



TERMS OF BUSINESS

Company Information

Sertus Insurance (the Company) carries on business at 2, Ballybrit Business Park, Galway. Sertus Insurance is authorised as a Multi-Agency Intermediary by the Central Bank of Ireland. Sertus Insurance is not registered for Value Added Tax (V.A.T.) purposes. Sertus Insurance is a subsidiary of the RSA Group (formerly Royal Sun Alliance Group)

Communication

Whilst still appointed by you, the Company will communicate directly with your appointed Insurance Intermediary on all matters, but at its choosing, depending upon the matter under consideration, may decide to communicate directly with you on what it deems to be non-complex and simple matters.

Description of Services provided

Sertus Insurance processes business on behalf of insurance undertakings (Insurers), which are authorized by the Central Bank of Ireland to transact business in the Rep. of Ireland. Processing business means acting on behalf of and in the interests of the insurance undertaking.

Conflict of Interest

It is the Company's policy to avoid conflicts of interest when providing business services. When such conflicts arise we shall advise you or your insurance intermediary in writing. If you have not been advised of such conflicts, you may assume that none arise.

Charges

If this policy is cancelled or altered in any way, Sertus Insurance will not charge or refund any premium which is less than €15.00. Sertus Insurance will only refund premium where no claim has arisen, been notified and no claims are being dealt with during the current period of insurance and where all the documents needed to carry out the alteration or cancellation have been received by Sertus Insurance. Sertus Insurance may charge an administration fee of €12.70 per transaction.

Quotation Period

All quotes given are valid for a period of 30 days.

Cooling-off Period

As a consumer you have the right to withdraw from any Sertus Insurance product within (14) days of the start date of the policy - without penalty and without giving any reason. The right of withdrawal may be exercised by notice in writing to your insurance intermediary or Sertus Insurance. Prior to exercising your withdrawal rights, you must return the Certificate of Motor Insurance and the Insurance Disc to your Insurance Intermediary.

Main Characteristics of the Policy

The main characteristics of your (the Consumer's) insurance policy is, as explained to you by your Insurance Intermediary, and as set out in your Policy Terms and Conditions and also the Policy Schedule, Certificate of Motor Insurance and the Insurance Disc, which you have been given and which are available upon request from your Insurance Intermediary.

Default Procedure

In the event of default by you, the Consumer, the Company may choose to cancel or alter the terms of the cover provided (including premium charged) In respect of claims, the claim may not be paid.

Period of Insurance

Subject to cancellation, the period of insurance in respect of any policy held with Sertus Insurance will be the period specified in the Policy Schedule and/or Certificate of Motor Insurance and Insurance Disc (in the case of motor insurance).

Cancellation

You (the Consumer) can cancel your policy at any time by writing to your Insurance Intermediary or Sertus Insurance. The policy will be cancelled on the date, we, or your Insurance Intermediary, receive your cancellation instructions and, in the case of motor insurance, the relevant Certificate of Motor Insurance and Insurance Disc. Provided that no incident, giving rise to a claim has occurred in the current period of insurance, a return of premium may be due, less the amount of short period rates for the duration the policy has been in force. Please refer to your policy wording for further details regarding the cancelling of a policy.

Complaints Procedure

Any complaint should be notified by contacting your Insurance Intermediary or in writing to Paul Kierans, General Manager marking the letter for his personal attention and "Private & Confidential". Each complaint will be acknowledged by us within 5 business days of receipt. Any complaint will receive regular written updates on the progress of our investigations and within 5 business days of the completion of such an investigation you/ your representative will receive, in writing, a report on the outcome of the investigation and details of any recourse available. If the matter is not concluded to your satisfaction, you may contact the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. (For further details see: www.financialombudsman.ie)

Compensation Scheme

Sertus Insurance is a member of the Investor Compensation Company Limited (ICCL) scheme. The maximum level of compensation payable is €20,000 or 90% of the net loss as certified by the Administrator. In addition to the compensation available under the Investor Compensation Act 1998, Sertus Insurance also avails of Professional Indemnity insurance cover.

Governing Law & Language

The laws of Ireland form the basis for establishing relations between you and Sertus Insurance. All contracts, terms, conditions and communications relating to any policies you may enter into with this Company shall be in English.

Signed:

P. Smith
DIRECTOR