

TERMS OF BUSINESS

(VERSION 1.1)

Name: Client ref: Date: 2011

What is this document?

This document sets out the basis on which Campion Insurances Ltd. will provide general and life insurance business services to you as a client in a clear, straightforward and honest manner. It also contains details of our regulatory and statutory obligations. This is an important document - please read carefully and if you have any questions please contact your Account Executive. If there are any material changes to the information in this document you will be issued with a revised copy as soon as possible.

Authorised Status

Campion Insurances Ltd. is regulated by the Financial Regulator as an Independent Insurance, Financial Services Broker and Mortgage Intermediary under the Investment Intermediaries Act 1995 (as amended). This means that we can place your business with leading Insurance Companies (sometimes referred to as Product Producers or Insurance Undertakings) with whom we hold Letters of Appointment/Agency Agreements. As an authorised Credit Intermediary we can arrange premium finance for your personal or commercial insurance policies (terms and conditions apply).

Company Registration

Campion Insurance Ltd is registered in the Companies Registration Office under Company No. 269654 with registered offices at Main Street, Urlingford, Co. Kilkenny. We are subject to the Codes of Conduct imposed by the Financial Regulator and these can be accessed on its website at www.financialregulator.ie.

Services Provided

Campion Insurances Ltd. provide advice and placement facilities in relation to all classes of Insurance policies. We will identify and select a suitable Insurance Company and on receipt of your instructions we will transmit orders on your behalf to one or more producers (a list of which is available on request). The following list details the main types of insurance transactions that we can arrange on your behalf. Please note that this list is representative, should you have queries on products/services not listed here please contact your Account Executive.

INSURANCE PRODUCTS			
Household	Breeder Centres	Construction/Allied Trades	Serious Illness
Private Motor	Bonds/Guarantees	Shop/Business Packages	Savings Policies
Motor Cycle	Farm Insurance	Public/Products Liability	Pension Term Cover
Self Build	Employers Liability	Caravan/Mobile Home	Mortgages
Crèche	Classic Motor/Car	Insolvency Insurance	Mortgage Protection
Travel	Commercial Motor	Trade (Road/Internal Risks)	Pensions – Executive & Personal
Bloodstock	Coach and Bus	Health Insurance	Group Pensions
Marine Risks	Personal Accident	Accident & Sickness	Family Protection
Holiday Home	Contingency Liability	Investments	Approved Retirement Fund
Excess Liability	Undertaker Vehicle	Structured Deposit Bonds	Approved Minimum Retirement Fund
Private Property	Commercial Property	Deposits	Life Insurance
Chauffeur Drive	Legal Expenses Insurance	PRSA	
Private/Public Hire	Professional Indemnity	Income Protection	

We use Insurance Companies that are of the highest standard and at all times try to provide clients with best value for money. However, we cannot guarantee the financial stability of the Insurance Companies with whom we place business. Full policy terms & conditions are contained within your policy booklet, a duplicate of which is available at any time upon request.

As an independent broker we transact business on the basis of a fair analysis of available markets, i.e. we provide advice to our clients on the basis of a sufficiently large number of contracts and providers available which will enable us make a recommendation in accordance with accepted professional criteria. We do not have any 'tied' relationships with any institution that would compromise our ability to offer you independent advice and choice. 'Tied' in this context means that we have not entered into an agreement with any one Insurer solely.

Compensation Schemes/Client Protection

1. We are members of the Investor Compensation Company Limited (ICCL) established under the Investor Compensation Act 1998. This legislation provided for the establishment of a compensation scheme and for the payment, in certain circumstances, of compensation to certain clients of firms (known as eligible investors) covered by the Act. In the event that a right to compensation has been established, the amount payable is 90% of your loss or €20,000 (whichever is the lesser).
2. As a member of the Irish Brokers Association (IBA) we are also a member of the IBA Compensation Fund Ltd. Subject to the rules of the scheme, the liabilities of its member firms covers up to a maximum of €100,000 per client (€250,000 in aggregate) which may be discharged by the Fund on its behalf if the member firm is unable to do so or the above detailed ICCL has failed to adequately compensate any client of the member firm.
3. We are also members of the Professional Insurance Broker Association organization (PIBA).

Handling Clients Money

- We accept payments in cash, by cheque/bank draft and by credit/debit cards in respect of all classes of insurances where Insurance Company has invited renewal of a policy, or accepted a proposal for insurance. We cannot accept cash or negotiable instruments in any other circumstances.
- Upon occasion with your signed consent (below) we may offset return premiums against any outstanding premiums/administration charges.
- For certain Insurance and Investment products we request that all payments are made payable to the provider of the product in question.
- A Section 30 receipt will be issued for all premiums paid and clients should retain these in a safe place.

Under legislation very strict rules apply in the payment of premiums to Insurance Companies. We **cannot** pay a premium to an Insurance Company where the client has not paid us. Clients must pay at inception date of a contract or on or before renewal date, or as invoiced in the case of mid-term alterations. **UNDER LEGISLATION THERE ARE NO DAYS OF CREDIT ON INSURANCE POLICIES.** Insurance Companies may cancel cover when clients fail to meet their obligations in relation to payment terms and conditions.

Remuneration and Fees

We are remunerated by both commission and/or fees. We offer all clients the option of paying solely by fee if so desired. On General Insurance contracts we will disclose the commission payment from the Insurance Undertaking if requested by the client. There is a charge 2% on credit card payments (payments made by Laser card do not incur a charge).

Commercial General Insurance Business

For the placement of new insurance policies and renewal of or amendment(s) to an existing insurance policy we are remunerated through commission and fees, we attempt to achieve earnings of up to 35% on commercial business conducted on your behalf. The service can be provided on a fee only basis if the client so desires, so that no commission will be taken from the premium to be transmitted to the Insurance Undertaking. In the event of advice being offered to clients which is not remunerated in the normal way from Insurance Companies or in circumstances where the client wishes to pay solely by fee, we will charge a professional fee for the work carried out and time spent in seeking the best terms, advice, product and Insurance Company for your specific needs. Commercial Legal Expenses – Commercial Legal Expenses cover is an optional cover but is highly recommended.

The fee applicable to this transaction is €0.00.

Personal Lines Business

Personal Lines Business includes private motor and light commercial vehicle (LCV*), home protection, motor homes and caravan, travel etc. Below is a general statement of our fees. We reserve the right to amend these fees based on the complexity of the matter at hand - specialist skills involved (claims handling or risk management), personnel involved and length of time spent on each case.

(* LCV includes tractors)

Private Motor and Light Commercial Vehicle (up to 3.5 tonnes) – up to € 75.00	Household up to € 75.00	Travel up to € 25.00
Mid-term Alterations/Duplicate Documentation - up to € 45.00		

Motor Legal Expenses/Personal Accident – this is optional and is offered on all Private Motor/LCV’s at a charge of €25.00 and Invoices will reflect the inclusion of this cover which is specifically tailored for customers’ protection.

Please also note an administration fee of €25.00 may apply to Policies on roll-over Direct Debit and some Insurance Companies may collect our administration charge on our behalf on Direct Debit policies.

Health Insurance - we are remunerated by commission only.

Life/Pensions/Investments

We are remunerated by both commission and/or fees. The service can be provided on a fee only basis if desired.

Mortgages

We charge a fee of €500.00 for assisting and advising in the mortgage process (depending on the complexity of the case) and this fee is payable even if we have not been successful in obtaining a mortgage for you. If we subsequently secure a Letter of Offer for you and you do not proceed with the loan, there will be an additional charge for our services. This fee is €250 at present, but is liable to change from time to time. We may receive commission from lenders at a rate of between 0.25% and 1% of the amount borrowed. Subprime lenders may charge additional fees which will be outlined in their loan offers.

We also advise that it is standard practice for lenders to carry out suitability and credit worthiness checks prior to granting approval.

Fees for Advice (hourly rate – all classes of business)

Directors and Senior Advisors : € 250	Managers and Advisors : € 150	Support Staff : € 100
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Conflicts of Interest

It is our policy to avoid situations where there is a conflict of interest. Should such a situation arise or could be perceived to arise we will declare it as soon as is practicable to do so. We are also paid over-ride commissions from some Insurance Company’s and we can provide details of these on request.

Cancellation

You, the customer can cancel your policy by notice in writing at any time. Provided that all reasonable charges pertaining to costs incurred by Campion Insurances Ltd. have been paid and provided that no incident giving rise to a claim has occurred in the current period of insurance, you will be entitled to a proportionate return of the premium for the un-expired period of insurance. One exception to this is if the policy is on a minimum and deposit basis. If this is the case no return will be allowed on the policy and this will be noted on your policy schedule.

If you cancel during the first year short term rates may apply, please see your policy terms and conditions. In the case of cancellation of motor insurance you must return the Certificate of Insurance and Windscreen Disc to Campion Insurances Ltd. Insurance Companies normally reserve the right to cancel policies at any time by giving appropriate notice to your last known address. Please refer to your insurance policy Terms and Conditions. Failure by you to meet your responsibilities may result in the Insurance Company cancelling your policy.

We reserve the right to cancel your policy in certain circumstances, for example the non-payment of premiums, direct debit default or misrepresentation/non-disclosure of relevant information. When your policy ends or is cancelled we will send you any documentation and information that you are entitled to on request.

Instructions for Policy Amendments

It is important to note that where an instruction is transmitted to amend your policy via phone message, text, email or fax changes in cover are only operable provided they have been confirmed by Campion Insurances Ltd.

Governing Law and Language

The laws of Ireland form the basis for establishing relations between you and Campion Insurances Ltd. All contracts, terms, conditions and communications relating to any policies you may enter into with this firm will be in English.

Complaints Procedure

We have a written procedure in place for the effective consideration and handling of complaints. Any complaints should be addressed in writing to ‘The Manager’. Each complaint will be acknowledged by us within 5 working days and updates will be advised in intervals of not more than 20 working days. We will make every effort to resolve the complaint within 40 working days and findings will be furnished to you within 5 working days of completion of the investigation. In the event that you are not satisfied with the firms handling of and response to your complaint, you can contact the following :

- Financial Services Ombudsman, 3rd Floor Lincoln House, Lincoln Place, Dublin 2. Tel. 1890 882090 / Fax 01-6620890 / email: enquiries@financialombudsman.ie
- The Offices of the Pensions Ombudsman, 36 Upper Mount Street, Dublin 2 Tel. 01-6471650 / Fax 01-6769577 / email: info@pensionsombudsman.ie
- The Irish Brokers Association, 87 Merrion Square, Dublin 2. Tel. 01-6613067 / Fax 01-6619955 / email: info@irishbrokers.ie

Data Protection

We collect your personal details in order to provide the highest standard of service to you and take great care with the information provided i.e. to keep it secure and to ensure it is only used for legitimate purposes. To fulfill these objectives we may share information with other affiliated professionals. The information provided to our firm may be used from time to time to advise you of the products and services that we offer – this service may also be carried out by third parties authorised to act on our behalf. You have the right to request a copy of any ‘personal data’ within the meaning of the Data Protection Act 1988 and 2003 (as amended or re-enacted) that our office holds about you and to have any inaccuracies in that information corrected.

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**CAMPION INSURANCES LTD.
REMITTANCE/ACCEPTANCE SLIP (Please remove and return to us with payment)**

Name: Client ref: Date: 2011

I have been provided with and fully accept the conditions set out in this Terms of Business.

Signed: Date: