

Terms of Business

The terms of business below sets out the basis in which IPB Insurance Company Limited by Guarantee trading as IPB Insurance (hereinafter called IPB Insurance) will provide business services to you. Please read this document carefully and if you have any queries, please contact us at Tel: +353 1 639 5500 or email: info@ipb.ie.

About IPB Insurance

IPB Insurance, 1 Grand Canal Square, Grand Canal Harbour, Dublin D02 P820. Tel: +353 1 639 5500. Fax: +353 1 639 5510. Email: info@ipb.ie. Web: www.ipb.ie. Registered in Ireland, Reg. No: 7532. Registered Office: 1 Grand Canal Square, Grand Canal Harbour, Dublin D02 P820. Registered for VAT 0646968E.

Authorisation and Regulatory Status

IPB Insurance is authorised by the Central Bank of Ireland (Ref: C774) as an insurance undertaking under the European Communities (Non-Life Insurance) Regulations, 1994 to carry on Non-Life Insurance Business. Our authorisation can be verified by contacting the Central Bank of Ireland +353 1 224 6000 or by visiting www.centralbank.ie.

IPB Insurance is authorised by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority (Reg No 203122). Details about the extent of our regulation by the Financial Conduct Authority are available from us on request.

IPB Insurance is subject to and complies with all relevant legal and regulatory obligations.

Our Services

IPB Insurance is licenced to underwrite all major classes of non-life general insurance. We also provide other services the details of which are available on our website, www.ipb.ie.

Charges and Default

Customers entering into a contract of insurance with IPB Insurance will be charged an annual premium based on assessment and rating of the insurance risk and exposure. Please note that non-life insurance premiums are subject to a Government Levy (Ireland) or Insurance Premium Tax (UK/Northern Ireland) as applicable.

In the event of a default by the customer in relation to the terms and conditions of the policy, including non-payment of premium, IPB Insurance reserves the right, with notice to the customer, to withdraw insurance and cancel the policy contract. Failure to disclose all material information, i.e. information which is likely to influence the acceptance of the risk and the terms applied could lead to the insurance policy being invalid.

Cooling Off Period

You have the right to withdraw from the policy provided you have not made a claim within 14 days of the latest of:

1. The inception date of cover

2. The date on which you receive the full terms and conditions of your policy

To withdraw from a policy within the 14-day cooling off period, you need to send us a request in writing (Letter/E-Mail/Fax) quoting your policy number. In the case of motor insurance, the premium cannot be refunded until you return (if received) the Certificate of Insurance and Insurance Disc to us. If you exercise your right to withdraw from the policy, it effectively means that no policy was ever in place. For motor insurance, if you have used your motor policy for a period of time and should then exercise your right to withdraw during the period of cover provided by the policy and provided that you have not made a claim, we will only charge you for the period of cover.

Cancellation

At any time both you and IPB Insurance may cancel the policy, by notice in writing (letter/e-mail/fax) to the other in accordance with the terms and conditions set out in the policy. If no incident giving rise to a claim has occurred in the current period of insurance, or the policy is not subject to minimum and deposit premium terms, such as liability insurance, we will make a pro-rata return of premium for the unexpired period of insurance.

In the case of motor insurance, you must return your Certificate of Insurance and Insurance Disc. IPB Insurance may cancel new policies by giving 30 days' notice and for renewed policies 7 days' notice by registered letter, to your last known address.

Conflicts of interest

It is the policy of the IPB Insurance to have appropriate structures in place to avoid any conflict of interest as far as possible when providing business services to you. Where an unavoidable conflict arises, we will advise you in writing of this as soon as possible.

Complaints

It is important to us that you receive the highest level of service at all times and we hope you never have to complain. However, if for any reason you need to contact us on a service matter, we do wish to hear from you. It is our policy to deal with all complaints fairly and efficiently, therefore if you have a complaint, please contact the Complaints Officer, IPB Insurance, 1 Grand Canal Square, Grand Canal Harbour, Dublin D02 P820. Tel: +353 1 639 5500, or email complaints@ipb.ie.

We will acknowledge all written complaints in writing within 5 business days of receipt and will advise you who is dealing with the complaint until it is resolved or cannot be processed any further. Details of all verbal complaints are recorded in writing. Upon receipt of a verbal complaint, we will offer you an opportunity to have your complaint treated as a written complaint. Our aim is to resolve any complaint as quickly as possible. You will receive a regular written update on the progress of the investigation at intervals of not greater than 20 business days. If your complaint is not resolved within 40 business days, we will inform you of the anticipated time frame in which we hope to resolve the complaint and advise you of the right to refer the matter to the Financial Services Ombudsman, Lincoln House, Lincoln Place, Dublin 2. Telephone: +353 1-6620899. www.financialombudsman.ie.

Compensation

IPB Insurance are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from this scheme if we cannot meet our obligations, depending on the type of insurance and the circumstances of your claim. Further information about the scheme is available from the FSCS website www.fscs.org.uk, or you can write to the Financial Services Compensation Scheme, PO box 300, Mitcheldean, GL 171DY.

Personal Data

This section gives a brief summary of what IPB Insurance may do with your personal information. IPB Insurance is a data controller and is required to comply with the Data Protection Acts. The information that you provide ('data') will be used for the administration of your policy and/or any claims made on the policy. Data is at all times treated as confidential and the appropriate measures are taken to ensure it is secure. A copy of our Data Protection Notice can be found on our website www.ipb.ie . If you would like to receive a written copy of the Data Protection Notice you can email dpo@ipb.ie or write to the Data Protection Officer, IPB Insurance, 1 Grand Canal Square, Grand Canal Harbour, Dublin 2.

Governing Law and Language

The laws of Northern Ireland apply to all IPB Insurance products and services sold to customers ordinarily resident in Northern Ireland and the Courts of Northern Ireland will have jurisdiction in hearing any disputes that may arise in relation to such products and services. All communications in respect of all products and services will be in English.

These Terms of Business are effective from the 25 May 2018