

Terms of Business Agreement

Status

Assist insurance Ltd is an Insurance Intermediary which is certified and regulated by the Central Bank of Ireland under the **European Communities (Insurance Mediation) Regulations 2005**. A copy of the certificate of registration is enclosed.

Assist Insurances Ltd is also a member of the IBA.

Services provided

Assist insurances Ltd provides advice on and arranges non-life (general insurance) with those product producers from whom it holds agency agreements. A List of those Insurance Undertakings agencies is available upon request. Services are provided on Fair Analysis basis. In delivering our service we are bound by the **European Communities (Insurance Mediation) Regulations 2005, Insurance Act 2000** and the Financial Regulators **Consumer Protection Code**. Details of the code and applicable legislation are available from the central bank on their website www.centralbank.ie

Remuneration/Payment Structure

The company charges for its services by means of a fee or commission. In respect of fees, charges are based on a time spent and disbursements basis. In determining the fee the company shall consider but are not limited to the following factors, Complexity, Value, Risk, and Urgency.

Hourly Rates are as follows:

- **Director € 275**
- **Other Staff € 125**

Where we receive payment by way of commission details of commission structure are available upon request.

Conflict of Interest

Where a conflict of Interest arises the company shall take all necessary action to ensure that the client is treated fairly and equitably at all times. The company will submit to independent arbitration if requested to do so.

Client Default

The company will invoice its clients for the premium plus any levies/taxes/fee, which insurers are obliged to collect as part of the contract of insurance. The company reserves the right to instigate cancelation proceedings where:

- Non-payment of the premium due at inception, renewal or following mid-term adjustment
- Non-disclosure of any material fact

Legislation precludes Assist Insurances Ltd from paying to Insurer's premiums which have not been paid to the company. Insurers may at their option cancel the policy in the event of non-payment of premium. It is therefore critical to ensure that all premiums are paid strictly in line with credit terms to ensure continuity of cover.

Default by the Company

Assist Insurances Ltd is a member of the Investor Compensation scheme established under the investor compensation Act 1988. This legislation provides a framework for compensation to eligible clients covered by the act. In the event that a right to compensation is established under the act the amount payable to the client is the lesser of 90% of the loss or € 20,000. Assist Insurances Ltd is also a member of the IBA and is part of the compensation fund which provides additional cover of up to € 100,000 per claim (subject to an aggregate limit of € 250,000) in the event of default by the company.

Effective Date 04.11.2011

Complaints Procedure

In the event of receiving a complaint the firm will:

- Record details of the complaint through our written procedures.
- When an oral Complaint is made we will offer to treat it as a written complaint.
- The complaint will be acknowledged within 5 working days. We will request any further information required to enable us deal with the complaint. We will also provide details of a company point of contact for the complainant.
- The company shall immediately review the file and provide regular written updates of the firm's investigation of the complaint (at intervals not exceeding 20 days) and attempt to resolve the complaint within 40 working days. If this is not possible the complainant will be advised of the anticipated date of completion.
- We will give written notice within 5 days of completion of our investigation and explain the terms of the proposed settlement.

Should the proposed settlement not be to the satisfaction of the complainant they shall have recourse to the office of **Financial Services Ombudsman, 3 Lincoln House, Lincoln Place, Dublin 2 Tel: 1890 88 20 90**

Handling Clients Money

Assist Insurances Ltd will accept cash or negotiable instruments in respect of non-life general insurance which it arranges with a product producer on behalf of the client in line with relevant legislation and codes. The company shall issue receipts for each payment received as required by legislation. Receipts are issued for consumer protection and should be retained in a safe place.

Data Protection

Information that we hold on you shall be kept in accordance with the Data Protection Act 1988 and 2003 as amended. We aim to obtain and process your information fairly, Keep it only for specified, explicit and lawful purposes and shall use and disclose it only in ways compatible with these purposes. We shall Keep it safe secure, accurate, complete and up-to-date and also ensure that it is adequate, relevant and not excessive. We shall your information for no longer than is necessary to comply with relevant legislation. All information held by the company about you shall be made available to you upon request.

Governing Law

The Terms of Business Agreement of Assist Insurances Ltd. Shall be governed by and interpreted at all times in respect to the laws of the Republic of Ireland.

Client Acknowledgment

I acknowledge that I have been provided receipt of these terms and certificate of registration and confirm that I have read and understood these terms.

Signed: _____

Date: _____

Signed: _____

Date: _____