



# Differential Pricing FAQs for Home Insurance Customers

The following information is intended to provide you with an overview of Differential Pricing regulations which are effective from the **1st July 2022** and address any questions you may have in relation to Differential Pricing and your premium.

## **What are the Differential Pricing Regulations?**

The Central Bank of Ireland performed a review into Home insurance pricing across the entire Irish market and has now introduced a series of measures to strengthen the consumer protection framework. These new measures are effective from the 1st July 2022. They prevent all Insurance Companies and all Intermediaries from charging renewal customers a higher premium than they would for a like for like first year renewal customer at that point in time.

## **Why are these changes being introduced?**

The Central Bank of Ireland has introduced these new rules to protect consumers and make buying home insurance fairer. Further information is available on the Central Bank's website:

<https://www.centralbank.ie/regulation/industry-market-sectors/insurance-reinsurance/review-of-differential-pricing-in-the-private-car-and-home-insurance-markets>

## **Why has my premium increased?**

The premium you have been offered for your coming policy year reflects our updated view of claims costs for your risk and considers rising inflation and any other relevant factors.

## **Why has my premium decreased?**

The premium you have been offered for your coming policy year reflects our updated view of claims costs for your risk and considers rising inflation and any other relevant factors. For you, the latest view of claim costs for your risk has resulted in a premium reduction.

## **If my premium has reduced, have I been overcharged previously and will I receive a refund?**

Any premiums we've offered you previously were correct and based on our view of the risk and the way we set our prices at that point in time. As a result, there is no refund due for previous insurance periods.

The premium you have been offered for your coming policy year reflects our updated view of claims costs for your risk and considers rising inflation and any other relevant factors.

**I have just received my Home Insurance renewal offer, what should I do next?**

We encourage you to review your renewal documentation which outlines your premium, your cover and sums insured as well as highlighting the increased benefits we have introduced this year. Given rising inflation costs, we recommend that you review your buildings sums insured to ensure they reflect today's rebuilding costs. The following website will help you: <https://scsi.ie/consumer/build/house-rebuild-calculator/>

Your renewal documentation also includes details of your renewal payment options. If you currently pay your premium by direct debit your policy will renew automatically unless you contact us at least 5 working days before your renewal date, to advise us that you do not wish your policy to renew automatically. You can **call 01 290 1958** or email [boiservice@ie.rsagroup.com](mailto:boiservice@ie.rsagroup.com) to do this.

From time to time, our new policy quotes may be lower. Please visit [www.bankofireland.com](http://www.bankofireland.com) to check our new policy prices and to obtain an alternative quote should you so wish. New policies will be subject to qualifying criteria and Underwriting Terms and Conditions.

You should keep your insurance arrangements under review as there may be other alternatives in the market that could provide savings for you for similar cover.

More information in relation to getting insurance quotes is available on the Competition and Consumer Protection Commission website: [www.ccpc.ie/consumers/money/insurance/](http://www.ccpc.ie/consumers/money/insurance/)

If you wish to discuss further, please call us on **01 290 1958** or email [boiservice@ie.rsagroup.com](mailto:boiservice@ie.rsagroup.com).