

# Terms of Business

## About Post Insurance

These Terms of Business set out the basis on which Post Insurance (we) will provide business services to you as a client - please read this document carefully and use this information to help you decide if our products and services are right for you. By proceeding with your Post Insurance Insurance policy, you agree to the terms as per this document.

One Direct (Ireland) Limited, trading as Post Insurance, is regulated by the Central Bank of Ireland. Post Insurance is a wholly owned subsidiary company within the An Post Group. It offers a range of insurance and financial products and services in Ireland.

One Direct (Ireland) Limited is a private limited company registered in Ireland under Company Number 452399. Its registered office is GPO, O'Connell St., Dublin 1, D01 F5P2 and its principal contact address for you is Post Insurance, Athlone Business Park, Athlone, Co. Westmeath, N37 EF40.

Codes of Conduct are imposed by the Central Bank of Ireland. Post Insurance is subject to the Consumer Protection Code and Minimum Competency Code which offers protection to consumers. The Consumer Protection Code can be found on the Central Bank's website [www.centralbank.ie](http://www.centralbank.ie).

One Direct (Ireland) Limited is registered as an Insurance Intermediary under the European Communities (Insurance Mediation) Regulations 2005. This can be verified by the Insurance Mediation Register, which is available on the Central Bank of Ireland website: [www.centralbank.ie](http://www.centralbank.ie). We sell products on a limited analysis of the market, which means we will only supply products and services for providers, who we hold a written appointment with.

Post Insurance is a member of the Investor Compensation Scheme, (under section 38(1) of the Investor Compensation Act, 1998). This provides that compensation will be payable where money or investment instruments owed or belonging to clients are held, or in the case of investment instruments, administered or managed by Post Insurance, cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of Post Insurance being able to do so. Clients eligible under the scheme may receive 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998, or compensation of up to €20,000, whichever is the lesser.

Post Insurance is authorised to receive and transmit orders on your behalf for products in the Categories of General Insurance and Life Assurance.

Post Insurance holds written letters of appointment with the following product providers:

Provider	Product/Service
Aviva Insurance Limited	Car & Home Insurance
AIG Europe Limited	Car, Travel & Car Hire Excess Insurance
New Ireland Assurance Company plc	Life Assurance products - Over 50s Funeral Plan, Life Choice Family & Life Choice Home
DAS Legal Expenses Insurance Company Limited	Family Legal Protection & Motor Legal Protection
First Citizen Finance DAC	Car Finance <sup>‡</sup>
Kainos Associates LLP	Pet Insurance
Time Broker Services Limited, trading as Keycare Ireland	Keycare Insurance
MAPFRE ASISTENCIA Compania Internacional De Seguros Y Reaseguros, S.A., trading as MAPFRE ASSISTANCE Agency Ireland	Home Emergency Assistance

## Right of Withdrawal/Cooling-Off Period

You, the Consumer, may withdraw from a Post Insurance contract, within a specified period, without penalty and without giving any reason.

For Car, Home, Pet and Car Hire Excess Insurance, this period is 14 days from the commencement of your policy or the date you receive your policy documents, whichever is later. For all Life Assurance products, this period is 30 days from the commencement of your policy or the date you receive your policy documents, whichever is later.

Should you wish to avail of this right of withdrawal, you must send written instruction, inclusive of your policy number, to Post Insurance requesting the cancellation of the policy. If required, you will also need to return any policy documentation with this request. As long as you haven't made any claims, we will work out the premium for the period we have been insuring you and refund the balance. This right of withdrawal is without penalty, however, the set-up/renewal fee (if applicable) is non refundable.

## Cancellation

Either party may, at any time, cancel the policy. Should you wish to cancel your policy, you must send written instruction, inclusive of your policy number and if required, return your policy documentation to Post Insurance. A cancellation fee may apply.

Post Insurance may cancel your policy. If this happens, we will issue prior written notification of this to your last known address by registered post. Car Insurance notifications will be issued 10 days before the cancellation date. Home Insurance notifications will be issued 14 days before the cancellation date.

For all life assurance policies that are cancelled, all protection benefits will cease at cancellation and no refunds will be payable for time on cover.

## Complaints

Post Insurance will acknowledge complaints within five business days of receipt. The complaint will be fully investigated and a full response will be provided to you. If you remain dissatisfied with the handling and response to your complaint, you have the right to refer your complaint to the Financial Services Ombudsman's Bureau on Lo-Call: 1890 88 20 90.

## Data Protection

Post Insurance abides by the Data Protection Acts 1988 and 2003. If you have any queries with regards to Data Protection you may contact us or alternatively the Office of the Data Protection Commissioner, Canal House, Station Road, Portllington, Co. Laois, R32 AP23, Ireland, Tel +353 57 868 4800.

The information that you provide will be used to administer the products and services we supply to you and any future agreements we may have

with you. For this purpose, information may be shared in confidence with third parties both inside and outside the European Economic Area. We may also use your information for marketing purposes with your specific consent. Calls may be recorded for verification and training purposes. You have the right of access to the personal data we hold about you by sending a written request to: Compliance Department, Post Insurance, PO Box 1, Athlone, Co. Westmeath. A fee may be charged for this (max. €6.35). You also have the right to require us to correct any inaccuracies in the information we hold about you.

## Governing Law

The laws of Ireland apply to all Post Insurance products and services and the Irish Courts have jurisdiction to hear any disputes that may arise.

## Language

All communications in respect of all products will be in English.

## Conflicts of Interest

When providing products and services to you, Post Insurance will try to avoid any conflicts of interest. Sometimes however an unavoidable conflict may arise. If such conflict arises we will write to you to outline the nature of the conflict.

## Default

Post Insurance is entitled to receive payments due from clients for business services provided by it and to be reimbursed for any default in any payment due to the firm. If you fail to comply with the Terms and Conditions of any product provided to you by Post Insurance, Post Insurance will take such steps as may be necessary to recover any monies due to us, including the making of demands, the instigation of legal proceedings, the appointment of a receiver, the enforcement of security and all other rights available to us. Post Insurance may also withdraw any benefits of your product.

## General

Post Insurance may receive commission and other payments from the product provider to whom orders are transmitted. Further details are available upon request.

Registered for VAT 95794940.

## Receipts

You can access receipts online relating to payments made against your premium payment plan agreement. Secure online access is provided via our website [www.postinsurance.ie](http://www.postinsurance.ie). You will be able to view and print your receipts by clicking on the "Login/Retrieve a Quote" button on the homepage using your customer number, date of birth and online PIN and clicking on the "View Receipts" button.

## Fees - apply to the following products only

	Car Insurance	Home Insurance
°Set Up	€40	€35
°Mid-Term Adjustment*	€43	€29.50
°Renewal	€50	€30
Cancellation*	€43	€29.50
Duplicate documentation	€25	N/A
Suspension of Policy	€43	N/A
Premium Payment Plan Service Fee <sup>†</sup>	7% of Total Amount Payable	7% of Total Amount Payable

°Set Up, Mid-Term Adjustment & Renewal Fees are non refundable.

**Keycare** - all our Car Insurance policies automatically include Keycare cover, which has been tailored for our customers' protection, at a cost of €10.

**Home Emergency Assistance** - Home Emergency Assistance cover is automatically included as standard with certain eligible Home Insurance policies. This cover has been tailored for our customers' protection, at a cost of €10.

## Premium Rebate

\*If you make an alteration to or cancel your policy and this results in an adjustment in premium, the underwriter will not charge you for premium adjustments less than €20, nor will they refund you any premium amounts of less than €20 and in that event Post Insurance will waive its fee. If a refund/charge is being made by the underwriter, Post Insurance will then apply its fee to the refund/charge. If after the application of the Post Insurance fee, the adjustment amounts to less than €5.00, Post Insurance will not refund/charge this amount. If you pay by instalment, any rebate due to you will be added to your remaining balance and the outstanding balance/refund will be determined. Please note that any fee or outstanding balance owed to us, as outlined in the fees details above, will be deducted from any rebate due to you, as agreed with you on each instance.

†A Premium Payment Plan Service Fee applies if you choose to pay your premium by monthly instalments. If you make an alteration to or cancel your policy and this results in an increase in premium, the service fee applicable to you will be added to the Total Amount Payable at alteration stage after all other fees have been applied. If the adjustment generates a refund to you, you will also receive a proportionate refund of the Premium Payment Plan Service Fee that applies to your policy; the refund will be calculated before any other fee has been applied. In all instances, where an outstanding balance or rebate of less than €5.00 is due, Post Insurance will not charge or refund this amount.

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**THESE TERMS OF BUSINESS ARE VALID FROM 11th JUNE 2017 UNTIL FURTHER NOTICE.**  
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E-mail: [info@postinsurance.ie](mailto:info@postinsurance.ie) • Website: [www.postinsurance.ie](http://www.postinsurance.ie)

PI035-5/TOB/11.06.2017

## ‡Car Finance

One Direct (Ireland) Limited, trading as Post Insurance, is authorised by the Competition and Consumer Protection Commission to act as a credit intermediary under the Consumer Credit Act 1995, and is regulated accordingly. Under this authorisation, Post Insurance offers Car Finance, in the form of a Hire Purchase Agreement on behalf of First Citizen Finance DAC trading as Post Insurance Car Finance. Post Insurance will complete the application form with you, and pass the completed application form to First Citizen Finance DAC, trading as Post Insurance Car Finance, who will finalise the application process and administer the product from that instance onwards.