

## Bank of Ireland Insurance Services Limited Terms of Business

These Terms of Business are provided in accordance with the Central Bank of Ireland's Consumer Protection Code 2012.

### About us

Bank of Ireland Insurance Services Limited trading as Bank of Ireland Insurance Services and Bank of Ireland Insurance has a registered address at Bank of Ireland Insurance Services Limited, Bank of Ireland, 2 College Green, Dublin 2, D02 VR66 and is a member of the Bank of Ireland Group. Our main place of business is at Bank of Ireland Insurance Services Limited, Bank of Ireland, 2 College Green, Dublin 2, D02 VR66. Bank of Ireland Insurance Services Limited is a registered insurance intermediary, which can be verified by consulting the Central Bank of Ireland Insurance Mediation Register under reference number C4840, and is regulated by the Central Bank of Ireland. The register can be viewed on the Central Bank of Ireland's website at [registers.centralbank.ie](http://registers.centralbank.ie). If you wish to contact us, please write to us at Bank of Ireland Insurance Services Limited, Bank of Ireland, 2 College Green, Dublin 2, D02 VR66 or call us on 01 488 4062.

### General

In this document "we" "us" and "our" mean Bank of Ireland Insurance Services Limited. Receipt of these Terms of Business constitutes your acceptance of them. These Terms of Business are governed by the laws of Ireland which shall be deemed to be the proper law and govern all transactions and proceedings in or concerning the Terms of Business. Where there are material changes to these Terms of Business, Bank of Ireland Insurance Services Limited will notify affected customers as soon as possible. The information contained in these Terms of Business is correct as of May 2022.

### Regulated activities

Our business is to arrange general insurance products for our customers. We act on behalf of the customer in relation to the products and services we provide. While we are not tied to any one insurer, we only sell insurance products based on a limited analysis of the market and only make available products from the insurance companies with whom we have an agency appointment. We do not provide advice on the insurance products that we sell.

### We hold the following agency appointments:

- RSA Insurance Ireland DAC and FBD Insurance plc in respect of home insurance. We will clearly disclose to you at quotation stage and upon renewal whether the home insurance product available is provided by RSA Insurance Ireland DAC and/or FBD Insurance plc.
- RSA Insurance Ireland DAC in respect of motor insurance.
- Chubb European Group SE for travel insurance products.
- AXA France IARD for existing payment protection insurance policies. Insurance of this nature is no longer available to purchase.

For renewals of existing policies:

- RSA Insurance Ireland DAC for hospital cash insurance and personal accident insurance;

### Central Bank Codes

Bank of Ireland Insurance Services Limited is subject to the Consumer Protection Code 2012. This code offers protection to customers and can be found on the Central Bank of Ireland's website [centralbank.ie](http://centralbank.ie)

### Fees & charges

Bank of Ireland Insurance Services Limited does not charge customers directly for the services we provide. However, we receive payments from the insurers with whom we hold an agency appointment if an insurance product is arranged through us. Details of the actual payments we receive are available on request by contacting us.

### Your personal data

Bank of Ireland Insurance Services Limited gathers and processes personal data in compliance with:

- a. data protection law; and
- b. any Data Privacy Notices or summaries we may show you or consents we ask you to agree to.

#### Conflicts of Interest

Our policy is to avoid any conflict of interest when providing business services to our customers. However, in the unlikely event that an unavoidable conflict arises, we will explain the position to you and ask you to confirm in writing if you are happy to proceed. If you are not advised of a conflict, you are entitled to assume that none arises.

#### Application process

It is your responsibility to provide us with the information and documentation we require from you to enable us provide a service to you. We provide products based on the information you give us. We therefore ask that you provide information that is accurate and complete and provide documentation that need not be verified or checked in any way. Applications are subject to acceptance criteria and terms and conditions apply.

#### Where you default

Where you default in your obligations or fail to make a payment that is due to us or the insurance company underwriting an insurance product purchased by you, we or the insurance company may, if necessary, exercise our/its legal rights.

#### Investor Compensation Scheme

Bank of Ireland Insurance Services Limited is a member of the Investor Compensation Scheme established under the Investor Compensation Act 1998. The Investor Compensation Scheme provides for the payment, in certain circumstances, of compensation to customers. You should be aware that a right to compensation can only arise where money held by us on your behalf cannot be returned either for the time being or for the foreseeable future. In the event that a right to compensation is established, the amount payable is the lesser of 90% of your loss or an amount up to €20,000.

#### Limitations on the liability of Bank of Ireland Insurance Services Limited

We shall not be liable for the non-performance of any of our obligations by reason of any cause beyond our control, including any breakdown or failure of transmission or communication or computer facilities, postal or other strikes or similar industrial action and the failure of any relevant agent or intermediary. In no event will Bank of Ireland Insurance Services Limited have any liability for consequential or special damage, whether arising from gross negligence, wilful default, fraud or otherwise.

#### Complaints

If you are dissatisfied with the services provided by Bank of Ireland Insurance Services Limited, please contact us by phone, in writing or in branch to let us know. We have an internal complaints process and will deal with your complaint promptly. Please address complaints correspondence to us at Bank of Ireland Insurance Services Limited, Bank of Ireland, 2 College Green, Dublin 2, D02 VR66. The complaint will be fully investigated by us and a full response will be provided to you. While our investigation of any complaint is ongoing, we will provide you with regular written updates. In the event that you are dissatisfied with the outcome of a complaint or if your complaint is not resolved within 40 business days, you are entitled to refer your complaint to:

The Financial Services and Pensions Ombudsman Bureau,  
3rd Floor, Lincoln House,  
Lincoln Place,  
Dublin 2

Tel: 01 567 7000  
Email: [info@fspoi.ie](mailto:info@fspoi.ie)