

Complaints Procedure: -

The company has a written procedure in place for the effective consideration and handling of complaints. Any complaints should be addressed in writing to Michael Winters, Abbey Murphy Insurance, 3 New Street, Longford, Co. Longford. Each complaint will be acknowledged by us within 5 working days of receipt. Updates will be advised at 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 firm's handling of the response to your complaint, contact may be made with the Irish Brokers Association, 87 Merrion Sq, Dublin 2 and ultimately you have the right to complain to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

Investor Compensation: -

Investor Compensation Company Ltd (ICCL) Scheme. Abbey Murphy Insurance 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 clients loss, which is recognised as being eligible for compensation, or €20,000.

Irish Brokers Association (IBA) Compensation Fund Ltd: -

As a member of the Irish Brokers Association (IBA), Abbey Murphy Insurance 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 the 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.

Data Protection: -

Abbey Murphy Insurance is a Data Controller 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 other 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.

Governing Law and Language: -

The laws of Ireland form the basis for establishing relations between you and Abbey Murphy Insurance. All contracts, terms, conditions and communications relating to any policies you may enter with this firm will be in English. The terms set out above apply to any service provided to you after 1st August 2010 and should the firm change its terms you will be notified in advance.

Additional Consumer Protection: - All premiums paid to Deanspoint Insurance Brokers Ltd t/a Abbey Murphy Insurance are deemed to be paid to the relevant product producer.

Should you not advise us to the contrary, within 14 days, we will deem this as Acceptance of our Terms of Business.



Contact Details:

3 New Street, Longford, Co. Longford
Telephone: 043 33 41577
Email: mwinters@abbeymurphy.ie
Mary Street, Mullingar, Co Westmeath.
Telephone 044 93 33066
Email: gwallace@abbeymurphy.ie

Registered Address:

3 New Street, Longford, Co. Longford
Co Reg No 474638

Deanspoint Insurance Brokers Limited T/A Abbey Murphy Insurance is regulated by the Financial Regulator.



Terms of Business

3 New Street
Longford
Co. Longford
Ph: 043 – 3341577

Mary Street
Mullingar
Co. Westmeath
Ph: 044 – 9333066

Email: info@abbeymurphy.ie
Visit us at www.abbeymurphy.ie

Deanspoint Insurance Brokers Ltd t/a Abbey Murphy Insurance is regulated by the Financial Regulator

What is this document:-

This document sets out the basis on which Deanspoint Insurance Brokers Limited t/a Abbey Murphy Insurance, hereafter referred to as Abbey Murphy Insurance, will provide General Insurance and Life & Pensions Insurance business services to you, as a client, in a clear, straightforward and honest manner. It also contains details of our regulatory and statutory obligations. This is an important document – please read carefully and if you have any questions contact us immediately. If there are any material changes to the information in this document you will be issued with a revised copy.

Authorised Status:-

Abbey Murphy Insurance is authorised by the Financial Regulator as a Multi Agency Intermediary under the Investment Intermediaries Act 1995, and is registered with the Financial Regulator as an Insurance Intermediary under the Insurance Mediation Directive. Our authorisations can be verified by contacting the Financial Regulator on 1890 77 77 77. Abbey Murphy Insurance is also regulated by the National Consumer Agency as a Credit Intermediary.

Services Provided:-

Abbey Murphy Insurance offers advice on a fair analysis basis in relation to all classes of insurance policies. We will identify and select a suitable product producer and on receipt of your instructions we will transmit orders on your behalf to one or more product producers. As a Credit Intermediary the firm can arrange Insurance Premium Finance for our clients.

(a list of product producers is available on request)

This firm does not have a "tied" relationship with any institution that would compromise our ability to offer you independent advice and choice.

Remuneration and Fees:-

Abbey Murphy Insurance is remunerated by a professional fee for the initial work activity and time spent in seeking the best terms, advice, product and product producer for your specific needs. A fee is also charged for the activity involved in the renewal of the policy and also any alteration that may take place during and at termination of a policy. A scale of fees is unremitted. We are usually remunerated by commission received from the product producers for the work involved in placing an order and finalising the product with them on your behalf. (Some product producers do not pay a commission)

Scale of fees

Below is the general statement of our fees. We reserve the right to amend these fees based on the complexity of the matter at hand – specialist skills involved, personnel involved and length of time spent on each case.

Private Motor – Generally a fee of €35.00 for new business & renewals; €45.00 for policy alterations/cancellations, but with a maximum fee of €100.00

Household – Generally a fee of €30.00 for new business & renewals; €45 for policy alterations/cancellations, but with a maximum fee of €100.00

All other Personal Lines Business – Generally a fee of €15.00 for new business & renewals; €45 for policy alterations/cancellations, but with a maximum fee of 30% of the policy value

Commercial Motor – Generally a fee of €50.00 for new business & renewals; €45.00 for policy alterations/cancellations, but with a maximum fee of 30% of the policy value

Commercial non-motor – Generally a fee of €100.00 for new business, renewals and policy alterations/cancellations, with a maximum fee of 30% of the policy value.

A fee of up to €45 will be charged for all duplicate documentation.

A fee of up to €45 will be charged for letters of driving experience.

On provision of advice only service, a fee structure will be agreed in advance.

Payments made by credit card incur a credit card payment charge of 2.5%. However there is no charge for payments by Debit (Laser) Card

We generally obtain additional income from premium finance agreements, up to a maximum of 5%.

Direct Debit defaults may be charged €20.00 where we are required to intervene.

In addition to bank charges, the company has a policy of charging an administration fee of €20 for returned cheques.

Claims Handling:- As part of our service, we shall, free of charge, immediately notify insurers on your behalf when advised of an incident or potential claim. Where required we shall also provide help in completing necessary claim forms, etc. Should you require assistance in dealing with your claim, we can provide you with contact details of a number of Public Loss Assessors/Motor Engineers. Alternatively should you wish, we can provide additional assistance to you. Our fee structure for this is €125.00 per hour or part thereof.

Conflict of interests:-

It is the policy of Abbey Murphy Insurance to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict may arise we will advise you of this before proceeding to provide any business service. If you have not been advised of any such conflict you are entitled to assume that none arises.

Handling Client's Money:-

Abbey Murphy Insurance will accept payments in cash, by cheque and by credit/debit card in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995. Abbey Murphy Insurance is not authorised to accept cash or negotiable instruments in any other circumstances. Premiums are due on or before renewal/inception date. Financial Regulators regulations mean that we cannot pay premiums to insurers which have not been received from clients. Therefore, to ensure continuity of cover, renewal premiums should be paid before the due date, and additional premiums should be paid within 7 days of invoice date.

When paying premiums, you must specify the transaction to which the payment applies. In the absence of specified instructions, we will allocate the payment to the longest outstanding transaction on your account and after that, to the earliest transaction due to the insurers.

Documentation:-

Your policy documents should be read to ensure that they are in accordance with the insurance requirements.

It is also of vital importance that these documents be retained in a safe place, as these documents are the basis of the contract between the Insured and the insurer.

Abbey Murphy Insurance will issue summaries of covers for the benefit of their clients. These summaries are not intended to be a definitive interpretation of the policy cover, terms and conditions. For full details of the cover, terms and conditions please refer to the policy documents.

Cancellation/Cooling Off Period:-

A consumer (as defined by SI No. 853 of 2004) has the right to withdraw from an insurance policy (as defined under SI No. 853 of 2004) within 14 days of the start date of the policy without penalty and without giving any reason, provided no claim or loss has arisen – this is known as the Cooling Off period. The right of withdrawal may be exercised

by notice in writing to Abbey Murphy Insurance, quoting your policy number. Should this right be exercised the Product Producer may charge a pro rata premium for the period you are on cover. The set up fee will still apply and will not be refunded by Abbey Murphy Insurance. If the cover is motor insurance the policy and premium cannot be refunded until the Certificate of Insurance and Insurance Disc have been received by Abbey Murphy Insurance.

You the customer can cancel your policy by notice in writing at any time. Provided that all reasonable charges pertaining to costs incurred by Abbey Murphy Insurance have been paid and provided that no incident giving rise to a claim has occurred in the period of insurance, you will be entitled to a proportionate return of the premium for the un-expired period of insurance unless the policy is on a minimum and deposit basis, and if this is the case, no return will be allowed on the policy and this will be noted on your policy schedule. If you cancel during the first year, outside of the Cooling Off period, (non "minimum & deposit" policies) short term rates apply please see policy terms and conditions. In the case of cancellation of motor insurance you must return the Certificate of Insurance and Insurance Disc to Abbey Murphy Insurance. Insurance companies normally reserve the right to cancel policies at any time by giving appropriate notice to your last known address. Please refer to your policy terms and conditions.

Default Procedures:-

We reserve the right to instigate cancellation proceedings in the event of the following:

- Your non-payment of the premium due at inception, renewal or following a mid-term adjustment
- Your bank returns your cheque due to insufficient funds or any other reason
- Under instruction of Insurance Premium Finance Company, should payments not be made in accordance with the terms agreed
- Non disclosure of relevant information
- Insurer imposed cancellation
- Non receipt of requested documentation
- Or in the event of your account being in Debit obtain a refund from the insurers and apply same in the reduction of the amount due by the insured

Your insurer may cancel your policy in certain circumstances. These conditions are clearly outlined in all policy documents.

When your policy ends or is cancelled, we will send you any documentation and information that you are entitled to on request.