



Terms of Business

Updated February 2019

IVERNIA INSURANCE TERMS OF BUSINESS

Introduction

We are Ivernia Insurance Ltd (“Ivornia”) and carry out business from Ivornia House, Ravenscourt Office Park, Sandyford, Dublin18. Our telephone number is 01 5132680. Our email address is info@ivornia.ie.

Regulatory Status

Ivornia Insurance Ltd is regulated by the Central Bank of Ireland as an Insurance Intermediary, registered under the European Union (Insurance Distribution) Regulations 2018. A copy of our regulatory authorisation is available on request. The Central Bank of Ireland holds registers of regulated firms. You may contact the Central Bank of Ireland on 1890 777 777 or alternatively visit their website at www.centralbank.ie to verify our credentials.

Codes of Conduct

Ivornia is subject to and comply with the Consumer Protection Code, Minimum Competency Code and Fitness and Probity Standards which offer protection to consumers. These codes can be found on the Central Bank of Ireland’s web site www.centralbank.ie.

Services Provided

We provide insurance services for and on behalf of Insurers that are authorised under relevant European Union regulations to provide cover within the EU via selected insurance brokers.

Remuneration

We receive commission from the Insurers with whom we arrange policies. We also charge an administration fee of up to €40 for all new motor policies and on all motor renewals. This charge can also apply to mid- term changes to motor policies.

Premium adjustments and Government levy

If a change to a motor policy results in a change in premium, we will not refund or charge any amounts less than €15. We will only refund any premium if no claim or loss has arisen during the current period of insurance and we have received all the documentation needed to carry out the alteration.

We apply the required Government Insurance levy.

Data Protection

Ivornia Insurance Ltd complies with the requirements of the General Data Protection Regulation (EU) 2016/679 (“GDPR”). Ivornia Insurance is committed to protecting and respecting your privacy. The data will be processed only in ways compatible with the purposes for which it was given. These are outlined in the Privacy Policy which is available for review online at www.ivornia.ie/privacy. We will ensure the Privacy Policy is easily accessible through our website.

The Ivornia Insurance Privacy Policy details how we collect and use your personal data. It informs you about the types of data we hold on you; the purpose(s) it is used for and your rights in relation to how it is processed. By getting a quote and/or arranging a policy with Ivornia Insurance you agree to the terms of the Privacy Policy.

You confirm that Ivornia Insurance is authorised to accept instructions on your policy from any person(s) whom Ivornia Insurance may reasonably believe are acting on your behalf.

You have the right at any time to request a copy of any “personal data” within the meaning of “GDPR” that our office holds about you and to have any inaccuracies in that information corrected. Requests should be forwarded to Ivernia Insurance Ltd or by email to dpo@ivernia.ie with your details and details of the information you require together with a copy photographic ID.

Quotation Period

If we provide your broker with a premium quotation for a policy, the quote is only available until the end of the business day on which it was given. You are responsible for providing complete and accurate information in connection with your application for quotation and/or cover. It is important for you to note that failure by you to disclose all relevant information could result in your policy being cancelled, claims not being paid and could cause you difficulty in getting insurance elsewhere.

Cooling off period

If you purchase an insurance policy, you have the right to change your mind and withdraw from that cover within a 14-day period with no questions asked and without any penalty. You cannot exercise this right if you make a claim within this 14-day period or report an incident that may give rise to a claim. If you decide to change your mind and wish not to proceed with the cover within this 14-day period, you must inform your Insurance broker of such in writing. If the cover purchased by you was a motor insurance policy, you must return the insurance certificate and disc to your broker within the 14-day period.

Policy cover details

The terms of the cover provided are set out in the policy document and the policy schedule forming part of that document. If the policy provides Motor Cover the Certificate of Motor Insurance also outlines the cover provided. These are important documents, and should be read carefully by you. If you have any queries about the content, you should contact your Insurance broker.

Period of Insurance

The period of cover provided by us is normally one year from the date you commenced on cover. This will be set out in the policy document schedule and Motor Insurance Certificate if applicable.

Cancellation

You may cancel your policy with us at any time. You must do so in writing to your insurance broker. If the cover is for Motor Insurance, you must return the certificate and disc. If a claim has not been made by you during the period of cover provided or, if in the case of motor insurance, an incident that could give rise to a claim has not occurred, then we will return the relevant portion of your premium subject to an administration fee of €20. This fee applies only to cancellation outside of the ‘cooling off period’. No return of premium is allowed for Breakdown Assistance, Legal Expenses, Personal Accident or administration charges. Full details of how to cancel a policy and the terms and conditions that apply in such an instance are laid out in your policy document.

Complaints procedure

We take any complaint made to us very seriously. We will ensure that complaints are dealt with promptly and fairly. If you have a complaint to make to us, please do so in writing to the Complaints Officer Ivernia Insurance, Ivernia House, Ravenscourt Office Park, Sandyford, Dublin 18. You can email your complaint to us at info@ivernia.ie, please state clearly in the email that it is a complaint and the details of the complaint. We will acknowledge your complaint within 5 business days. After that we will provide you with written regular updates at no greater than 20 day intervals on how we are dealing with it. We will work hard to resolve the issue within a maximum of 40 working days. If it is not resolved within this period, we will tell you how long more it is likely to take before it is finalised. We will also inform you at that stage about your entitlement to refer the matter to

Financial Services and Pensions Ombudsman Bureau and how to go about that. When we have completed our investigation of your complaint, we will write to you within 5 business days notifying you of the outcome and what we propose to do.

Conflict of Interest

It is the policy of Ivernia to avoid any conflict of interest. However, where an unavoidable conflict may arise we will advise you of this in writing before providing any business service. If you have not been advised of any such conflict you may assume that none arises.

Ivernia Insurance brings to your attention that Ivernia Insurance and Chill Insurance Limited have a common shareholder and directors.

Defaults

We reserve the right to instigate cancellation proceedings in the event of non-payment of the premium due at inception, renewal or following an alteration or due to direct debit defaults.

Money Laundering

We adhere to the highest international anti money laundering procedures and standards. We are committed to help stamp out criminal activity. We may on occasion therefore request further information from you such as, but not limited to, proof of identity.

General Legal

Variation

We reserve the right to alter these terms of business at any time. If we do so we will tell you via your broker and will publish the new terms on our website www.ivernia.ie. If we do make changes then they will not affect your rights or any our obligations already accrued.

Communications

Communications with you may take place by telephone, letter, email or via our website.

Force Majeure

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by events outside our reasonable control including any act, event, non-happening, omission or accident beyond our reasonable control. Our performance under these Terms of Business is deemed to be suspended for the period that such event continues and we will have an extension of time for performance for the duration of that period.

Governing Law

Our contractual relationship with you is subject to the laws of the Republic of Ireland.