

## Our Company and Status

Stuart Insurances Ltd of 17-21 Temple Road, Blackrock, Co Dublin, Tel 01 2881779 Fax 01 2831825 is a member of the Stuart group of companies trading in the Republic of Ireland as general and life insurance intermediaries. Stuart Insurances Ltd and its sister companies are regulated by The Central Bank of Ireland and are subject to the Consumer Protection Code which offers protection to consumers. The Consumer Protection Code can be found on the Central Bank website ([www.centralbank.ie](http://www.centralbank.ie))

## Description of Services

We offer a wide range of services including risk assessment, risk management, insurance placements, and claims assistance and in this capacity provide broad-based advice in relation to all classes of non-life insurances. We do not have any tied relationships with insurance companies which would affect our ability to offer advice on a fair analysis basis.

We offer advice on health insurance products from Aviva Health Insurance only.

We are a member of the Irish Brokers Association (IBA) and Broker Line Direct (BLD).

## General Statement of Charges

The company is remunerated by commission on all non-life insurances from the Insurers with whom we place business. The amount of commission received is available upon request. We may in certain circumstances apply a brokerage charge. On Personal Lines policies we may apply a charge up to a maximum of €50. This includes all mid-term adjustments. Personal Lines cases are Private Car/Household/Private Travel/Musical Instruments/Personal Accident. On all other policies we may apply a charge of up to 20%. Where a policy is cancelled mid-term, duplicate documents are requested, or alterations are made to the policy, we may apply a charge of up to €50. Where agreed, a premium rebate will be used to offset other premiums outstanding at the time the rebate becomes due.

A handling fee of up to 4% may be charged on Insurance Premium Finance Agreements. Please note that an administration charge of €20 will apply for cheques that are returned unpaid by the bank. A 2% charge will apply for all Credit Card transactions (this does not include debit cards). An agreed fee may be charged where insurance advice is provided and no policy is purchased.

In all cases, where a charge is being applied, you will be advised.

## Conflicts of Interest

In all circumstances we will endeavour to avoid conflicts of interest with clients. In the event that such a situation does arise, we will explain the position fully and will ensure that at all times, whilst seeking resolution, we treat our customers fairly.

From time to time we may receive from Insurers/Providers commission related to certain levels of business placed with them. Agreements to this effect are in place with the following: Aviva Insurance Europe SE, RSA Insurance Ireland Ltd, Zurich Insurance plc, and AXA Insurance Ltd (via BLD). Any business arranged with these Insurers/Providers on your behalf is placed with them as they are at the time of placement the most suitable to meet your requirements taking all relevant information, demands and needs into account.

## Default by Our Client

Where a client defaults on the premium due, we will seek to reconcile the matter directly with the client by instruction to forward payment to avoid cancellation. If the matter cannot be resolved within a given time frame, the product producer will be notified of the default and instructed to cancel the policy. Legal action against such default may be initiated by the product producer in order to recoup any premium that may remain outstanding.

It is of utmost importance to the continuance of your insurance cover that the premium is paid in full and in line with credit terms, if any.

## Complaints

The Stuart Group of companies have in place a written procedure for the effective handling of complaints received. This procedure ensures that complaints will be acknowledged in writing within 5 business days. All complaints will be fully investigated and the findings will be communicated to the complainant at the earliest opportunity. All complaint investigations will be overseen by the Compliance Director. Complainants who are dissatisfied with the outcome of our findings may refer the matter to the Financial Services Ombudsman Bureau at 3<sup>rd</sup> Floor, Lincoln House, Lincoln Place, Dublin 2.

## Data Protection

We collect your personal details in order to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for legitimate purposes. To fulfil these objectives we may share information with other affiliated professionals. The information and other data provided to our office may be used to advise you of products and services we or other members of the Stuart group of companies may offer from time to time. If you do not wish to receive this information please advise us.

You have the right at any time to request a copy of any 'personal data' within the meaning of the Data Protection Act 1988 (as amended or re-enacted from time to time) that our office holds about you and to have any inaccuracies in that information corrected.

## Call Recordings

Telephone calls to, and calls made by Stuart Insurances Ltd are recorded for training and verification purposes.

## Investor Compensation Company Ltd

This company is a member of the Investor Compensation Scheme established under the Investment Compensation Act 1998. The legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to clients of firms covered by the Act. However, clients should be aware that a right to compensation will only arise where money or investment instruments held by Stuart Insurances Ltd, on clients' behalf, cannot be returned either for the time being or for the foreseeable future and where the client falls within the definition of eligible investor as contained in that Act, and to the extent that the client's loss is recognised for the purposes of the Act.

In the event that a right to compensation is established, the amount payable is the lesser of 90% of your loss which is recognised as being eligible for compensation or € 20,000. Further information on the scheme is available from the Central Bank of Ireland.