

Terms of Business

These terms of business set out the basis on which InsurePlus Ltd t/a RentAssured will provide business services to you as a client of the firm. They also contain details of our regulatory and statutory obligations and the respective duties of both the firm and you in relation to such services. InsurePlus Ltd t/a RentAssured is regulated by the Central Bank of Ireland and is a member of the Irish Brokers Association. This can be verified at www.centralbank.ie

Authorised Status InsurePlus Ltd t/a RentAssured is authorised by the Central Bank of Ireland as an intermediary under the European Communities (Insurance Mediation) Regulations 2005, and is listed under number C50608 in the Central Bank of Ireland Section 31 Insurance Mediation Register of authorised insurance intermediaries.

Statutory Codes InsurePlus Ltd t/a RentAssured is subject to and complies with the Consumer Protection Code, Minimum Competency Code and the Fitness and Probity Standards as laid down by the Central Bank of Ireland. A copy of these codes is available on www.centralbank.ie

Services Provided We will offer a specific product from one insurer. We have researched the market place to investigate the best product to suit your own needs. We have identified and selected a suitable product producer and on receipt of your instructions we will transmit orders on your behalf to this product producer.

Product available Rent Assured Landlord Insurance Policy.

Remuneration and Brokerage (Administration Fee/ Service Charge) InsurePlus Ltd t/a RentAssured is remunerated by a professional brokerage (administration fee/service charge) for the initial work activity and time spent in seeking the best terms, advice, product and product producer for your specific needs. Brokerage is also charged for the activity involved in the renewal of the policy and also any alterations that take place during and at termination of a policy. Details of our brokerage we may charge is under noted.

Scale of Brokerage Brokerage of up to 50% of the premium is applied; for any new business, renewal or mid-term alteration. This covers the advice given, claims handling and time spent sourcing market.

Time limit for bringing legal action Any claim against InsurePlus Ltd t/a RentAssured brought by you in connection with or related to the services, including a failure to provide a service, or any other services that we provide including, but not limited to, any contractual, common law or statutory causes of action, must be brought no later than one year from the date that you become aware, or, in the exercise of reasonable diligence, should have become aware, of the grounds for any such claim. You acknowledge and agree that this provision shall take precedence over and supersede any statute of limitation that would otherwise apply.

General These terms shall be governed by, and construed in accordance with, laws of the Republic of Ireland and you irrevocably agree that the Courts of the Republic of Ireland are to have non-exclusive jurisdiction to settle any disputes which may arise out of or in connection with these terms. If any provision of this Notice is determined by a court of competent jurisdiction to be invalid or unenforceable in whole or in part, the validity and enforceability of the remainder of the provision in question and of the remaining provisions of this Notice shall be separate and several and construed and enforceable accordingly and shall continue in full force and effect.

Complaints Procedure

If you have a complaint about your policy, you should follow the complaints procedure outlined in the policy specific to the product you have purchased through InsurePlus.

If you have a complaint about the way business is conducted by InsurePlus, the company has a written procedure in place for the effective consideration and handling of complaints. Any complaints should be addressed in writing to the Managing Director, InsurePlus Ltd t/a RentAssured. Each complaint will be acknowledged by us within 5 working days of receipt, updates will be advised in intervals of not more than 20 working days, we will endeavour to resolve the complaint within 40 business days and findings will be furnished to you within 5 working days of completion of the investigation. In the event that you are not entirely satisfied with the firms handling of and response to your complaint you have the right to complain to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. www.financialombudsman.ie

Investor Compensation Company Ltd (ICCL) Scheme InsurePlus Ltd t/a RentAssured is a member of the Investor Compensation Company Ltd (ICCL) scheme established under the Investor Compensation Act 1998. The legislation provided for the establishment of a compensation scheme and to the payment in certain circumstances, of compensation to certain clients of firms (known as eligible investors) covered by the Act. However, you should be aware that a right to compensation would only arise where client money or investment instruments held by this company on your 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 the Act. In the event that a right to compensation is established, the amount payable is the lesser of 90% of the client's loss which is recognised as being eligible for compensation, or €20,000. www.investorcompensation.ie Irish Brokers Association (IBA) Compensation Fund

As a member of the Irish Brokers Association (IBA), InsurePlus Ltd t/a RentAssured is also a member of the IBA Compensation Fund Ltd. Subject to the rules of the scheme the liabilities of its member firms up to a maximum of €100,000 per client (€250,000 in aggregate) may be discharged by the Fund on its behalf if the member firm is unable to do so, where the above detailed ICCL (established by law) has failed to adequately compensate any client of the member. www.iba.ie

Data Protection LAMP Insurance Company Limited and InsurePlus Ltd t/a RentAssured are the Data Controllers as defined in the Data Protection Act 1988 and 2003. 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 only used 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 may offer from time to time. 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. By engaging further with us you explicitly consent to the processing of your personal details or sensitive data as set out in these Terms of Business.

Statement of Suitability We issue a Statement of Suitability, which contains a summary of the cover of the policy you have chosen. You must read this statement to satisfy yourself that the cover offered by the policy selected fully meets with your requirements. By accepting these Terms of Business, you acknowledge that you have read and understand the information contained within such Statement of Suitability.

Policies Any insurance arranged by InsurePlus Ltd t/a RentAssured is subject to all the terms, conditions and exclusions of the policy of the insurer selected. You must read the insurer's policy which you have been given or which are available upon request from us in order to satisfy yourself that the cover offered by the policy meets with your requirements. By accepting these Terms of Business, you acknowledge that you have read and understood the information contained within the policy selected.

Variation The provisions of this agreement may be varied or superseded at any time by agreement in writing between us but any such variation shall not affect any rights or obligations of either of us already accrued. You or we may initiate such variations. Client Instructions through Third Parties Clients sometimes authorise third parties to give us instructions (usually by telephone, fax or e-mail) to alter their policies (such as a Property Manager instructing us) or to seek information on their policy. It is our practice in such circumstances to accept such instruction and/or provide such information in good faith as a facility to our clients. However, in such circumstances we do not accept liability for any loss, damage or injury arising out of any error or incorrect Instruction given or providing any information where the request for information is invalid. If you do not wish us to accept such instructions and/or provide information on your policy from and/or to any person other than as authorised under the Data Protections Acts 1998 and 2003, please email info@rentassured.ie or correspond by post.

Electronic Communications of Insurer Documentation We will provide you with a copy of your policy documentation (including endorsements and/or renewal papers) in an electronic communication (e-mail) depending on what form we receive it from the Insurers. If we do not hear from you advising us not to send the policy documentation by e-mail, we will understand that this implies acceptance by you for the use of this form of communication.

Termination If you have wish to cancel your policy, you should refer to the section of your policy called 'Cancellation'.

Regarding termination of these Terms of Business with InsurePlus, either of us may terminate this Agreement by written notice at any time. Termination will not in any event affect accrued rights, existing commitments or any contractual provision intended to survive termination and will be without penalty or other additional payment save that you will pay: -

- (a) Any outstanding amounts due to us and/or to insurers with whom we have placed insurances on your behalf; and
- (b) Any additional expenses necessarily incurred by us in settling or concluding outstanding obligations.