

## Stuart Insurances (South East) Ltd Terms of Business

### Our Company and Status

Stuart Insurances (South East) Ltd of Main Street, Castlebridge, Co Wexford, Tel 05391 59922 Fax 05391 59923 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 authorised by the Financial Regulator to act as Authorised Advisors.

### Description of Services

We offer a wide range of services including risk reviews, insurance placements, administration and loss and claims reviews 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 independent advice.

We are a member of the Irish Brokers Association (IBA) and the Broker Federation of Ireland (BFI).

### General Statement of Charges

The company is remunerated by commission on all non-life insurances and may in certain circumstances apply a brokerage charge. On Personal Lines policies we may apply a charge up to a maximum of €50.00. This will include all mid-term adjustments. Personal Lines cases are Private Car/Household/Travel/Musical Instruments/Personal Accident. Charges are not applied to Personal Lines rebates. On all other policies we may apply a charge of up to 20%. Where a policy is cancelled mid-term or alterations are made to the policy which produce a rebate of premium; we may apply a brokerage of up to 20% subject to receipt of signed authorisation from the Customer/Consumer. Where agreed, the premium rebate will be used to offset other premiums outstanding at the time the rebate becomes due. A handling fee of up to 2% may be charged on Insurance Premium Finance Agreements.

### 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.

### 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 any 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 you at the earliest opportunity. All complaints investigations will be overseen by the Compliance Director. Customers who are dissatisfied with the outcome of our findings may refer the matter to the Financial Services Ombudsman.

### 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 (South East) Ltd, 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 that 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 Financial Regulator.