123.ie

Terms of Business

Our Terms of Business set out the basis on which 123.ie will provide business services to you. By proceeding with your 123.ie Insurance Policy, you agree to the terms as per this Terms of Business document. Please ensure that you read this and if you've any queries, please contact us.

About 123.ie

123 Money Limited trading as 123.ie is regulated by the Central Bank of Ireland. Our postal address is: 123.ie, Mountainview, Central Park, Leopardstown, Dublin 18. Phone: (01) 5246 000 Fax: (01) 5246 090 Email: info@123.ie. Registered in Ireland, number 323099. Registered Office at RSA House, Dundrum Town Centre, Sandyford Road, Dundrum, Dublin 16. Registered for VAT 6343099O. 123.ie is a wholly owned subsidiary of RSA Insurance Ireland Limited. We sell products on a limited analysis of the market basis. This means that we only supply products and services for providers with which we have an appointment. 123.ie is a tied agent of Irish Life Assurance PLC for the purpose of arranging Life Insurance. We arrange products with the following providers:

Product	Provider
Private Motor, Home, Pet and Travel Insurance	RSA Insurance Ireland Limited
Health Insurance	Great Lakes Reinsurance (UK) PLC via GloHealth Financial Services Limited
Life Insurance	Irish Life Assurance PLC
Dental Insurance	DeCare Dental Insurance Ireland Limited

123.ie is authorised as an insurance intermediary under the European Communities (Insurance Mediation) Regulations 2005 and this can be verified by the Insurance Mediation Register, which is available on www.centralbank.ie.
123.ie is subject to the Central Bank of Ireland's Consumer Protection Code and Minimum Competency Code which offer protection to consumers; the Codes are available on www.centralbank.ie.

Charges and Commission

	Private Motor	Household	Pet	Travel
Set-up *	€40	€25	€25	n/a
Renewal *	€40	€25	n/a	n/a
Cancellation	€40	€25	€30	€30
Enforced Cancellation **	€40	€25	€40	€40
Permanent Policy Amendment	€40	€25	n/a	n/a
Temporary Vehicle Substitution	€10	n/a	n/a	n/a
Temporary Additional Driver / Vehicle	€40	n/a	n/a	n/a
Change of Address	€20	€20	€0	€0
Letter of Indemnity	€20	n/a	n/a	n/a
Duplicate Documentation	€20	€20	n/a	n/a
Direct Debit Default	€15	€15	€15	n/a
Policy Suspension	€40	n/a	n/a	n/a
Swiftpost	€10	€10	€10	€10
Cheque Refund***	€10	€10	€10	€0

* Once you have paid for your policy, our set-up/renewal fee is non-refundable.
** We will enforce cancellation of a policy due to, but not limited to, non-payment, non-disclosure, provision of incorrect information over the phone/online or where the necessary documentation was not submitted within a required timeframe by the policyholder.
*** This fee only applies if you have supplied us with bank account details and you request a refund by cheque.

We receive commission and other payments from providers to whom orders are transmitted. We receive commission from KennCo Underwriting Ltd. for any Private Motor Insurance referrals we provide to them. Details of our remuneration are available on request.

Premium Rebates

We will refund any rebate due to you within 5 business days of determining the refund amount. If you pay by direct debit, the rebate will be used to adjust your remaining instalments and any remaining balance owing to you will be refunded. Please note that any charges due to us as outlined in the Charges and Commission section will be deducted from any rebate due to you prior to being issued to you. This will be agreed with you in each instance.

Default and Due Payments
Product providers may withdraw cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your policy/product terms and conditions. We will take such steps as may be necessary to recover any monies due to us including the instigation of legal proceedings, the appointment of a receiver and all other rights available to us.

Cooling-Off Period
You have the right to withdraw from your policy, within a specified period, without penalty. For Private Motor, Household, Health, Dental, Pet and Travel Insurance, this period is 14 days from the inception date of your policy or the date you receive your policy documents, whichever is later. To withdraw from a policy within the cooling off period, you need to send us a request in writing inclusive of your policy number and for Private Motor Insurance, you must return (if received) your Certificate of Insurance and Insurance Disc. Should you exercise your right to withdraw, it will mean no policy was ever put in place and provided that you have not made a claim, we will refund you any premium paid in full. For Private Motor Insurance, if you have used the policy and should you exercise your right to withdraw, provided that you have not made a claim, we will only charge you for time on cover. Please note that our set up/renewal fee is non refundable if you choose to withdraw from the policy within the cooling-off period.

Cancellation
Either party may, at any time, cancel the policy. If you wish to cancel your policy, you must send written instruction to 123.ie. For Private Motor, you must return your Certificate of Insurance and Insurance Disc before your policy can be cancelled. We may cancel your policy. If this happens, we will issue prior written notification of this to your last known address. For Private Motor, this written notification will be sent to you by registered post 10 days before the cancellation date, for Household, it will be sent to you by registered post 7 days before the cancellation date and for Travel Insurance, it will be sent to you by normal post 30 days before the cancellation. For Health Insurance, please note you may be charged the full amount of the Government Levy that the Provider becomes liable for in respect of your policy.

Complaints
A complaint can be submitted verbally or in writing to 123.ie. We will acknowledge in writing each complaint within 5 business days unless it has been resolved to your satisfaction. The acknowledgement will indicate the name and contact details of the person dealing with the complaint. The complaint will be fully investigated and we will provide the complainant with a regular written update on the progress of the investigation at intervals of not greater than 20 business days. A full response will be provided within 5 business days of completing the investigation. If we do not resolve the complaint within 40 business days we will inform the complainant of the anticipated timeframe within which we hope to resolve the complaint. If the complainant is dissatisfied with the handling or the outcome of the complaint, the complainant may contact the Financial Services Ombudsman, Third Floor Lincoln House, Lincoln Place, Dublin 2 or phone 1890 882090 – www.financialombudsman.ie.

Investor Compensation Scheme
We are a member of the Investor Compensation Scheme established under the Investment Compensation Act of 1998, which provides for the establishment of compensation in certain circumstances, to certain clients, where money or investment instruments owed or belonging to clients and held, or in the case of investments, administered or managed by us, cannot be returned to those clients for the time being and there is no reasonable foreseeable opportunity to do so. Where an entitlement to compensation is established, the compensation payable will be the lesser of 90% of the amount of the client's loss as recognised for the purposes of the Investor Compensation Act, 1998 or compensation of up to €20,000.

Conflict of Interest
It is our policy to avoid any conflict of interest when providing business services to our clients. However where an unavoidable conflict may arise, we will advise you of this in writing as soon as possible.

Governing Law
The laws of Ireland apply to all 123.ie products and services and the Irish Courts have jurisdiction to hear any disputes that may arise.

Language
All communications in respect of all products will be in English.

Data Protection
123.ie abides by the Data Protection Acts 1988 and 2003. If you have any queries with regards to Data Protection you may contact us or alternatively the Office of the Data Protection Commissioner, Canal House, Station Road, Portarlington, Co. Laois, Ireland, Tel +353 57 868 4800. We will treat all information we hold about you as private and confidential even when you are no longer a customer. We will not keep any information we hold about you for any longer than is necessary. Your personal information may be shared with any of the Insurance companies offering quotation through 123.ie for the product you requested a quote for. For some purposes information may be shared with third parties inside and outside EEA. We record telephone conversations for verification and training purposes. We may also use your information for marketing purposes but only with your specific consent. You have the right of access to the personal data we hold about you and the right to correct any inaccuracies in your information. Our full Data Protection Statement can be found with your Policy Documents should you purchase a policy with 123.ie.

Terms of Business valid from 03/03/2015 at 08:00hrs