

Terms of Business Multi Agency Intermediary

Updated 23rd September 2015

Authorised Status

TTSP Ltd. t/a Top Insure (henceforth 'TI') is regulated by the Central Bank of Ireland as a Multi-Agency Intermediary. A copy of the company's Authorised Status is contained in this document. TI is a member of the Professional Insurance Brokers Association.

Services

TI offer a fair analysis of the market in relation to non-life insurance (motor, property, liability and personal accident) and transmit orders on clients behalf to any of the insurance undertakings, lenders or product producers from whom the Company hold letters of appointment.

Remuneration Policy

General Branch

• TI, in respect of all General Insurance business, **may** charge a service fee per policy (at inception and renewal).

Mid Term Adjustments:

• A service fee of up to €100 **may** be charged in respect of permanent & temporary mid-term adjustment to contracts.

Direct Debit Defaults:

• TI will charge a minimum fee of €10 on all direct debit defaults on all policies

Cancellations:

• TI **may** charge a service fee of up to €100 in respect of contracts being cancelled by either the client or insurer at inception, post renewal date or mid-term.

• TI **may** charge a fee of up to €100 in respect of contracts being cancelled mid-term due to direct debit default or as a result of the finance agreement financing the contract defaulting.

• TI reserves the right to request immediate cancellation of any contract that is financed by a finance agreement that has defaulted or cancelled

• TI reserves the right to cancel any general insurance contract as a result of the policyholder not complying with our requests for documents or for non-cooperation of a policyholder.

• TI reserves the right to charge the above said service fees while retaining the above service fee on the new business or renewal contract

Conflict of Interest

It is the policy of TI to avoid conflict of interest when providing services to clients. Where unavoidable conflict arises, we will advise you of this in writing before providing service.

Complaints Procedure

A written procedure is in place for the handling of complaints. Complaints should be addressed in writing to the Managing Director, TTSP Ltd T/A Top Insure., 32 Parnell Street, Waterford. Complaints are acknowledged in writing within 5 business days of receipt with updates will be advised in intervals of no more than 20 business days. We endeavour to resolve complaints within 40 business days and findings will be furnished to you within 5 business days of completion of the investigation. In the event that you are not satisfied with the handling of or response to your complaint, you may refer the matter to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 or call 1890-882090.

Consumer Protection

Our firm is subject to the following Codes of Conduct issued by the Central Bank of Ireland. These codes offer protection to our clients and all of the Codes can be found on www.centralbank.ie - Consumer Protection Code 2012, Minimum Competition Code

2011, Prudential Handbook for Authorised Advisors and Restricted Intermediaries.

TI is a member of the Investor Compensation Scheme established under the Investor 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, a right to compensation only applies where money or investment instruments held by us 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. If the right to compensation is established, the amount payable will be lesser of 90% of the client's loss, which is recognised as being eligible for compensation or €20,000.

Use of Client Data

Use of personal data will be solely used by TI for the purpose of marketing and advising clients of changes to market products. TI reserves the right to contact you via phone, SMS and e-mail if you submit your contact details on our website.

Client's Money

TI accept payments in cash, cheque, or bankers credit in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995. Payments must represent premium in respect of either a renewal of a policy, which has been invited by an insurance undertaking or product producer or a proposal accepted by an insurance undertaking or product producer. TI is not authorised to accept cash or negotiable instruments in any other circumstances.

Credit Policy

Credit cannot be extended to clients in respect of initial, renewal or additional premiums. Initial or first premiums must be paid at inception of cover and renewal premiums before the policy renewal date. Otherwise, we will advise the insurance undertaking or product producer involved and cover will be cancelled.

Receipts

TI issue receipts for all payments received pursuant to Section 30 of the Investment Intermediaries Act, 1995, and should be retained in a safe place.

Data Protection

TI abides by the Data Protection Act, 1988 and 2003. You may be entitled under this Act to inspect all personal information held on file upon request and have any errors of fact corrected. All requests should be forwarded to the Compliance Officer.

In the Event of Default of Payment of your Insurance Policy

A 30 day grace period is allowed by Product Producers for premiums to be collected on each anniversary of the policy. If you fail to maintain payment of your insurance premium, your insurance company will be notified and your cover cancelled. Therefore, your home or other properties may be at risk.

Below is a list of insurance undertakings and product producers from which letters of appointment are held

Product Producers (General Insurance)

AIG Europe Ltd
ARB Underwriting Ltd
Aviva Insurance Ltd
Aviva Health
BCMI Insurance & Investments Ltd
Blue Insurance
Capital Cover
Cover Centre Insurance Ltd
Dolmen Insurance Brokers Ltd
Eversure
Kennco Underwriting Ltd
KIDD Insurance
MIS Claims
O'Brien Finlay Insurance Associates Ltd
Patrona Underwriting
Wrightway Underwriting Ltd
Zurich Insurance Plc

This Terms of Business is effective as of the 12th November 2015

