www.nationwideuk.ie
New York Community Bankcorp Inc	615 Merrick Avenue Westbury New York 11590, America	ir.mynycb.com
Nomura Holdings Inc (Instinet)	1 Angel Ln, London EC4R 3AB, England	www.nomuraholdings.com
Northern Trust Corporation	Georges Court 54-62 Townsend Street, Dublin 2, Ireland	www.northerntrust.com
National Treasury Management Agency (NTMA)	Treasury Building, Grand Canal Street Lower, Dublin 2, Ireland	www.ntma.ie
Permanent TSB plc	56-59, St. Stephen's Green, Dublin, 2, Ireland	www permanenttsb ie
Rabobank Nederland	RaboDirect, Charlemont Place, Dublin 2, Ireland	www.rabobank ie
Royal Bank of Canada	Riverbank House, 2 Swan Lane, London, EC4R 3BF	www.rbccm com
Royal Bank of Scotland Group PLC (Ulster Bank)	Ulster Bank Limited, George's Quay, Dublin 2, Ireland	www.rbs com
SEB AG	Stephanstrasse 14-16, D-60313 Frankfurt am Main Germany	www sebgroup com
UBS AG	Aeschenvorstadt 1, 4051 Basel, Switzerland	www.ubs com
UniCredit SpA	La Touche House, IFSC, Dublin 1, Ireland	www unicreditbank ie

Risk Disclosure Statement

This information is provided to you in compliance with the requirements of the Markets in Financial Instruments Regulations 2007. It provides a general description of the nature and risks of financial instruments taking account of your categorisation as a retail investor; and is intended to help you make your investment decisions on an informed basis.

This information does not disclose all the risks and significant aspects of trading financial instruments; however it is designed to give you an understanding of the major risks and characteristics that you need to consider. You should not deal in financial instruments unless you understand their nature and the extent of your exposure to risk.

The value of financial instruments may fall as well as rise. When investing in financial instruments there is a risk that you may lose some or all of your original investment. You should consider whether investing in financial instruments is suitable for you in light of your individual circumstances and taking account of your investment objectives, experience and financial position. In deciding whether certain financial instruments are suitable investments the following information describing the nature and risks of such instruments should be carefully considered.

NON-COMPLEX FINANCIAL INSTRUMENTS

Listed Shares/Equities

Owning shares in a company provides an opportunity to participate in the company's profit and performance, in the form of dividends and capital growth. Individual shares and stock markets can be volatile, especially in the short-term. Some shares are likely to be more volatile than others. This will be based, among other things, on the business, geographic location and size of the company. Potential investors should be familiar with any company they plan to invest in. Share accounts are at a greater risk of significant loss if there is a lack of diversity i.e. an overreliance on stocks in one particular company, industry sector or country. The liquidity of shares is a critical factor, this refers to your ability to realise shares when you so wish. Shares in companies that are not traded frequently can be very difficult to sell. Many shares that are traded on Stock Exchanges are bought and sold infrequently and finding a buyer may not always be easy.

As well as the Official List, the Irish Stock Exchange also operates a market called, the Irish Enterprise Market, or IEX. The UK equivalent of IEX is the Alternative Investment Market, or AIM. IEX and AIM are markets designed primarily for emerging or smaller companies to which a higher investment risk tends to be attached by comparison to larger or more established companies. Shares listed on these markets may not trade as frequently as other shares; in which case you may find it very difficult to sell shares that you buy.

Other than the cost of acquiring shares you will not be subject to any margin requirements or financial commitments/liabilities. However, as the value of shares may fall as well as rise, when investing in shares there is a risk that you may lose some or all of your original investment.

Bonds

A bond is a debt instrument in which the issuer promises to pay to the bondholder principal and interest according to the terms and conditions of the particular bond. Although not to the same extent as shares, bonds can be subject to significant price movements. Bonds can also be subject to the risk of default and non-payment of interest and/or principal by the issuer. As with shares, some bonds are considered to be safer than others. In general, Government Bonds are considered to be subject to less risk than Corporate Bonds. This is simply because governments are less likely to default on their debt than companies, although this may not be the case with some emerging markets. Bond ratings give an indication of an issuer's probability of defaulting and are based on an analysis of the issuer's financial condition and profit potential.

Corporate bonds are issued by companies but they are split into different types depending on the credit rating they achieve. Companies that have high ratings are known as investment grade bonds while companies with low ratings are known as high yield bonds because they have to promise higher income payouts to attract investors. Companies that do not achieve ratings are known as 'junk' bonds.

Other than the cost of acquiring the bond investors are not subject to margin requirements or any financial commitments or liabilities additional to the cost of acquisition. However, as the value of Bonds may fall as well as rise, when investing in Bonds there is a risk that you may lose some or all of your original investment.

Money Market Instruments

Money Market Instruments are debt instruments issued by private organisations, governments and government agencies. The money market is a highly liquid professional dealer market that facilitates the transfer of funds (generally in very large denominations) between borrowers and lenders. It generally relates to those instruments that allow for borrowing and lending periods ranging from one day to one year.

Although money market instruments carry less risk than long-term debt they are not completely without risk. Different instruments carry varying degrees of risk depending on the nature of the lending agreement and the identity of the lender. Potential investors should be aware of such details prior to entering into any money market transactions.

Common money market instruments include: Exchequer Notes, Commercial Paper, Treasury Bills, Repurchase Agreements and Bankers Acceptances.

In general other than the cost of acquiring money market instruments, investors are not subject to any margin requirements or financial commitments/liabilities. The value of money market instruments may fall as well as rise and therefore when investing in such instruments there is a risk that you may lose some or all of your original investment.

UCITS

An Undertaking for Collective Investments in Transferable Securities or UCITS is a specific type of collective investment that can be operated freely within the EU in accordance with the Undertakings for Collective Investment in Transferable Securities Directive. As with other collective investments, UCITS tend to invest in a range of individual securities, giving investors the opportunity to invest in a diversified product. However, UCITS are prescribed from investing in more complex and higher risk securities and are subject to rules which oblige them to reduce the risk of exposure to any particular issuer.

UCITS can be subject to volatility, especially in the short term. Some UCITS are likely to be more volatile than others. This will be based, among other things, on the nature and size of the underlying securities and the liquidity/price of the underlying securities.

Potential investors should be familiar with the nature of the underlying securities in any UCIT they plan to invest in. Other than the cost of investing in UCITS, you will not be subject to any margin requirements or financial commitments/liabilities. However, as the value of UCITS may fall as well as rise there is a risk that you may lose some or all of your original investment.

Exchange Traded Funds

Exchange Traded Funds (ETFs) are investment products that provide investors with an opportunity to invest in a diversified basket of shares through one investment instrument. An ETF will generally track the shares of companies that are included in a selected market index, investing in either all of the shares or a representative sample of the shares of the selected index. The performance of an ETF is likely to be reflective of the performance of the index upon which the ETF is based. ETFs are generally more liquid than other types of collective investment schemes and can be traded in the same way as any listed share. Like shares, ETFs can be subject to volatility, especially in the short term. Some ETFs are likely to be more volatile than others. This will be based, among other things, on the nature and size of the underlying companies and the liquidity/price of the underlying companies.

Potential investors should be familiar with the nature of the underlying companies of any ETF they plan to invest in. Other than the cost of acquiring ETFs, you will not be subject to any margin requirements or financial commitments/liabilities. However, as the value of ETFs may fall as well as rise, when investing in ETFs there is a risk that you may lose some or all of your original investment.

COMPLEX FINANCIAL INSTRUMENTS

This notice does not disclose all the risks and other significant aspects of trading in derivative products such as warrants, futures and options. The price of derivative products is directly dependent upon the value of one or more investment instruments. Trading in derivatives is not suitable for many members of the public.

FUTURES

Effect of Leverage or Gearing

Transactions in futures involve the obligation to make or to take delivery of the underlying asset of the contract at a future date, or in some cases to settle your position in cash. They carry a high degree of risk. The amount of initial margin is small relative to the value of the futures contract so that transactions are leveraged or geared. A relatively small market movement will have a proportionately larger impact on the funds you have deposited or will have to deposit. This may work against you as well as for you. You may sustain a total loss of initial margin funds and any additional funds deposited with the firm to maintain your position. If the market moves against your position or margin levels are increased, you may be called upon to pay substantial additional funds on short notice to maintain your position. If you fail to comply with a request for additional funds within the time prescribed, your position may be liquidated at a loss and you will be liable for any resulting deficit.

Risk-reducing Orders or Strategies

The placing of certain orders (e.g. 'stop-loss' orders) which are intended to limit losses to certain amounts may not be effective because market conditions may make it impossible to execute such orders. Strategies using combinations of positions such as 'spread' and 'straddle' positions may be as risky as taking simple 'long' or 'short' positions.

OPTIONS

Variable Degree of Risk

There are many different types of options with different characteristics subject to different conditions. Purchasers and sellers of options should familiarise themselves with the type of option (i.e. put or call) which they contemplate trading and the associated risks. You should calculate the extent to which the value of the options must increase for your position to become profitable, taking into account the premium and all transaction costs.

Certain exchanges in some jurisdictions permit deferred payment of the option premium, exposing the purchaser to liability for margin payments not exceeding the amount of the premium. The purchaser is still subject to the risk of losing the premium and transaction costs. When the option is exercised or expires, the purchaser is responsible for any unpaid premium outstanding at that time.

Buying Options

Buying options involves less risk than selling options because, if the price of the underlying asset moves against you, you can simply allow the option to lapse. The maximum loss is limited to the premium plus any commission or other transaction charges. However, if you buy a call option on a futures contract and you later exercise the option, you will acquire the future. This will expose you to the risks described under 'futures'.

If you are contemplating purchasing deep-out-of-the-money options, you should be aware that the chance of such options becoming profitable ordinarily is remote.

Writing Options

If you write an option, the risk involved is considerably greater than buying options. You may be liable for the margin to maintain your position and a loss may be sustained well in excess of any fixed premium received. By writing an option, you accept a legal obligation to purchase or sell the underlying asset if the option is exercised against you, however far the market price has moved away from the exercise price. If you already own the underlying asset, which you have contracted to sell (known as covered call options) the risk is reduced. If you do not own the underlying asset (known as uncovered call options) the risk can be unlimited. If the option is on a future, the seller will acquire a position in a future with associated liabilities for margin (see previous section on Futures).

ADDITIONAL RISKS COMMON TO FUTURES AND OPTIONS

Terms and Conditions of Contracts

You should ask the firm with which you deal about the terms and conditions of the specific futures or options which you are trading and associated obligations (e.g. for a futures contract the circumstances under which you may become obligated to make or take delivery of the underlying interest and in respect of options, expiration dates and restrictions on the time for exercise). Under certain circumstances the specifications of outstanding contracts (including the exercise price of an option) may be modified by the exchange or clearing house to reflect changes in the underlying interest.

Suspension or Restriction of Trading and Pricing Relationships

Market conditions (e.g. illiquidity) and/or the operation of the rules of certain markets (e.g. the suspension of trading in any contract or contract month because of price limits or 'circuit breakers') may increase the risk of loss by making it difficult or impossible to effect transactions or liquidate/offset positions. If you have sold options, this may increase the risk of loss. Further, normal pricing relationships between the underlying interest and the future, and the underlying interest and the option may not exist. This can occur when, for example, the futures contract underlying the option is subject to price limits while the option is not. The absence of an underlying reference price may make it difficult to judge 'fair' value.

Deposited Cash and Property

You should familiarise yourself with the protections accorded money or other property you deposit for domestic and foreign transactions, particularly in the event of a firm's insolvency or bankruptcy. The extent to which you may recover your money or property may be governed by specific legislation or local rules. In some jurisdictions, property which had been specifically identifiable as your own will be pro-rated in the same manner as cash for purposes of distribution in the event of a shortfall.

Contingent Liability Transactions

Contingent Liability Transactions which are margined require you to make a series of payments against the purchase price, instead of paying the whole purchase price immediately. If you trade in futures or sell options you may sustain a total loss of the margin you deposit with your dealer to establish or maintain a position. If the market moves against you, you may be called upon to pay substantial additional margin at short notice to maintain the position. If you fail to do so within the time required, your position may be liquidated at a loss and you will be liable for any resulting deficit. Even if a transaction is not margined, it may still carry an obligation to make further payments in certain circumstances over and above the amount paid when you entered into the contract.

Collateral

If you deposit collateral as security with your firm, the way in which it will be treated will vary according to the type of transaction and where it is traded. There could be significant differences in the treatment of your collateral depending on whether you are trading on a recognised or designated exchange or off-exchange. Deposited collateral may lose its identity as your property once dealings on your behalf are undertaken. Even if your dealings should ultimately prove profitable, you may not get back the same assets which you deposited, and may have to accept payment in cash.

Insolvency

Your broker's insolvency or default may lead to positions being liquidated or closed out without your consent. In certain circumstances, you may not get back the actual assets which you lodged as collateral and you may have to accept any available payment in cash. Our terms of business outline the extent to which the firm will accept liability for any insolvency of, or default by, other firms involved in your transaction.

Warrants

A warrant is a time limited right to subscribe for shares, debentures, loan stock or government securities, and is exercisable against the original issuer of the securities. Warrants often involve a high degree of gearing, so that a relatively small movement in the price of the underlying security results in a disproportionately large movement, unfavourable or favourable, in the price of warrants. The prices of warrants can therefore be volatile.

Covered warrants are similar to an option, and give you the right, but not the obligation, to buy or sell an asset at a specified price (the strike price) during, or at the end of, a specified period. They are issued by a financial institution over an underlying asset such as an equity, an index or a basket of securities rather than by the issuer of, for example, the equity itself. Covered Warrants can either be 'Puts' (similar to a sell) or 'Calls' (a buy). Covered Warrants do not have an indefinite term and may expire worthless if the underlying instrument does not perform as anticipated.

You should not buy a warrant or a covered warrant unless you are prepared to sustain a total loss of the money you have invested plus any commission or other transaction charges.

Transactions in off-exchange warrants may involve greater risks than dealing in exchange traded warrants because there is no exchange market through which to liquidate your position, to assess the value of the warrant or the exposure to risk. Bid and offer prices need not be quoted, and even where they are, they will be established by dealers in these instruments and consequently it may be difficult to establish what is a fair price. Your broker must make it clear to you if you are entering into an off-exchange transaction and advise you of any risks involved.

Private Equity Investments/Private Equity Funds

The term Private Equity refers to medium to long-term finance provided by an investor to an unlisted company in return for an equity stake. The term is also used in the context of venture capital; buy-outs and buy-ins. Private Equity investments may include pure equity instruments and hybrid equity instruments such as convertible or subordinated debt.

These tend to be high risk investments and should only be considered by experienced and knowledgeable investors. They should be entered into with a medium to long-term view. Due to the fact that private equity is not traded publicly, it can be difficult to realise your investment when you wish. Private equity is not subject to the same level of regulatory requirements as stock offerings to the general public. Some shares are likely to be more volatile than others. This will be based, among other things, on the business, geographic location and size of the company. Potential investors should be familiar with any company they plan to invest in. You will generally be required to commit a certain amount of capital in exchange for a stake in the company therefore your return is dependent upon the growth and profitability of the company. The minimum investment amounts tend to be relatively high.

Depending on the individual investment, as well as the cost of making the initial investment, you may be called upon to make further payments as the company seeks to draw down committed capital. The value of the shares may go up or down and there is a risk that you may lose some or all of your original investment.

COLLECTIVE INVESTMENT SCHEMES

Investment Funds are a type of 'pooled investment'

A pooled investment is one where a number of investors put different amounts of money into a fund which is then invested in one or more asset classes by a fund manager. Each investment fund has a stated investment strategy enabling you to invest according to your investment objectives and risk profile. The level of risk will depend on the underlying investments, regulatory status of the fund, any investment restrictions that may apply, the extent to which the fund leverages its assets and how well diversified the open-ended investment fund is.

The principle of leverage is to increase the fund's exposure to underlying assets by means of borrowing or other means in the pursuit of higher returns from the amount invested. Leveraging may

increase any losses suffered by a fund. Funds investing in emerging markets or smaller companies would be considered to carry much higher risk than those investing in large blue chip companies.

Potential investors should be familiar with the nature of the underlying securities in any investment fund they plan to invest in. Other than the cost of investing in an investment fund, you will not be subject to any margin requirements or financial commitments/liabilities. However, as the value of an investment fund may fall as well as rise there is a risk that you may lose some or all of your original investment.

Hedge funds

Hedge funds tend to have similar characteristics which differentiate them from other investment funds. In general, they may be described as a managed pool of capital for wealthy, financially-sophisticated investors. The investment manager of a hedge fund will attempt to produce targeted returns or absolute performance regardless of the underlying trends in the financial markets. They may invest in a range of investment types; including equity; venture capital; and fixed income securities and may employ trading methods including mathematical algorithms.

The investment manager of a hedge fund will attempt to identify inefficiencies in the market place with a view to using these to make a profit. Due to the fact that they are only offered to very sophisticated investors hedge funds are largely unregulated and therefore offer investors much less regulatory protection.

They can engage in activities that regulated retail investment funds cannot, for example some hedge funds may engage in high levels of leverage. They are not as transparent as more highly regulated funds and there tends to be less information available on the performance and valuation of a hedge fund. The management fees (which tend to be linked to performance) can be substantial. In order to understand all of the important aspects of a hedge fund it is important that you read the offering memorandum or equivalent and any other available information (such as financial accounts).

In general, other than the cost of acquiring shares, you will not be subject to any margin requirements or financial commitments/liabilities. However, as the value of hedge funds may go up or down, there is a risk that you may lose some or all of your original investment.

GENERAL RISKS

Market Conditions

Market conditions (e.g. illiquidity) and/or the operation of the rules of certain markets (e.g. market hours, dealing hours, suspension of trading) may increase the risk of loss by making it difficult or impossible to effect transactions or sell out of a position.

Transactions in foreign jurisdictions

Transactions on markets in foreign jurisdictions, including markets formally linked to a domestic market, may expose you to additional risk. Such markets may be subject to regulation which may

offer different or diminished investor protection. Before you trade you should enquire about any rules relevant to your particular transactions. Your local regulatory authority will be unable to compel the enforcement of the rules of regulatory authorities or markets in other jurisdictions where your transactions have been effected. You should ask your broker with which you deal for details of the types of redress available in both your home jurisdiction and other relevant jurisdictions before you start to trade.

Currency risks

The profit or loss for transactions in foreign currency denominated contracts (whether they are traded in your own or another jurisdiction) will be affected by fluctuations in currency rates where there is a need to convert from the currency denomination of the contract to another currency.

Trading facilities

Most open-outcry and electronic trading facilities are supported by computer-based component systems for the order-routing execution, matching, registration or clearing of trades. As with all facilities and systems, they are vulnerable to temporary disruption or failure. Your ability to recover certain losses may be subject to limits on liability imposed by the system provider, the market, the clearing house and/or member firms; such limits may vary. You should ask your broker for details in this respect.

Electronic trading

Trading on an electronic trading system may differ not only from trading in an open-outcry market but also from trading on other electronic trading systems. If you undertake transactions on an electronic trading system, you will be exposed to risks associated with the system including the failure of hardware and software. The result of any system failure may be that your order is either not executed according to your instructions or is not executed at all.

Off-exchange transactions

In some jurisdictions, and only then in restricted circumstances, firms are permitted to deal otherwise than on a regulated exchange i.e. to effect off-exchange transactions. The firm with which you deal may be acting as your counterparty to the transaction. It may be difficult or impossible to liquidate an existing position; to assess value or determine a fair price; or to assess your exposure to risk. For these reasons, these transactions may involve increased risks. Off-exchange transactions may be less regulated or subject to a separate regulatory regime. Before you undertake such transactions, you should familiarise yourself with applicable rules and attendant risks.

Foreign Markets

Foreign markets will involve different risks to Irish markets. In some cases, the risks will be greater. On request, your broker can provide an explanation of protections that will operate in any relevant foreign markets; including the extent to which we accept liability for the default of a foreign broker through whom we deal. The potential for profit or loss from transactions on foreign markets or in foreign currency denominated contracts will be affected by fluctuations in foreign exchange rates.

Interest Rates

Changes in interest rates can have an effect on the value of securities. The value of securities, especially bonds, can fall with a rise in interest rates as other investments reflecting the new higher interest rate offer greater returns. This risk can be offset by diversifying the durations of fixed-income investments held. Alternatively if interest rates fall, then the value of bonds and other securities may rise.

Fees and Charges

It is important that you obtain a clear explanation of all transaction, dealing, third party and ancillary charges and other fees for which you will be liable. These charges will affect your net profit (if any) or may increase your loss. You should also ensure that you understand the extent of your exposure to potential loss.

Taxation

There is no guarantee that the tax advantage promoted as part of any investment will remain in existence. Additionally, the levels and bases of taxation may change. Davy will not be responsible for assessing your personal tax implications of investing in these companies or any recommendations that we may make to you and you should always take independent professional tax advice.

Information about Davy's Order Execution Policy

This is a summary of our order execution policy ('the policy', 'this policy'). You should be aware that by giving us orders to trade on the basis of this order execution policy, you will be consenting to having your orders executed as set out in the policy.

OVERVIEW

Under the EU Markets in Financial Instruments Directive ('MiFID') Davy is required to have an Order Execution Policy in place and to take all reasonable steps to obtain the best possible result for you when buying and selling financial instruments on your behalf. The purpose of this document is to provide you with information about our Order Execution Policy and to obtain your consent to such policy. This document describes the Order Execution Policy that applies to retail clients.

WHAT IS MEANT BY 'BEST EXECUTION'?

Best execution is a term used to describe the obligation to ensure that we take all reasonable steps to achieve the best possible result for our clients when executing trades or passing orders to third parties to be executed. While we will take all reasonable steps to achieve the best possible result for you on a consistent basis, we cannot guarantee that we will achieve best execution for each and every trade.

The steps we typically take to ensure we achieve the best possible result are described in this policy. Our policy is subject to:

- ▶ any specific instructions that you give to us e.g. an instruction to execute subject to a specified price limit ('limit order'),
- ▶ the nature of your order (e.g. large orders relative to the normal trading volume of the financial instrument) and
- ▶ the nature of the markets and financial instruments (e.g. whether there are buyers and sellers in the market for the financial instrument).

SCOPE OF THE POLICY

The Davy Order Execution Policy will apply to client orders in all financial instruments. Financial instruments includes; listed and unlisted shares, fixed income instruments including bonds; money market instruments such as treasury bills, certificates of deposit, commercial paper, units in collective investment schemes and derivatives such as options and futures as well as any other financial instruments in which we may execute orders on your behalf from time to time.

EXECUTION FACTORS

Subject to any specific instructions received from you; Davy will take the following factors into consideration in determining how best to obtain the best possible result for your order:

- ▶ Price.
- ▶ Costs related to execution.
- ▶ The size of the order.
- ▶ Likelihood of execution or settlement.
- ▶ Speed of execution.
- ▶ Nature of the order.
- ▶ Any other consideration that is relevant to the execution of your order.

In determining the relevant importance of each of the above factors when executing your order, we will take the following into account:

- ▶ Your characteristics including your categorisation, this policy only applies to retail clients,
- ▶ The characteristics of your order, including any specific instructions that you have provided to us,
- ▶ The characteristics of the financial instrument,
- ▶ The characteristics of the execution venues to which the order may be directed.

In general we will place the highest importance on the total consideration of the trade i.e. the price of the financial instrument and the costs related to execution. In some circumstances we may use our discretion to place a higher importance on the other factors referred to in order to provide you with the best possible result.

SPECIFIC INSTRUCTIONS

If you provide us with specific instructions in relation to your order we will follow those instructions. This may prevent us from following the steps in our policy that are designed to obtain the best possible result for you. In following your instructions we will be deemed to have met our obligation to take all reasonable steps to provide you with the best possible result.

EXECUTION VENUES

We have included in our policy details of the sources of liquidity or venues that enable us to obtain

¹ Regulated market – is a market place, trading system or exchange which meets the minimum EU standards set out in title III of the MiFID. In an Irish context the Official List of the Irish Stock Exchange is a regulated market.

² Multilateral Trading Facility (MTF) – is, in broad terms, a system that brings together multiple parties (e.g. retail investors or other investment firms) that are interested in buying and selling financial instruments and enables them to do so. These systems can be crossing networks or matching engines that are operated by an investment firm or a market operator. In an Irish context the IEX (Irish Enterprise Exchange) market of the Irish Stock Exchange is an MTF.

the best possible result for you on a consistent basis. In meeting our obligation to obtain the best possible result for the execution of orders on your behalf we may use one or more of the following venue types:

- ▶ Regulated Markets¹
- ▶ Multilateral Trading Facilities²
- ▶ Davy is registered as a market maker on the Irish and London Stock Exchanges and as a primary dealer in Irish government bonds. When entering into a transaction for you Davy may be dealing as principal for its own account by selling the financial instrument concerned to you or buying it from you
- ▶ Market Makers, third party brokers and other liquidity providers
- ▶ Non-EU entities performing a similar function to the above

We will include those venues that we believe enable us to provide you with the best result on a consistent basis.

We may transmit your order to another broker or dealer for execution. In such cases we will satisfy ourselves that the broker or dealer has arrangements in place to enable us to meet our best execution obligations to you. You should be aware that for certain types of financial instruments there may be only one execution venue available to us. When you invest in unit funds you consent to your orders being executed outside of a regulated market or MTF. Where we execute your order against Davy's own book we will review the quality of our own execution in the same way that we would any other execution venue. A list of the execution venues used can be found at www.davy.ie. As these venues are subject to change, please review this website for updated information in relation to same.

ORDER HANDLING AND FAIR ALLOCATION

We will ensure that client orders are executed in a prompt, fair and efficient manner. We may aggregate your orders with the orders of other clients or Davy's own orders where we believe that such aggregation will not work to your disadvantage. However the effect of the aggregation may work to your disadvantage in relation to a particular order.

If we have aggregated your order with Davy's own orders and the aggregated order is partially filled, we will allocate the related trades to clients in priority to Davy's own orders unless we can demonstrate that without Davy's participation the order would not have been carried out on such favourable terms, or at all.

Should you place a limit order with us in a listed share below a certain size and this is not immediately executed under prevailing market conditions, then we may be obliged to publish the details of your order unless you have instructed otherwise.

REVIEW AND MONITORING OF THE POLICY

We will monitor the effectiveness of our policy on an ongoing basis and where deficiencies are identified we will make appropriate amendments. We will carry out an overall review of the policy and/or execution arrangements on an annual basis or more frequently where a material change occurs. As part of the review process we will consider whether we need to make any changes to our policy. We will notify you in the event that we make a material change to the policy by posting an updated version of this policy on our website at www.davy.ie.

Information about Davy's Conflicts of Interest Policy

This document contains a summary of our Conflicts of Interest Policy designed to identify the conflicts of interest that arise between ourselves and our clients and between different clients and to detail the procedures in place to manage such conflicts. Where we do not consider that the arrangements that we have in place are sufficient to ensure with reasonable confidence that a potential conflict of interest will not damage a client's interests, we will inform you of the nature of the conflict so that you may decide how to proceed.

INTRODUCTION

J&E Davy, trading as Davy, is regulated by the Central Bank of Ireland. Davy is a member of the Irish Stock Exchange, the London Stock Exchange and Euronext. In the UK, Davy is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request. The firm currently offers a comprehensive range of stockbroking and related financial services to retail and professional clients. In addition to these services other members of the Davy Group offer corporate finance and broking services to our clients. This involves the provision of a full capital markets service i.e. advice on floatations, secondary offerings, disposals, mergers and acquisitions, share buy backs, refinancing etc. The firm also acts as sponsor to a number of companies listed on the Irish and London Stock Exchanges to whom we provide transactional and day to day advice on the application of the relevant Listing Rules.

This document is not intended to provide a comprehensive account of the controls and procedures in place to manage all conflicts of interest ('conflicts') which may arise, it is intended to outline the main controls in place. We are committed at all times to ensuring that our business is conducted to high standards and in an ethical manner.

IDENTIFICATION OF CONFLICTS OF INTEREST

As Davy offers a wide range of financial services it is inevitable that a number of potential or actual conflicts exist. This means that from time to time Davy may have interests which conflict with our clients' interests or with duties that we owe our clients. This includes conflicts arising between the interests of Davy, other entities within the Davy Group and employees on the one hand and the interests of our clients on the other and also conflicts between clients themselves.

In agreeing to our Terms of Business you acknowledge that when we are dealing for you, we, an associated company or some other person connected with us, may have an interest, relationship or arrangement that is relevant to that investment, transaction or service. When we enter into a transaction for you we, or one of our associated companies could be:

- ▶ dealing as principal for our or its own account by selling the investment concerned to you or buying it from you. We are registered with the Irish and London Stock Exchanges as a market maker in equities and with the Irish Stock Exchange as a primary dealer in Irish government

bonds. We may also act as a principal in transactions in other investment instruments. If we have dealt as principal this will be shown on the contract note we issue to you;

- ▶ dealing as agent for more than one client;
- ▶ matching your transaction with that of another client by acting for them as well as for you;
- ▶ buying or selling units in a collective investment scheme or BES scheme where we are, or an associated company is, the trustee or operator of the scheme or an adviser;
- ▶ buying investments where we are, or an associated company is, involved in a new issue, rights issue, take-over or similar transaction to do with the security;
- ▶ providing investment advice or other services to another person about or concerning the investment in question;
- ▶ involved in business relationships with the company or a related entity in relation to the investment concerned;
- ▶ producing and distributing investment research on the company or related entity that you seek to buy or sell shares in.

MANAGING CONFLICTS OF INTEREST

We use administrative and organisational arrangements to ensure that our employees act independently and in a manner designed to safeguard the interests of our clients. These arrangements include;

- ▶ we have internal rules in place to ensure that confidential information is dealt with appropriately;
- ▶ where necessary we have procedures in place ('Chinese Walls') which restrict the flow of information to certain employees in order to protect client interests and to prevent improper access to client information;
- ▶ we have rigorous rules and procedures in place governing personal account dealing by Davy staff and their associates;
- ▶ all staff members receive regular training on Davy internal rules and their obligations to act in the best interest of clients;
- ▶ where we execute your order against our own account we will ensure that in doing so you are getting the best possible result;
- ▶ we have order allocation procedures to ensure that investment opportunities are fairly allocated amongst clients;

- ▶ we have strict controls and procedures in place to manage the specific conflicts of interest that arise when producing and issuing investment research;
- ▶ reporting lines and remuneration of research analysts and corporate finance personnel are entirely independent;
- ▶ we follow best practice and do not allow access to published research ('blackout period') where necessary to manage the conflicts that exist in advance of and after an offering in a company's securities;
- ▶ we have a policy in place setting out our approach to giving and receiving gifts, entertainment or hospitality.

We monitor compliance with our conflicts policy and related procedures. Should you have further queries as to how Davy manages conflicts of interest you should contact our Compliance department, at compliance@davy.ie.

Client Asset Key Information Document “CAKID”

This document is designed to provide you with summary information on the Client Asset Requirements imposed by the Central Bank of Ireland (“CBOI”). It is important that you also refer to the section in your Terms and Conditions which explains “How we hold your Assets”.

WHAT ARE THE CLIENT ASSET REQUIREMENTS (“CAR”)?

The Client Asset Requirements (“CAR”) have been imposed by the Central Bank of Ireland (“CBOI”) on investments firms that hold client assets. The requirements are imposed under S.I. No 104 of 2015, Central Bank (Supervision and Enforcement) Act 2013 (Section 48(1)) and the Client Asset Regulations 2015 for Investment Firms.

These Regulations seek to further enhance the processes and controls an investment firm has in place to safeguard and protect client assets.

A copy of CAR and the associated Guidance is available on the CBOI’s website www.centralbank.ie/regulation/clientassetsandinvestormoney. The purpose of the guidance is to assist investment firms to comply with the Client Asset Regulations.

The three main objectives of the client asset regime for investment firms are:

1. The mitigation of the risk of misuse of client assets, including use by the investment firm without consent or contrary to client wishes, whether as a result of maladministration or fraud;
2. Segregation of client and firm assets to ensure that in the event of a firms insolvency there will be an expeditious return of available client assets to the clients at the lowest cost; and
3. The maintenance of public confidence in the client asset regime.

The purpose of the client asset regime is to regulate and safeguard the handling of client assets by an investment firm.

KEY FEATURES OF CLIENT ASSET REGULATIONS (“CAR”)

CAR obliges firms that hold client assets to put in place certain safeguards to help protect clients’ ownership rights, including the following:

- ▶ Segregation of client assets from the firm’s assets;
- ▶ Record keeping - to enable the firm at any time and without delay to distinguish client assets from those assets held by the firm;
- ▶ Receiving CAR assurances from the firm’s third parties, before lodging client assets with a third party;

- ▶ Prompt lodgement of all client funds and prompt registration of client financial instruments to designated client asset accounts;
- ▶ Regular reconciliations between the firm's internal systems and the records of third parties that hold client assets on behalf of the firm
- ▶ Daily cash calculations to ensure that the firm's client money resource is at least equal to its client money requirement;
- ▶ On-going counterparty due diligence by the firm;
- ▶ Regular CAR audits by the firm's external auditors, which are reported to the Central Bank;
- ▶ Applying systems and controls that are appropriate to identify risks in relation to client assets and to put in place mitigants to counteract these risks; and
- ▶ Disclosure of certain information to clients.

WHAT ARE CLIENT ASSETS?

Under CAR, client assets mean client funds and client financial instruments, as outlined below.

1. Client funds (including cheques or other payable orders, current and deposit account balances) which are held by the firm or owed to the client (by the firm) on behalf of clients to whom a firm provides financial services but does not include funds which relate exclusively to unregulated financial services. (e.g. direct property investments).
2. Client financial instrument means any financial instrument as defined in the MiFID Regulations and the Investment Intermediaries Act 1995.

CIRCUMSTANCES IN WHICH CAR APPLIES AND DOES NOT APPLY

CAR applies where Davy (hereafter referred to as Davy or "the firm") receives client funds, or holds client financial instruments which have been entrusted to the firm (or its nominee) and in respect of which the firm has capacity to effect transactions.

For Davy clients, generally speaking, CAR applies when a client avails of the firm's nominee service, where we hold documents of title, or where we hold funds on a client's behalf.

Cheques or other payable orders will be client funds from the time of their receipt by us but will not be client funds if;

- ▶ made payable to a third party which we directly transmit to that party; and
- ▶ a cheque/payable order received from a client which is not honoured by the paying bank is not a client asset

Funds sent to a client by way of cheque/payable order do not cease to be client assets until the cheque/ payable order is presented and paid by the eligible credit third party.

Client assets cease to be client assets, when they are paid, or transferred, to the client or to a third party on the written instruction of the client, or funds due and payable to the firm itself as outlined in the Terms and Conditions (e.g. if a client defaults on its obligations to the firm).

Davy clients with their own custody arrangements and/or clients who hold financial instruments in their own name fall outside of scope of CAR, unless the client has sent in his/her own name share certificate to Davy to be sold in the market. In this instance, CAR will apply while Davy is directly holding the own name share certificate for the client in its own safe custody arrangements. It would also apply to any funds which are settled through Davy client asset accounts.

Direct property investments are unregulated and investments in such instruments fall outside of CAR.

ONGOING DISCLOSURES TO CLIENTS

The firm will disclose in its client asset statements to clients whether individual assets within a portfolio are within scope of CAR or not. If you have any questions about this, you should speak to your Portfolio Manager or the Execution desk who can discuss your personal circumstances.

CLIENT FUNDS

Who holds my assets under CAR, and how?

Client funds will always be held either in pooled client asset settlement accounts, pooled client asset deposit accounts or individually designated client asset deposit accounts with an eligible third party credit institution. Further information about the credit institutions we use is set out in our Terms and Conditions.

Client funds are protected by rules laid out in CAR which include obligations relating to the segregation of client funds from the firm's funds, accurate record keeping, regular reconciliations between the firm's records and the eligible credit institution's, counterparty due diligence, etc.

Prior to lodging client funds with an eligible credit institution, we receive a written confirmation from the credit institution that client asset accounts are legally segregated from any bank account that Davy itself may hold.

CLIENT FINANCIAL INSTRUMENTS

Who holds your investments?

If you have financial instruments in your Davy account, using the Davy nominee service, you remain at all times the beneficial owner of those investments, even though a company independent of the

Davy Group (such as Davy's nominated custodian) or a nominee company of the Davy Group may be registered as the legal owner.

Beneficial ownership arises where one party holds assets on behalf of another. The legal owner (i.e. the registered holder) has control over the asset and can, for example, buy and sell the asset on behalf of the beneficial owner. However, the legal owner in this instance is not entitled to the asset and so, while it will receive the income and capital on behalf of the beneficial owners, it will never benefit from it. The beneficial owner receives the benefits associated with ownership such as dividends and gains from the asset, etc. Davy is obliged by law, and by CAR, to report to clients in relation to the client assets it holds and any benefits associated with the assets.

Shares in UK and Irish companies, UK and Irish Exchange Traded Funds (ETFs) and UK government bonds are generally held with CREST/Euroclear UK & Ireland Limited (CREST). CREST is the Central Securities Depository (CSD) for the UK and Ireland. In addition CREST provides for real-time settlement of securities and is one the largest and most technically advanced settlement systems in the world. Our nominee company is a member of CREST and its name appears on the share registers for these assets. Our nominee company operates individually designated CREST accounts for all clients who hold CREST eligible securities through Davy. This means that there are separate accounts within CREST for each Davy client. Client accounts are segregated from each other as well as from those of the firm.

Foreign shares, foreign ETFs and government and corporate bonds (with the exception of UK government bonds) are held with our global custodian, Bank of New York Mellon (BNY Mellon) in accounts named "Davy Client Asset Account". BNY Mellon in turn may arrange for these holdings to be held with various sub-custodians in local markets with account names dictated by the naming convention in those local markets. The custodian undertakes reviews of its sub-custodians on a regular basis. We operate a number of pooled client accounts with BNY Mellon. This means that any assets held on your behalf with BNY Mellon are held in accounts containing assets owned by other clients. These client accounts do not contain assets of the firm.

Unit fund transactions settle and are held in a J&E Davy Client Asset Account. Generally speaking and depending on the fund, orders are centralised either through Allfunds Bank or Clearstream Bank, our designated custodians for such assets. The relevant custodian arranges for the units to be registered with the individual fund administrators in the name of its nominee company (i.e. Allfunds or Clearstream nominee company). In some cases, units in other collective investment schemes, which are not held by either Allfunds Bank or Clearstream Bank, are directly held with the fund administrators and are registered in the name of Davycrest Nominees.

The use of pooled accounts is a feature of global custody. We maintain appropriate records to make sure that we can easily identify the securities we hold for you within pooled accounts. We have electronic links to our custodians which facilitates timely settlement and reconciliation.

Notwithstanding the above, there are some situations where market convention determines that Irish and UK stocks will be settled as though they were European (through our global custodian BNY

Mellon) and vice versa (i.e. where certain foreign stocks will be settled through CREST). This most often arises where stocks are dual listed on more than one exchange or where the domicile of the company is different to the market where the stock is listed.

In the event that an asset registered in the name of our nominee company can only be held in physical/certificated format, we hold the certificate in a fire proof safe on our premises. It is Davy policy to minimise the amount of nominee holdings held in paper format so we only accept such holdings where they cannot be held electronically. There are strict controls in place to safeguard access to certificates as well as reconciliations which are described in greater detail below.

Where clients hold other types of investments (e.g. private equity investments), not mentioned above, they may be held in the name of a nominee company with third parties. Please contact Davy if you require further information in this regard.

Protecting your Assets

As set out in our Terms and Conditions, we are careful in our choice of third parties, and monitor their performance on an ongoing basis. We perform regular risk assessments on each of the entities. Any third party we choose is appropriately authorised in the jurisdiction in which it is situate and is subject to appropriate prudential and client asset supervision. However, we do not accept liability for any acts or omissions of those custodians or credit institutions, or for their default. In the event that a custodian or credit institution becomes insolvent, you may not receive back all or any of the assets or funds that that custodian or credit institution holds on your behalf.

We are a member of the Investor Compensation Scheme, set up by law, which provides compensation to eligible investors should we become insolvent. You will only have a right to compensation if you qualify as an eligible investor; and if we are unable to return to you money or Financial Instruments that you are owed or own, and if your loss is recognised by the Investor Compensation Scheme. The amount of compensation that you may receive will be 90% of the net amount you have lost or €20,000; whichever is less. Full details of the Investor Compensation Scheme are available on www.investorcompensation.ie. In the event of changes to the scheme details will be provided on this website.

WHAT ARE THE MAIN RISKS OR LIMITATIONS TO SAFEGUARDING CLIENT ASSETS?

Investors should note that while CAR imposes obligations on firms to segregate client assets from firm assets, as well as other requirements, it does not protect or guarantee the value of the client assets, nor does it in any way seek to impose regulations on investments which may be unregulated or which may operate outside a regulatory environment. Similarly, investors will continue to bear default risk in the event of either the firm or one of its eligible credit institutions or eligible custodians defaulting on its obligations.

The material risk relating to safeguarding client assets include some of the following risks as outlined below. Various other risks may also apply.

Counterparty Risk

A counterparty risk, also known as a default risk, is a risk that a counterparty will not pay what it is obligated to on a transaction pending settlement. In addition, the value of an investment may be adversely affected if it is exposed to an institution which suffers insolvency or other financial difficulties (default).

Operational Risk

Operational risk is the risk of loss resulting from inadequate or failed internal processes, people and systems, or from external events. For every firm, there is a risk that its people, processes and systems are imperfect, and that losses will arise from errors and ineffective operations.

Risk of Fraud

The risk of fraud relates to an intentional deception made for personal gain or to damage another individual which may be perpetrated internally or externally to a firm.

Risk of Pooling

There is a risk that one client's assets will be used to fund another client's transactions; that the firm will not appropriately implement accounting segregation or that the pool may have deficit and any losses would be applied on a pro-rata basis across all clients participating in the pool.

Conversely, you may choose to make your own custody arrangements and/or hold financial instruments in your own name. Global custody arrangements for individual clients are expensive and this option is usually availed of by large, professional clients.

Controls to Help Mitigate Against Risk

While a firm can never eliminate risk, MiFID firms such as Davy which are subject to the European Communities (Markets in Financial Instruments) Regulations 2007 (the MiFID Regulations) are obliged to put in place adequate policies and procedures designed to detect any risk of failure of the firm to comply with the provisions of the MiFID Regulations. In addition, MiFID firms must monitor and on a regular basis evaluate the adequacy and effectiveness of the systems, internal control mechanisms and arrangements established, implemented or maintained in accordance with the Regulations, and take appropriate measures to address any deficiencies in the firm's compliance with its obligations.

Davy Advisory & Discretionary Fees & Charges Schedule (Republic of Ireland)

OCTOBER 2015

Depending on the nature of your account, charges under each of the headings below may apply simultaneously. Note that where transactions are undertaken in other currencies, these fees may be charged in the foreign currency or euro equivalent.

MANAGEMENT FEES

DAVY ADVISORY & DISCRETIONARY ACCOUNTS

Davy charges an annual management fee which is calculated at 1.25% per annum on the value of your portfolio. This fee is charged semi-annually based on the total value of your portfolio as at the end of May and November, with fees applied in June and December respectively. The fee will apply for the full six-month period regardless of when the account is opened or closed. In the case of account closures, the fee will be charged based on the balance prior to outflows being initiated and will be due prior to account closure.

There is a minimum fee of €3,000.00 which includes nominee charges and is subject to VAT (except PRSAs, where no minimums apply). In the case of PRSA accounts, please contact Davy for information on our charging matrix.

COMMISSION CHARGES

Equity, ETF and Option Dealing	1.65% on first €15,000.00 1.00% on next €15,000.00 0.50% on Balance Subject to minimum commission of €100.00
Bond Dealing	0.50% Subject to minimum commission of €100.00 Plus a Wholesale Book Access Charge of 0.20%
Investment Funds & Products (including those managed by Davy or a member of the Davy group).	The charging structure will vary depending on the Investment Fund / Product. Davy Fund of Funds 5.00% Alternative Investment Funds 3.00% Equity Investment Funds 2.00% Fixed Income Investment Funds 1.00% Please contact your Portfolio Manager for further information.

Placings	Up to 5.00% Varies depending on specific transaction. Further information available on request.
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The above charges are Davy transaction charges. Other charges may apply to these trades or to your account generally. Please see Overseas Charges, Annual Management Charge for Davy Funds, Third Party Charges and Davy Ancillary Charges for additional fees and charges as relevant.

OVERSEAS CHARGES

Fees will vary depending on overseas market dealt and broker used. A portion of the fees below may be retained by Davy. Further information is available on request.

Shares, ETFs and Options	0.10%
Minimum Fee per trade for each instrument listed outside Ireland and UK	
Shares, Bonds and ETFs	€40.00
Foreign Transaction Custody Charge per trade for each instrument listed outside Ireland and UK	

ANNUAL MANAGEMENT CHARGE FOR DAVY FUNDS

Annual Management Charges are included in the Net Asset Value (or NAV). This is an annual charge paid to Davy or a Davy Group Company for managing the investments within the fund. It is usually calculated on a daily basis and varies depending upon the specific fund. Details of these costs are included in the fund documentation, which will also provide information on any other fees that may be charged within the fund. This charge will apply in addition to any other Davy Fees & Charges.	Generally Varies between 0.50% - 2.00%
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THIRD PARTY CHARGES

Government Stamp Duty (applied when buying Irish & UK shares)	
Ireland	1.00%
UK	0.50%
Stamp Duty Reserve Tax (SDRT) (applied to UK share transfers)	
UK (per trade) Transfer out of CREST to depositary receipt scheme or clearance service	1.50%
Irish Takeover Panel Fee (ITP) (applied to share purchases and sales)	

CONTINUED OVER

Net of Transaction Costs Consideration Over €12,500 (Ireland)	€1.25
UK Panel of Takeover and Mergers Fee (PTM) (applied to share purchases and sales)	
Total Consideration Over £10,000 (UK)	£1.00
Bank Payment	Bank levied charges for Bank payments vary depending on the credit institution and the currency involved. Details of bank payment charges are generally published on Bank websites. In addition, beneficiary bank charges may be incurred and deducted from the proceeds of receipt by the receiving Bank. Also, see Davy Ancillary Charges above for Davy fees.
ETF Annual Management Charge (AMC)	Generally varies between 0.15% – 0.75%
ETF Annual Management Charges are third party charges which are included in the ETF Price (or NAV). <i>This is an annual charge paid to each Fund Manager for managing the investments within the fund. It is usually calculated on a daily basis and varies depending upon the specific ETF. Details of these costs are included in the ETF documentation, which will also provide information on any other fees that may be charged within the ETF.</i>	
Investment Fund Annual Management Charge (AMC)	Generally varies between 0.40% – 2.00%
Investment Fund Annual Management Charges are third party charges which are included in the Net Asset Value (or NAV). <i>This is an annual charge paid to each Fund Manager for managing the investments within the fund. It is usually calculated on a daily basis and varies depending upon the specific fund. Details of these costs are included in the fund documentation, which will also provide information on any other fees that may be charged within the fund.</i>	
Financial Transaction Tax (applied to particular transactions by local governments in certain European countries)	
The rate will vary depending on the country and the investment involved. Please contact Davy in advance of trading should you require additional information. Once the trade has been executed, details of charges levied will be disclosed in your Contract Note.	

Any third party charges which arise will be applied to your account. These charges are outside of our control and may change in the future. To the extent that we have been pre-advised by the third party, we will endeavour to notify you.

DAVY ANCILLARY CHARGES

Surcharge for late delivery of stock into Davy to cover sales (after trade date plus two days) per day	€65.00
Transfer holding out of Davy custody (per holding)	€30.00
Certificate request or replacement share certificate (per certificate)¹	€50.00
Bank Payments – There is no charge for next day Electronic Fund Transfers (EFT) within the Republic of Ireland (ROI). All other transfers, including same day money transfers (SDMT) within ROI, if requested, as well as all foreign transfers, incur charges which range from €25.00 to €50.00 or foreign currency equivalent, depending on the Bank/jurisdiction to which the transfer is being made. In some cases, these charges may be used by Davy to partially fund charges levied by the Bank. Further information is available on request. Note that the relevant Banks may separately levy their own additional charges.	Varies between €25.00 - €50.00 or foreign currency equivalent
Duplicate Cheques (per cheque)	€25.00
Duplicate copy of portfolio valuation	€100.00
Register a lien on your account	€1,000.00
Remove a lien on your account	€50.00
Historical valuation per stock (where applicable)	€10.00
Investigations on historical holdings/transactions (per hour)	€25.00
Data Access Request	€6.35
Guide to the Tax Treatment of Davy Investments Replacement Pack²	€1,000.00
Tax Pack Charges: Replacement Tax Pack	€100.00
Guide to the Tax Treatment of Collective Investments: Replacement Guide	€250.00

Please note that all fees and charges are exclusive of VAT (unless specified), which shall be charged (where applicable) at the rate in force at the date the tax falls due.

¹ Additional external charges may apply.

² Only applicable to clients who invest in private equity investments or private investment funds and do not pay an annual management or administration fee.

PAYMENTS FROM DAVY TO THIRD PARTIES

We make payments to Intermediaries/Financial Advisors that help to start, conclude or maintain a business relationship between Davy and its clients. We may make initial payments to an Intermediary/Financial Advisor, representing a maximum of 2% of Net New Funds (being the difference between cash and/or assets introduced and withdrawn by clients of the relevant Intermediary/Financial Advisor in each calendar month). We may also make ongoing payments to an Intermediary/Financial Advisor of a maximum of 0.5% per annum of the total value of cash and/or assets in accounts introduced by the Intermediary/Financial Advisor at each month end. You can receive more detailed information on request by contacting Davy +353 1 6797788.

PAYMENTS WHICH CAN BE FACILITATED BY DAVY ON YOUR INSTRUCTION

Where you agree to pay your Intermediary/Financial Advisor a fee for services which they provide to you, Davy can arrange for this payment to be made from your portfolio, subject to you providing us with appropriate written instructions. You should ensure that you notify us of such arrangements in writing and satisfy yourself that you are receiving services from your Intermediary/Financial Advisor commensurate with the fees which you are paying. Davy will not accept responsibility for any arrangements made between you and your Intermediary/Financial Advisor or for errors or omissions related to the processing of these payments.

Davy Credit Union Advisory Fees & Charges Schedule

OCTOBER 2015

Charges under each of the headings below may apply simultaneously. Note that where transactions are undertaken in other currencies, these fees may be charged in the foreign currency or euro equivalent.

ADVISORY FEE

Annual management fees, if applicable, are based on portfolio size and complexity and will be advised separately. Our standard fees and charges are as follows:

COMMISSION CHARGES

Description	Davy Credit Union Advisory Service
Bond dealing	0.10% per purchase or sale Subject to minimum commission €100 Plus a Wholesale Book Access Charge of 0.20%
Additional investment-only products provided by Davy	Individual rates will vary depending on products offered. Fee rates will be available in advance.

The above charges are commission charges. Other charges will apply to these trades or to your account generally. Please see *Annual Management Fee for Bonds*, *Annual Management Charges for Davy Funds*, *Third Party Charges* and *Davy Ancillary Charges*.

DAVY ANNUAL MANAGEMENT FEE FOR BONDS

Description	Davy Credit Union Advisory Service
Bond annual management fee	0.1875% per annum

ANNUAL MANAGEMENT CHARGES FOR DAVY FUNDS

Description	Davy Credit Union Advisory Service
Central Treasury Managed Fund Fee	0.50% per annum (included in the Net Asset Value or NAV) – inclusive of Trustee fee. This is an annual charge paid to Davy or a Davy Group Company for managing the investments within the fund.

These charges will apply in addition to any other Davy Fees & Charges

THIRD PARTY CHARGES

Description	
Direct Bank Payment Bank levied charges for direct payments vary depending on the credit institution and the currency involved. Minimum bank levied charge is €25.00. Details of direct bank payment charges are generally published on bank websites. In addition beneficiary bank charges may be incurred and deducted from the proceeds of receipt by the receiving bank.	Minimum €25.00

Any other third party charges which arise will be applied to your account. These charges are outside of our control and may change in the future. To the extent that we have been pre-advised by the third party we will endeavour to notify you.

DAVY ANCILLARY CHARGES

Description	Davy Credit Union Advisory Service
Transfer holding out of Davy custody (per holding)	€30.00
Duplicate copy of portfolio valuation (including portfolio valuation sent directly to auditors)	€100.00

Davy Private Clients

Wealth Management, Financial Planning, Investments and Pensions

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J&E Davy, trading as Davy, is regulated by the Central Bank of Ireland. Davy is a member of the Irish Stock Exchange, the London Stock Exchange and Euronext. In the UK, Davy is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request. No part of this document is to be reproduced without our written permission.

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