

TERMS OF BUSINESS

Authorised Status

Patrick Quinlan is authorised as an insurance intermediary under the **European Communities (Insurance Mediation) Regulations 2005** and is regulated by **the Central Bank of Ireland**. A copy of the firm's Statement of Authorised Status is Attached (Appendix 1).

Patrick Quinlan does not have any 'tied' relationships with any Insurer and is authorised to provide the following services:

- Offer broad based advice in relation to all classes of non-life insurance (motor, property ,liability ,marine etc).
- Receive and transmit orders on your behalf for a product(s) to Insurers.

Remuneration Policy

Non-Life Insurance

When cover is arranged with an Insurer with whom I hold an appointment, remuneration in the form of a commission is paid to me by the Insurer, details are available on request.

In addition Insurance Brokerage Charges/Fees, which are detailed on Invoices, are charged as follows:

Charges/Fees in respect of private car policies are €50 and in respect of household and travel policies are €30 per policy at inception and renewal.

For all other Classes of Business the Charges/Fees are charged at up to 30% of the total premium payable to Insurers including taxes & Insurer charges.

In respect of midterm adjustments there is an administration charge of €25 per transaction. A 1% Brokerage Fee/Charge will be applied where I arrange insurance premium finance for you, the client, with a financial institution.

Where there is no commission payable on a policy from an Insurer to Patrick Quinlan, I will include in my premium costs to you, the Client, an amount to reflect the normal commission payable for this class of business.

Conflict of Interest and Complaints

It is Patrick Quinlan's policy to avoid any conflict of interest when providing business services to clients. However, where an unavoidable conflict does arise you will be advised of this fact, in writing, before any business service is provided. If you have not been advised of any such conflict you may assume that none arises.

Patrick Quinlan will:

- Acknowledge each complaint received in writing within **5 business days** of the complaint being received.
- Provide the complainant with the name of the Complaints Officer as the main point of contact in respect of their complaint until their complaint is resolved or cannot be processed any further.
- Provide the complainant with a regular written update on the progress of the investigation of the complaint at intervals of not greater than **20 business days**.
- Attempt to investigate and resolve the complaint within **40 business days** of having received the complaint. When the 40 days has elapsed, if the complaint is not resolved, I will inform the complainant of the anticipated timeframe within which I hope to resolve the complaint. At this point I will inform the complainant of their right to refer the matter to the Financial Services Ombudsman's Bureau.
- Where a complaint is resolved, you will be advised in writing, within **5 business days** of the completion of the investigation of the complaint, the outcome of the investigation and where applicable explain the terms of any offer or settlement being made. You will also be informed of your right to refer the matter to the Financial Ombudsman's Bureau or the Pension Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 and/or the Irish Brokers Association, 87 Merrion Square, Dublin 2.

Consumer Protection

Investor Compensation Company Ltd. (ICCL)

Patrick Quinlan is a member of the investor compensation scheme established under the Investor Compensation Act, 1998. This 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, you should be aware that a right to compensation will only arise where money or investment instruments held by this firm on your behalf cannot be returned either for this 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 per cent of your loss which is recognized as being eligible for compensation or €20,000*.

Default – Where the client fails to pay:

First premiums must be paid at the inception of cover and renewal premiums on or before the policy renewal date. In the event that a consumer fails to pay when cover is arranged on or before renewal date, the Insurer will be advised and cover cancelled. There are no days of grace on insurance policies.

Receipts

Patrick Quinlan will issue a Receipt for each non-negotiable or negotiable instrument or payment received as required under Section 3.5 General Requirements, Consumer Protection Code 2012.

Premium Rebates

In the event of a premium rebate from an Insurance Provider we will transfer the rebate to you within 5 business days after receiving payment of such rebate from the Insurance Provider or being notified by an Insurance Provider that such premium rebate is due to you, as applicable.

Data Protection

Patrick Quinlan complies with the requirements of the General Data Protection Regulation 2018 and the Irish Data Protection Act 2018.

Patrick Quinlan is committed to protecting and respecting your privacy. We wish to be transparent on how we process your data and show you that we are accountable with the GDPR in relation to not only processing your data but ensuring you understand your rights as a client.

The data will be processed only in ways compatible with the purposes for which it was given and as outlined in our Data Privacy Statement, this will be given to all our clients at the time of data collection.

We will ensure that this Privacy Statement is easily assessable via e-mail. If this medium is not suitable we will ensure you can easily receive a copy by hard copy in the post or by hand. A copy of our Privacy Policy is available upon request.

Please contact us at Patrick@pqj.ie if you have any concerns about your personal data.

Dated: 14th May 2018



Certificate of Registration

Ref. No: C50459

Patrick Quinlan is registered to undertake insurance mediation
under the European Communities (Insurance Mediation)
Regulations, 2005.

(Please see the INSURANCE MEDIATION REGISTER at
www.centralbank.ie/financialregulation/registers)

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For and on behalf of the Central Bank of Ireland:

Signed: 

Signed: Rosaleen Griffin