



Chartis Europe Limited, Ireland Branch – Terms of Business

The terms of business outlined below set out the basis in which Chartis Europe Limited, Ireland Branch will provide business services to you as our customer and apply to any business services provided to you until further notice. Should our terms of business change, we will advise you in advance, in writing (E-Mail/Fax/Letter).

About Chartis Europe Limited

Chartis Europe Limited is a member Company of Chartis Inc.(Chartis), one of the world's leading international insurance and financial services organisations. Chartis Europe Limited is incorporated as a limited liability company in the United Kingdom, and the Chartis business in Ireland is conducted through the Irish branch of Chartis Europe Limited. Chartis Europe Limited is an undertaking authorised under the European Communities (Non-Life Insurance) Regulations, 1994 to carry on Non-Life Insurance Business in Ireland in classes 1 to 18 inclusive. Chartis Europe Limited is registered with the Data Protection Commissioner.

Our Services

Chartis Europe Limited underwrites all major classes of non-life General Insurances Services to Consumers including but not limited to the following classes of business; Motor, Home, Casualty, Property, Marine, Financial Lines, Accident and Health, and Travel. We also provide a comprehensive claim service aimed at providing fair and efficient resolution following losses by our insured.

How We Charge for our Services/Default Remedies

The premium for your policy is payable yearly or payable at the intervals set out in your policy documentation. Prior to entering into a contract to provide Insurance to a Consumer, Chartis Europe Limited shall advise the Consumer of the Premium to be charged and the taxes (currently Government Levy at the prevailing rate) to be levied thereon.

If any Motor insurance premium is not paid on the date it is due, cover will be deemed cancelled from the date on which the unpaid premium was due. If any non motor insurance premium is not paid on the date it is due, you have 30 days in which to pay it. If it is not paid during the period, cover will be deemed cancelled from the date on which the unpaid premium was due. If the premium is paid during the 30 day period, then the cover will operate as if it has been paid on the due date.

All Insurances are effected on the express condition that pending receipt of the Premium from the Consumer, Chartis Europe Limited reserves the right notwithstanding delivery of the policy to the Consumer, to cancel the policy.

Failure to disclose all material information, i.e. information which is likely to influence the acceptance of the risk and the terms applied could invalidate the Insurance.

Cancellation

Both a Policyholder and Chartis Europe Limited can cancel a policy by notice in writing.

If this cover is not suitable for you and you want to cancel your Insurance, you must contact Chartis Customer Service by e-mailing onedirecttravel.ie@chartisinsurance.com within 14 days of buying your Insurance or the date you receive your insurance documents. We will refund the premium you have paid within 5 working days of the date you contact us to ask to cancel the insurance provided you have not travelled, made a claim or an event which could give rise to a claim has not occurred before you asked to cancel the Insurance within the 14-day period.

Chartis Europe Limited has the right to cancel this insurance by giving at least 30 days notice in writing to you at your last known address. A pro rata refund of the premium paid will be made to you from the date we cancel the Insurance.

Conflicts of Interest

Where a Conflict of Interest arises and cannot be reasonably avoided, Chartis Europe Limited will only undertake business with a Consumer with whom we have a conflicting interest where the Consumer has acknowledged in writing that he/she is aware of the conflict of interest and that he/she still wants to proceed.

In cases where a conflict of interest arises subsequent to us undertaking business with a Consumer, Chartis Europe Limited shall inform the Consumer and ensure that the conflicting interests are managed fairly.

Consent

By providing your Personal Information to Chartis or Personal Information regarding other individuals you represent that you have the authority to do so and consent to the collection and processing (including the disclosure and international transfer) of this Personal Information as stated in the Privacy Policy which is available at www.chartisinsurance.com/ie, by e-mailing postmaster.ie@chartisinsurance.com or by writing to the Data Protection Officer at Chartis Europe Limited, Ireland Branch, Chartis House, Merrion Road, Dublin 4.

Complaints Procedure

The Chartis Europe Limited Customer Complaints Procedure is coordinated centrally by a dedicated Customer Complaints Officer, in order to respond flexibly and consistently across the Company to the evolving changes in our business and also in the regulatory environment in which we operate.

Chartis Europe Limited wants to give you the best possible service. If you feel you have cause for complaint, you should contact the Accident & Health Manager at Chartis Europe Limited, Ireland Branch.

If after such contact you remain dissatisfied, you may also write to the Customer Complaints Officer at Chartis Europe Limited, Chartis House, Merrion Road, Dublin 4. Phone 01 208 1400.

If the complaint is not resolved to your satisfaction, you should contact the General Manager, Chartis Europe Limited, Chartis House, Merrion Road, Dublin 4.

At any stage, you may contact any of the following:

The Irish Insurance Federation Insurance House,
39 Molesworth Street, Dublin 2.

Telephone: 01- 6761820, Fax: 01- 6761943., E-mail: fed@iif.ie; Web: <http://www.iif.ie>

The Central Bank of Ireland, P.O. Box 559, Dame Street, Dublin 2. Telephone: 1890 77 77 77
Fax: (01) 6716561. E-mail: enquiries@centralbank.ie; Web: <http://www.centralbank.ie>

The Financial Services Ombudsman's Bureau, 3rd. Floor, Lincoln House, Lincoln Place, Dublin 2.
Lo Call: 1890- 882090; Phone: (01) 6620899; Fax: (01) 6620890.
E-mail: enquiries@financialombudsman.ie; Web: <http://www.financialombudsman.ie>

Chartis Europe Limited. Registered in England and Wales. Company number: 01486260. Registered office: The Chartis Building, 58 Fenchurch Street, London EC3M4AB, United Kingdom.

Chartis Europe Limited, Ireland Branch, registered branch office Chartis House, Merrion Road, Dublin 4, Ireland. Branch registration number 906664. Tel: +353 1 208 1400

Chartis Europe Limited is authorised and regulated by the Financial Services Authority of the United Kingdom, and is regulated by the Central Bank of Ireland for conduct of business rules.