



# Terms of Business

[www.onedirect.ie](http://www.onedirect.ie)

# Terms of Business of One Direct (Ireland) Limited, trading as One Direct.

## About One Direct

These Terms of Business set out the basis on which One Direct will provide business services to you as a client - please read this document carefully and use this information to help you decide if our products and services are right for you. By proceeding with your One Direct Insurance policy you agree to the terms as per this document.

One Direct (Ireland) Limited, trading as One Direct, is regulated by the Financial Regulator. One Direct is a wholly owned subsidiary company within the An Post Group. It offers a range of insurance and financial products and services in Ireland.

One Direct (Ireland) Limited is a private limited company registered in Ireland under Company Number 452399. Its registered office is GPO, O'Connell St., Dublin 1 and its principal contact address for you is One Direct, Athlone Business Park, FREEPOST, Athlone, Co. Westmeath.

Codes of Conduct are imposed by the Financial Regulator and can be accessed at [www.financialregulator.ie](http://www.financialregulator.ie) or from the Financial Regulator at PO Box 9138, College Green, Dublin 2.

One Direct (Ireland) Limited is registered under the European Communities (Insurance Mediation) Regulations 2005. This can be verified by the Insurance Mediation Register, which is available on the Financial Regulator website: [www.financialregulator.ie](http://www.financialregulator.ie).

One Direct (Ireland) Limited is registered under the Credit Intermediaries Act 1995. This can be verified by the Authorised Credit Intermediaries Register, which is available on the National Consumer Agency website: [www.nca.ie](http://www.nca.ie).

One Direct is a member of the Investor Compensation Scheme, (under section 38(1) of the Investor Compensation Act, 1998). This provides that compensation will be payable where money or investment instruments owed or belonging to clients are held, or in the case of investment instruments, administered or managed by One Direct, cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of One Direct being able to do so. Clients eligible under the scheme may receive 90% of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998, or compensation of up to €20,000, whichever is the lesser.

One Direct holds written letters of appointment with the following product providers:

Partner	Service
Aviva Insurance Europe SE	General Insurance
New Ireland Assurance Company	Life Assurance
MBNA Europe Bank Limited	Credit Card

One Direct is authorised to receive and transmit orders on your behalf for products in the Categories of General Insurance and Life Assurance. Business conducted will be treated on an 'Execution Only' basis. An 'Execution Only' transaction is where we will act purely on your instructions. No advice or opinion will be given.

## **Right of Withdrawal/Cooling-Off Period**

You, the Consumer, may withdraw from a One Direct contract, within a specified period, without penalty and without giving any reason. This right of withdrawal does not apply to any Travel Insurance Product.

For Car & Home Insurance, this period is 14 days from the commencement of your policy or the date you receive your policy documents, whichever is later. For all Life Assurance products, this period is 30 days from the commencement of your policy or the date you receive your policy documents, whichever is later.

Should you wish to avail of this right of withdrawal, you must send written instruction, inclusive of your policy number, to One Direct requesting the cancellation of the policy. If required, you will also need to return any policy documentation with this request. This right of withdrawal is without penalty, however, One Direct may charge you for the service provided to you.

## **Cancellation**

Either party may, at any time, cancel the policy. Should you wish to cancel your policy, you must send written instruction, inclusive of your policy number and if required, return your policy documentation to One Direct. A cancellation fee may apply.

One Direct may cancel your policy. If this happens, we will issue prior written notification of this to your last known address. For General Insurance, this written notification will be sent to you by registered post 10 days before the cancellation date.

## **Complaints**

One Direct will acknowledge all written complaints within five business days of receipt. The complaint will be fully investigated and a full response will be provided to you. If you remain dissatisfied with the handling and response to your complaint, you have the right to refer your complaint to the Financial Services Ombudsman's Bureau on Lo-Call: 1890 88 20 90.

## **Governing Law**

The laws of Ireland apply to all One Direct 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.

## **Conflicts of Interest**

When providing products and services to you, One Direct will try to avoid any conflicts of interest. Sometimes however an unavoidable conflict may arise. If such conflict arises we will write to you to outline the nature of the conflict.

## **Default**

One Direct is entitled to receive payments due from clients for business services provided by it and to be reimbursed for any default in any payment due to the firm. If you fail to comply with the Terms and Conditions of any product provided to you by One Direct, One Direct will take such steps as may be necessary to recover any monies due to us, including the making of demands, the instigation of legal proceedings, the appointment of a receiver, the enforcement of security and all other rights available to us. One Direct may also withdraw any benefits of your product.

## **General**

One Direct may record telephone calls for verification and training purposes.

One Direct may receive commission and other payments from the product producer to whom orders are transmitted.

Registered for VAT 95794940.

## Fees Details

### General Insurance

	Car	Home	Travel
Set up	€30	€30	2%
Mid-Term Adjustment*	€43	€29.50	N/A
Renewal	€45	€30	2%
Cancellation*	€43	€29.50	N/A
Duplicate documentation	€25		
Suspension of Policy	€43		

\*If you make an alteration to or cancel your policy and this results in an adjustment in premium, Aviva Insurance Europe SE will not charge you for premium adjustments less than €20, nor will they refund you any premium amounts of less than €20 and in that event One Direct will waive its fee. If a refund/charge is being made by Aviva Insurance Europe SE, One Direct will then apply its fee to the refund/charge. If after the application of the One Direct fee, the adjustment amounts to less than €5.00, One Direct will not refund or charge this amount.

### Life Assurance

Over 50s	Term Life	Mortgage Protection
N/A	N/A	N/A

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