

# Terms of Business

These are the terms of business of IPB Insurance Company Limited by Guarantee trading as IPB Insurance. This document is a requirement of the Central Bank of Ireland and is intended to provide you with information on your rights as a customer as well as some key information on us. It is important that you read this document carefully. If there is anything you do not understand or would like more information on, please contact us at Tel: +353 1 639 5500 or email: [info@ipb.ie](mailto: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](mailto:info@ipb.ie), website: [www.ipb.ie](http://www.ipb.ie) Registered in Ireland. Company 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 Union (Insurance and Reinsurance) Regulations, 2015 (S.I. No. 485 of 2015) to carry on Non-Life Insurance business. Our authorisation can be verified by contacting the Central Bank of Ireland Lo-call 1890 777 777 or by visiting [www.centralbank.ie](http://www.centralbank.ie).

IPB Insurance is subject to and complies with the Consumer Protection Code, 2012 and the Minimum Competency Code, 2017. These codes are in place for the protection of the consumer and can be found on [www.centralbank.ie](http://www.centralbank.ie).

## Our Services

IPB Insurance is authorised as a Non-Life Insurance Undertaking and we underwrite the major classes of non-life insurance. We only supply products underwritten by us. Unless otherwise stated, we only provide advice on the products provided or offered by us.

## Charges

IPB Insurance do not apply any charges for our services, other than the premium and any applicable government levy or contribution to the Motor Insurers Insolvency Compensation Fund as set out in your policy schedule.

## Right of Cancellation within 14 days

If you are a consumer, or where provided for under the policy terms and conditions, and provided you have not made a claim under the policy, you have the right to cancel the policy from inception within 14 days of the latest of:

1. The inception date of cover; or
2. The date on which you receive the full terms and conditions of your policy

You may exercise this right by giving us notice in writing, quoting your policy number. Should you exercise this right, we will refund to you any part of your premium you have paid for the unexpired Period of Insurance. In the case of motor insurance, the premium cannot be refunded until you return the Certificate of Insurance and Insurance Disc to us.

## Cancellation

In addition to the above, either you or we can cancel or terminate the policy by written notice to each other in accordance with the terms set out in our policy.

## Conflicts of interest

It is our policy to maintain appropriate structures to avoid the potential for any conflict of interest as far as possible. Where an unavoidable conflict arises, we will advise you in writing of this as soon as possible.

## Remuneration

IPB employees receive remuneration in relation to the processing and the management of your insurance contract. Details of our remuneration arrangements are available on request.

## 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](mailto:complaints@ipb.ie).

We will acknowledge all 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. 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 your right to refer the matter to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02VH29. Telephone: 01-5677000, [www.fspo.ie](http://www.fspo.ie).

You may also refer your complaint to the Financial Services and Pensions Ombudsman if you remain dissatisfied with our final response.

## Money Laundering and Fraud

IPB Insurance is committed to the fight against criminal activity in the laundering of monies and may require evidence by way of identity checks and other customer due diligence. You may be required to provide us with specific identification. Where you make a claim, we may pass the details of the event to the Insurance Link central register which is maintained by insurance companies under the aegis of the Insurance Ireland. The information will be shared with other insurance companies to safeguard against non-disclosure and help prevent fraudulent claims. Where there are reasonable grounds for suspicion, information may be passed to relevant enforcement agencies. You have a right of access to personal data held about you in the Insurance Link Central Register. Further information can be obtained by writing to Insurance Link, 3 Custom House Plaza, Harbour Master Place, I.F.S.C., Dublin 1, D01 VY76.

## Compensation Scheme

Please note that in the event of IPB Insurance being unable to pay a claim, you may be entitled to compensation from the Insurance Compensation Fund in Ireland. Further information on the Insurance Compensation Fund can be obtained on the Central Bank of Ireland website at [www.centralbank.ie](http://www.centralbank.ie)

## Data Protection

We will use and share personal data for the purposes of insurance administration, which includes underwriting, claims handling, reinsurance, and fraud prevention.

Our legal basis for using personal data includes the performance of an insurance contract, compliance with our legal obligations, claims investigation, and the legitimate interest of IPB.

Full details of how we use personal data can be found in our Data Protection Notice on our website [www.ipb.ie](http://www.ipb.ie). Alternatively, a copy of the Data Protection Notice can be furnished to you in response to a request to [dpo@ipb.ie](mailto:dpo@ipb.ie), or by writing to the Data Protection Officer, IPB Insurance, 1 Grand Canal Square, Grand Canal Harbour, Dublin D02 P820.

## Correspondence

We will normally correspond with you electronically. However, we can also provide you with a paper copy of your policy documents free of charge, if required.

If you prefer to receive your policy documentation on paper, please let us know and we will only provide you with your documents in that way going forward.

## Governing Law and Language

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

These Terms of Business are effective from 24 November 2021