

# Terms of Business

Effective 17th September 2019

# Our Terms of Business

## Effective Date 17th September 2019

### Who we are?

Laya Healthcare Limited is a private company registered in Ireland under company number 242048. Laya healthcare and laya life are trading names of Laya Healthcare Limited. Our address is Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181. Our contact number is 1890 907 100.

Laya Healthcare Limited is a member company of AIG Inc., one of the world's leading international insurance and financial services organisations.

Laya Healthcare Limited, trading as laya healthcare operates as a tied agent in respect of Health Insurance for Elips Insurance Ltd (incorporated in Lichtenstein). Laya Healthcare Limited, trading as laya life operates as a tied agent in respect of Life Insurance for iptiQ Life SA. Laya Healthcare Limited receives payment from Elips Insurance Limited, iptiQ Life SA (incorporated in Luxemburg) and AIG Europe S.A (incorporated in Luxemburg) in respect of all business generated and details of these agreements are available on request.

### Data Protection

The information you provide will be used to manage the administration of your policy and is held in accordance with data protection law. We may need to collect sensitive information about you and others named on the insurance policy, which is set out in our Privacy Policy (see below). By providing this information, you will be agreeing to us or our agents or other insurers processing that information for the purpose outlined above. Medical information will be kept confidential and may be disclosed, on a strictly confidential basis to the underwriter iptiQ Life SA. Information may also be shared with other insurers, either directly or through people acting for the insurer such as Investigators and where we are entitled to do so under the Data Protection Acts. However, anonymised data – that is, information which does not identify an individual – may be used by laya life, or disclosed to others, for research or statistical purposes. Access to non-medical information may be granted by laya life to others on a strictly confidential basis in the course of and for the purpose of the efficient administration of laya life (for example in connection with audit, systems development, managing and improving our services). You have a right to apply for a copy of the information held by us about you (for which a small charge, not exceeding €6.35, may apply) and you have a right to have any inaccuracies in your information corrected. More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at [www.layalifeinsurance.ie/privacypolicy](http://www.layalifeinsurance.ie/privacypolicy) or you may request a copy by writing to Ian Brennan, Privacy Lead, Laya Healthcare, Eastgate Road, Eastgate Business Park, Little Island, Co Cork, T45 E181 or by emailing [info@layahealthcare.ie](mailto:info@layahealthcare.ie).

### How we charge?

Payments will be taken from your bank account on an annual or monthly basis. Please refer to your Membership Certificate

for confirmation of whether you have chosen to make annual or monthly payments.

Laya Life is remunerated by commission on the completion of new business. This commission forms the remuneration for initial advice provided and also for the ongoing management of your policy. Summary details of these payments will be included in an information document where applicable, which you are legally entitled to receive before an application for a product is completed, and full details will be included with your cooling off letter.

### Who regulates us?

Laya Healthcare Limited is authorised by the Central Bank of Ireland;

Laya Healthcare Limited is subject to the Consumer Protection Code 2012 and the Minimum Competency Code 2017 which offers protection to the consumers. These codes can be found at [www.centralbank.ie](http://www.centralbank.ie).

Laya Healthcare Limited is registered an Insurance Intermediary under the European Communities (Insurance Mediation) Regulations, 2018. Laya Healthcare Limited subscribe to the Investment Compensation Company Limited. The Investment Compensation Company Limited provides adequate funds out of which eligible investors of failed investment firms are compensated.

### Conflicts of interest

It is our policy to maintain appropriate administrative structures to ensure that the potential for any conflict of interest between us is avoided as far as possible. We will try to avoid conflicts of interest, and we shall advise you if we feel a conflict exists. If you feel that your interests have not been fairly protected please contact us to give us the opportunity to resolve any issues you have.

### What happens if I do not pay the premium?

If you miss any payment that is properly due to us your policy may be cancelled. Please refer to your Rules Booklet for further details. If necessary, we will use our legal rights to claim any payments you owe us for services that we have provided.

### How to complain?

If you are unhappy in anyway with the service provided to you. Please contact our team directly to see if we can resolve any concerns you may have. If you are unhappy with our response you can address your concerns in writing to The Head of Customer Service at Laya Healthcare Limited, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181.

Further information on **Laya Healthcare Limited** can be found by visiting our websites: [www.layahealthcare.ie](http://www.layahealthcare.ie) and [www.layalife.ie](http://www.layalife.ie)