



# Laya Life Rules

...your policy explained



Welcome to Laya Life



**Thank you for choosing us to look after your life insurance needs. This rules booklet contains detailed information about your policy.**

We understand you may have questions in relation to your policy, so please feel free to contact our Customer Care team with any queries, as follows:

Call 01 536 8000 between 9am and 6pm Monday to Friday. In the interest of customer service, all calls are recorded and monitored.

Visit our website at [www.layalife.ie](http://www.layalife.ie) or email us at [letushelp@layalife.ie](mailto:letushelp@layalife.ie) or write to us at **laya life**, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181.

# Serving you online at [www.layalife.ie](http://www.layalife.ie)

It's never been easier for you to get in touch with us directly when it suits you. By visiting our website you can log on to the Member Area where you can:

- access your **laya life** insurance documents
- email us with any questions

To look at the details of your own policy or policies online, all you need is your **laya life/laya healthcare** membership number to register online.

## Reading your Rules Booklet

This Rules Booklet is broken into:

### 1. Information about your policy (page 2-5)

### 2. The policy rules which sets out the definitions and the rules applicable to your policy (page 6-9)

## Contents

### A. Information about your Policy

1. Information about the insurer or insurance intermediary
2. Make sure the policy meets your needs
3. What happens if you want to cash in the policy early or stop paying premiums
4. What are the projected benefits under the policy
5. What intermediary remuneration or sales remuneration is payable
6. Are returns guaranteed and can the premiums be reviewed
7. Can the policy be cancelled or amended by the insurer
8. Information on taxation issues

### B. Information on Service Fee

### C. Policy Rules

1. Introduction
2. Definitions

### D. Your Laya Life Policy

1. Your Cover
2. How you pay for your policy
3. Level of cover
4. Policy exclusions
5. Making a claim
6. Taxation
7. Applicable law
8. Complaints

# Reading your rules booklet

This booklet consists of the scheme rules which sets out definitions and the rules applicable for both Level Term Cover and Mortgage Protection Cover as well as both single and joint cover types.

You need to read these rules (including the notes) in conjunction with your membership certificate and your application form (if applicable) in order to understand what part of this booklet is applicable to you. These documents and the scheme

rules make up the agreement between us (**Laya Healthcare** Limited, trading as **laya life**) and you, the member.

The benefits you have available on your chosen policy are set out on your membership certificate. If you have any difficulty understanding the nature of your policy then you should contact us on 015368000 between 9am - 6pm Monday to Friday for assistance.

## A. Information about the Policy

### 1. Information about the insurer or insurance intermediary

**Name of insurer:** iptiQ Life S.A. Ireland Branch

**Registered address of insurer:**

2, rue Edward Steichen  
L-2540 Luxembourg  
Grand-Duchy of Luxembourg  
R.C.S. Luxembourg  
B 184281.

**Name of insurance intermediary:** Laya Healthcare Limited, trading as **laya life**

Laya Healthcare Limited, trading as **laya life** is a tied agent of iptiQ Life S.A. in respect of the sale of life insurance policies

**Address of intermediary:** Laya life, Eastgate Business Park, Little Island, Co. Cork, T45 E181

**Contact telephone number laya life:**  
01 536 8000

**E-Mail address:** letushelp@layalife.ie

Limited authority is granted by iptiQ Life S.A. to Laya Healthcare Limited in respect of and for the purpose of claims' handling.

### 2. Make sure the policy meets your needs

**Name of policy:** Laya life

**Name of underwriter:** iptiQ Life S.A. is authorised by the Commissariat aux assurances de Luxembourg and is regulated by the Central Bank of Ireland for conduct of business rules.

**Name of insurance intermediary:** Laya Healthcare Limited trading as **laya life** is regulated by the Central Bank of Ireland.

**Purpose and intention of this policy:** The policy provides life insurance protection cover only over a fixed term. Level Term Cover is designed to pay out a fixed sum at any time a claim is made. Mortgage Protection Cover is designed to reduce in line with the amount outstanding on your mortgage.

**The type of policy:** Regular payment term life insurance policy with either a fixed benefit amount or a reducing benefit amount depending on which cover you choose. The policy is not index linked and is not convertible. The policy cannot be "cashed-in" early.

**The nature of this policy:** To benefit from cover you must make a regular payment at either monthly or annual intervals, as specified in your Membership Certificate, over a relatively long term.

**Please note:** Unless you are fully satisfied as to the nature of the commitment, having regard to your needs, resources and circumstances, you should not enter into the commitment

**Cooling off period:** You can cancel this policy at any stage within 30 days of first receiving your life insurance policy. If you choose to cancel the policy in this manner, we shall refund any money paid and shall cancel the policy back to the start date.

**Complaints handling:** Please see details of our Complaints Handling Procedure on page 12 of this Rules Booklet.

**Applicable law:** This policy is governed by the laws of Ireland.

**laya life**

**In assessing whether this policy meets your needs, please also consider the following specific questions;**

Does this life insurance policy replace in whole or in part an existing life insurance policy? Yes/No

If Yes, does the existing policy have to be cancelled or reduced? Yes/No

Are you aware of the financial consequences of replacement and of possible financial loss as a result of replacement? Yes/No

**Warning:** If you propose to take out this policy in complete or partial replacement of an existing policy, please take special care to satisfy yourself that this policy meets your needs. In particular, please make sure that you are aware of the financial consequences of replacing your existing policy, if you are in doubt about this, please contact your insurer or insurance intermediary

**3. What happens if you want to cash in the policy early or stop paying premiums?**

**Warning:** This policy does not have a surrender value or maturity value. If you do not continue to pay your premiums you will not be entitled to make a claim under this policy.

**4. What are the projected benefits under the policy?**

The following tables illustrate the payment and benefit details for a typical **laya life** policy and are based on the below sample criteria. **This is for your guidance only, as figures will vary depending on an individual's personal information and preferences.**

Cover Type	Level term cover
Policy Type	Single
Life Covered	Male aged 35 on next birthday, non-smoker
Projected Benefits	€110,000 single life cover
Term	20 years
Premium	€10.71 per month
Price valid from July 2024 and includes 1% government insurance levy	

Cover Type	Level term cover
Policy Type	Joint
Lives Covered	Male aged 40 on next birthday, non-smoker and female aged 38 on next birthday, non-smoker
Projected Benefits	€150,000 joint life cover
Term	20 years
Premium	€26.72 per month
Price valid from July 2024 and includes 1% government insurance levy	

Cover Type	Mortgage protection cover
Policy Type	Single
Life Covered	Female aged 35 on next birthday, non-smoker
Projected Benefits	€250,000 single life cover
Term	25 years
Premium	€15.36 per month
Price valid from July 2024 and includes 1% government insurance levy	

Cover Type	Mortgage protection cover
Policy Type	Joint
Lives Covered	Male aged 28 on next birthday, smoker and female aged 30 on next birthday, non-smoker
Projected Benefits	€100,000 joint life cover
Term	30 years
Premium	€11.20 per month
Price valid from July 2024 and includes 1% government insurance levy	



## 5. What intermediary remuneration or sales remuneration is payable?

The following tables illustrate the projected intermediary remuneration based on their corresponding policies outlined in section 4 above. Please note that figures will vary depending on an individual's personal information. The details of your own specific policy will be displayed in your **laya life** Policy Information document which you receive once you sign up.

Table (a)		
Year	Premium payable that year	Projected total intermediary fee
1	128.52	284.52
2	128.52	4.68
3	128.52	4.68
4	128.52	4.68
5	128.52	4.68
10	128.52	4.68
15	128.52	4.68
20	128.52	4.68

Table (b)		
Year	Premium payable that year	Projected total intermediary fee
1	320.64	710.30
2	320.64	11.76
3	320.64	11.76
4	320.64	11.76
5	320.64	11.76
10	320.64	11.76
15	320.64	11.76
20	320.64	11.76

Table (c)		
Year	Premium payable that year	Projected total intermediary fee
1	184.32	408.26
2	184.32	6.72
3	184.32	6.72
4	184.32	6.72
5	184.32	6.72
10	184.32	6.72
15	184.32	6.72
20	184.32	6.72
25	184.32	6.72

Table (d)		
Year	Premium payable that year	Projected total intermediary fee
1	134.40	297.70
2	134.40	4.92
3	134.40	4.92
4	134.40	4.92
5	134.40	4.92
10	134.40	4.92
15	134.40	4.92
20	134.40	4.92
25	134.40	4.92
30	134.40	4.92

**Please note:** The premium payable includes the cost of the protection benefits and all charges, expenses, intermediary remuneration and sales remuneration, where applicable.

## 6. Are returns guaranteed and can the premium be reviewed?

Subject to our rights as explained in paragraph 7 below, continued payment of the premium will guarantee protection cover for the fixed term. The premium payable by you shall not be subject to review and can only change if there is a change to Irish tax law which alters the amount payable by you.

## 7. Can the policy be cancelled or amended by the insurer

Your policy will become cancelled if you stop paying your premium.

You must provide any information or evidence which we need to administer the policy.

If we receive evidence that your date of birth, as shown on your application form, is incorrect we will need to cancel your policy and have you purchase a new one with the correct birth date.

We reserve the right to request further information to verify the answers you provided to us through the application process. At regular intervals we will select policies at random for this purpose. If your policy is selected for such purposes, we may ask you for additional medical information and/or the contact details of your GP, Consultant or any other medical professional who you have been attending.

Additionally, we may also insist that you attend an independent medical assessment carried out by a doctor or a nurse. If you fail to adhere to any of our requests in a timely manner, we may declare your policy cancelled. If we find that you have failed to answer questions in your application for this policy honestly and with reasonable care, we will be entitled to either: adjust your premium, adjust your benefits or declare your policy cancelled.

If you fail to provide us with the additional information we need in a timely manner, we may also declare your policy cancelled. If your policy is declared cancelled you will be notified, you shall lose all rights you hold under the policy and any claim made on the policy will not be paid. Relevant information includes anything that an insurer might reasonably expect you to tell them in answer to the specific questions asked in the application process, and that would affect the judgement of **laya life** in determining whether to accept your application or the premium to charge. We will provide a copy of the information you gave us in your application or any other forms that you have filled in for us if you ask.

**Warning:** It is important that the information you provide in the application form is accurate and complete to the best of your knowledge and belief. If you fail to answer truthfully any of the questions regarding an illness, condition or your lifestyle (including your drinking or smoking habits, occupation or pastimes) that would have affected our decision to offer you this policy, or if you provide false or misleading information to us, we may cancel the policy and be unable to pay a claim. If your cover is cancelled for these reasons, you will lose the rights you hold under this policy.

## 8. Information on taxation issues

Under current Irish law, tax does not usually have to be paid on life cover benefits, but in some circumstances tax may be due. For example, if the life cover is paid to your estate, your Beneficiary/ Beneficiaries may have to pay inheritance tax (there is no inheritance tax due on an inheritance between a married couple or registered civil partners).

Any taxes or levies imposed by the Government on this policy will be collected by **iptiQ Life S.A.** and passed directly to the Revenue Commissioners. However **iptiQ Life S.A.** will not deduct any taxes or levies payable on the benefits that may be received from this policy.

**Laya life** will be happy to assist you, if you do not fully understand the likely tax treatment of any benefits payable in connection with your **laya life** insurance policy. However, we also recommend that you seek independent tax advice in respect of your own specific circumstances.

## B. Information on Service Fee

There are no charges payable to **laya life** or iptiQ Life S.A. other than those set out in your Membership Certificate and in this Rules Booklet.

## C. Policy Rules for Laya Life

It is important that you read these terms and conditions to understand your cover. If you have any difficulty in understanding any of the details set out in this document please contact **laya life**, as indicated at the start of this Rules Booklet.

### 1. Introduction

This policy is designed to pay benefits if the Life Insured dies during the term of the policy. We (**laya life**) provide this policy to you (the person(s) named on the Membership Certificate). Your life insurance policy consists of your Membership Certificate, this Rules Booklet, a Record of Application, and any additional documents which we provide to you at the outset of your policy.

This policy has been issued to you on the understanding that the questions in relation to your health status have been answered honestly and with reasonable care and that all Relevant Information we need has been provided to us.

This policy is a protection policy only – you cannot cash it in. Even if a claim has not been made by the time the period of cover ends, we will not return your premiums. All cover under the policy will end on the 'expiry date' shown in the Member Certificate, unless it has ended before that for any of the reasons explained in this Rules Booklet.

Any benefits paid under this policy are set out in your Membership Certificate. If a benefit does not appear in your Membership Certificate, it is not covered under your policy.

You can request a claim form by contacting us:

- By phone at: 01 536 8000 Between 9am-6pm Monday to Friday
- By post at:  
**Laya Life**,  
Eastgate Road,  
Eastgate Business Park,  
Little Island,  
Co. Cork, T45 E181.
- Online at: [www.layalife.ie](http://www.layalife.ie)
- By email at: [letushelp@layalife.ie](mailto:letushelp@layalife.ie)

### 2. Definitions

**Benefit Amount:** The amount you are insured for under your policy. This amount shall be shown on your Membership Certificate.

**Claimant:** The person making a claim under the policy.

**Expiry Date:** This date is found on your Membership Certificate. Your policy shall finish on this date provided it has not been cancelled for any other reason outlined in this Rules Booklet.

**Life/Lives Insured:** The person or people whose name(s) appears on the Membership Certificate as the life or lives covered. The benefit amount of this policy is based on the life or lives of this person, or these people.

**Month:** A calendar month.

**Premium:** The amount payable by you under this policy at either monthly or annual intervals, as stated in your Membership Certificate.

**Membership Certificate:** A contractual document issued to you at the time the policy was purchased.



Your Membership Certificate sets out details of:

- The Start Date of your policy
- The Expiry Date of your policy
- The Life/Lives Insured
- The Benefit Amount
- Your policy type (ie. Single Life Cover or Joint Life Cover)
- Your cover type (ie. Level Term Cover or Mortgage Protection Cover)
- The amount and frequency of payment of the Premium
- Any special conditions that have been agreed by us

**Start Date:** The start date shown on your Membership Certificate. This is the day that you are covered from.

**We, us or laya life:** Laya Healthcare Limited, trading as **laya life**

**You:** The person or people named as the Life/Lives Insured on the Membership Certificate, who is responsible for making payments and is legally entitled to the benefit on the policy provided that the policy had not been assigned.

**Death Certificate:** An official statement, signed by a doctor, of the cause, date, and place of a person's death.

**Policy Type:** This is the type of policy you have purchased. Here it is either Single Life Cover or Joint Life Cover.

**Cover Type:** This is the type of cover you have chosen. Here it is either Level term cover or Mortgage protection cover.

**Relevant Information:** Relevant information includes anything that an insurer might reasonably expect you to tell them in answer to the specific questions asked in the application process, and that would affect the judgement of **laya life** in determining whether to accept your application or the premium to charge.

**Single Life Cover:** Single life cover covers one person only and is payable when a valid claim is made if the life assured dies during the term of the policy.

**Joint Life Cover:** Joint life cover is taken out for two people and is payable when the first valid claim is made.

As there is only the potential for one pay out, there can only be one sum insured, i.e. the two lives cannot be covered for different amounts. Upon making a valid claim, the cover is paid and the policy will cease.

**Mortgage Protection Cover:** Mortgage Protection Covers a lump sum in the event of death if you die within the specified term of the policy. At the outset of the policy you choose the initial sum insured you would like and the term of the policy. The amount of the lump sum payment reduces over the term of the policy\*. If you do not die within this specified term the policy ends and no monies are paid out.

The fact that the level of cover reduces over the term of your plan helps to keep the cost of this plan lower than other forms of life insurance.

\*The rate of reduction of the sum insured is based on the assumed interest rate of 6%

**Level Term Cover:** Level Term Cover pays out a lump sum in the event of death if you die within the specified term of the policy. If you do not die within this specified term the policy ends and no monies are paid out. At the outset of the policy you choose the sum insured you would like and the term of the policy. The main difference between Level Term Cover and Mortgage Protection Cover is that the sum insured for Level term Cover does not reduce over the term of the policy.

# D. Your Laya Life Policy

## 1. Your Cover

This policy has been issued to you based on the answers that you have given us during the application process.

The policy is issued on the understanding that all the answers that you have provided, including answers relating to height, weight, tobacco/ecigarette and alcohol consumption, throughout the application process are true and complete. If any of the questions during the application have not been answered carefully and honestly, with reasonable care, your policy can be declared cancelled.

For joint policies each life must complete only the questions relevant to them.

If you have failed to answer carefully and honestly any of the questions regarding an illness, condition or your lifestyle (including but not limited to your drinking or smoking habits, occupation or pastimes) that would have affected our decision to offer you this policy, we may end your cover and refuse to pay any claims arising from your policy.

Your underwritten quote is valid for 30 days from when the underwriting decision has been made, or until your next birthday (whichever comes first). If your health or circumstances change during this time period before your policy starts, you are obliged to inform us about these changes and you may have to complete the underwriting process again.

If you have withheld relevant information from us, we may declare your policy cancelled.

In order for us to provide cover, You must have an insurable interest in the Life/Lives Insured.

You are entitled to hold multiple policies with **laya life**, however the combined sum insured across these policies cannot exceed the maximum sum insured amount which is made available to you at policy inception.

**For joint policies after joining a welcome email and an activation email will be sent to both lives. The activation email must be activated by each life separately.**

Also for joint policies direct debit notifications will be sent to both lives.

## 2. How you pay for your policy

Your premium will be payable by direct debit. 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.

The direct debit details you have supplied are viewable on your direct debit declaration.

If the first ever premium on the policy is not paid, you have 30 days to make the payment, otherwise the policy is cancelled.

If paying monthly, you can choose a date between the 1st and the 28th of the month to pay.

If you miss a premium payment, we will contact you to inform you of the unpaid premium(s). You can pay any missed premium(s) by calling us to schedule your outstanding collection by direct debit. If you miss three consecutive premiums (e.g. March, April, May) you have five days from the third missed premium collection date to call us and schedule a payment. If your missed premiums aren't consecutive (e.g. March, July, December), you have thirty days from the third missed premium collection date to call us and schedule a payment. If premiums remain unpaid, we will cancel your plan and write to you to confirm your cover has been cancelled. If a claim is payable and there are unpaid premiums on your policy, the unpaid premiums will be deducted from the cover amount.

Policies that have been cancelled because of unpaid premiums can be restarted within two months of the cancellation date, subject to a declaration of health, if you pay all the missed premiums and no claim has been made. You won't be covered again until all the missed premiums are paid.

If after taking out your policy, you feel it is not suitable, either life insured may cancel it by writing to us at

**Laya life**, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181. If you do this within 30 days from the date we send you your policy documents, we will return any premiums you have paid. Upon receipt of the cancellation letter we will confirm cancellation of your policy by writing to the/each life insured.

### 3. Level of Cover

The Benefit Amount, Policy Type and Cover Type of your **laya life** policy is shown on your Membership Certificate.

A claim paid according to the rules of this policy shall be paid to your legal representative or the entity you have assigned your policy to. A joint life policy would be paid to the surviving life assured unless it is assigned to another institution.

The cover on this policy shall end in the following circumstances:

- Non-payment of premium;
- On the Expiry Date; or
- When the Life Insured, or either Life Insured of a joint policy dies

Whichever of these events occurs first.

### 4. Policy Exclusions

No benefit will be payable under this policy if the death of the policyholder(s) occurs as a result of self-inflicted injury, including suicide, within one year of the policy Start Date.

### 5. Making a Claim

Your premium has been partly calculated based on the date(s) of birth that you have provided through the application process.

When a claim is being made we will ask for a proof of your date(s) of birth. If the date(s) of birth that you provided us is incorrect, we will adjust the benefits in one of the following ways:

- If the age(s) has been overstated on the application, we will refund any excess premiums paid.
- If the age(s) has been understated on the application, the sum insured will be reduced to reflect the cover, if any, that could have been purchased if the correct date(s) of birth had been provided

For all claims we will need the following documents/information:

- Original or certified copy(\*) death certificate
- Completed claim form
- Copy of valid identification of the person making the claim such as a passport or driving licence

We may also need other information but that depends how your policy has been set up. When your family contact us to make a claim, we will let them know exactly what we need

If any of the information that has been provided to us is not correct, true or complete or if any Relevant Information has been withheld, we may not pay the benefits claimed.

When you initially apply for your cover, we will give you a summary of the questions you were asked and the answers you gave us during the application process. You should check this to make sure that you have answered all of the health questions accurately, including details about tobacco consumption.

You must answer all questions on your application honestly and with reasonable care. If you do not and a claim is made, we may not pay your benefit.

# Important Note

## International Trade Commission Sanctions:

The insurer will not provide cover, be liable to pay any claim or provide any benefit, if it may expose the insurer (or the insurer's parent company, direct or indirect holding company) to any penalty or restriction arising from any trade and economic sanctions laws or regulations which are applicable. This includes extraterritorial penalties or restrictions that do not contradict laws applicable to the insurer.

## Fraud Policy:

- **Laya life** operates a fraud policy in respect of all claims made under policies we issue.
- Members should note that regular audits of claims are undertaken by **laya life**.
- In all instances where fraud is suspected in respect of a particular claim, a full and comprehensive investigation will be carried out by us.
- If, following that investigation, a finding of fraud is made or if a claim be deemed in any respect fraudulent, the claim shall be disallowed in its entirety.
- If, after that investigation, a finding of fraud is made, or if a claim is in any respect fraudulent or dishonest and submitted with a view to obtaining any benefit under this policy, all benefit under this policy shall be forfeited.
- In addition, if any claim is fraudulent in any respect, **laya life** reserves the right to refer the matter and details of the claim to the appropriate authorities to prosecute the member(s).

## 6. Taxation

A Government levy of 1% is charged on premiums paid under this policy.

Any taxes or levies imposed by the Government will be deducted by us. We will deal with this policy in line with the requirements of the Revenue Commissioners. If tax laws or any other relevant laws change after the start date, we will change the terms and conditions of the policy if we need to do

this to keep the policy in line with those changes.

We will write to you and tell you about any changes in the terms and conditions.

However, we recommend that you seek independent tax advice in respect of your own specific circumstances.

## 7. Language

All information, including the terms and conditions of your policy, will be provided in English.

## 8. Applicable Law

This policy is governed by the laws of the Republic of Ireland, and (except as otherwise agreed by us) the Irish courts are the only courts which are entitled to hear any dispute in relation to the policy.

## 9. Data Protection Statement

**Laya Life** and iptiQ Life S.A. both act as data controllers in relation to information held about you for the purposes of the Data Protection Acts. You should show this notice to anyone who may be covered by your insurance policy with **laya life**.

iptiQ Life S.A. is a part of the Swiss Re Group and are the insurer and underwriter of your plan.

We will use the information you provide to manage and administer your insurance policy, including underwriting and claims handling and for the prevention, detection and investigation of financial crime, including fraud. In order to provide you with products and services, this information will be held in the data systems of **laya life** and iptiQ Life S.A. or by our agents or subcontractors.

In addition to the routine administration of your policy we may also use your data to:

- gauge satisfaction with the service you received from us. We may use your data in such a manner for a period of 12 months after your membership ends.
- perform market research. We may use your data

in such a manner for a period of 12 months after your membership ends.

In the interest of customer service, calls are recorded and monitored.

It may be necessary for us to collect sensitive information (such as medical conditions) about you and others named on the insurance policy.

We collect information about you, to include all necessary information as **laya life**, iptiQ Life S.A. or its authorised agents may obtain a medical report or contact any medical practitioner than has attended to the life assured.

Medical information will be kept strictly confidential to those involved with your treatment or care or their health professional agents. However, anonymised data - that is, information which does not identify an individual - may be used by **laya life** or iptiQ Life S.A., 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, managing or improving our services).

iptiQ Life S.A. may share your personal information with:

- Companies within the Swiss Re Group of Companies
- Other organisations in order to prevent, detect or investigate financial crime or fraud
- Approved and appointed service providers, including those used to administer policies
- Relevant legal and regulatory authorities

Below are the key outsourced service providers with whom we may share your personal information for the purposes of providing you with your plan:

- Amazon Web Services

We take our security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness.

We review our security measures and procedures regularly.

We will retain and process your personal information in order to maintain and administer your insurance policy for the length of your policy plus a period of ten years, in line with our legal and regulatory requirements.

**Laya Life**, would like to keep you informed about products and services they provide to you where Laya Life have a regulatory requirement to ensure you have the appreciate cover for your needs by post, e-mail and sms text message.

You have the right to request access to your personal information, to have it corrected, erased, apply restrictions and object to processing by writing to our Data Protection Lead Manager, at Laya Healthcare Limited, Eastgate Road, Eastgate Business Park, Little Island, Co Cork, T45 E181.

## 10. Assignments

**Laya life** policies can be assigned to most regulated financial institutions for the purpose of protecting loans. In order for a policy to be assigned, we will require notice of assignment from the appropriate financial institution sent to either **Laya life**, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181 or [letushelp@layalife.ie](mailto:letushelp@layalife.ie).

## 11. Moving Abroad

If the life/lives assured start living outside of the Republic of Ireland you must tell us immediately in writing. We will then decide on a case by case basis whether the cover will continue and on what basis.

The tax regime applicable to this policy is the tax regime of the Republic of Ireland. We recommend you seek advice from your financial and tax advisors concerning the legal, financial, and tax consequences resulting from the conclusion of your policy. **Laya life** will not bear any legal or tax consequences in this respect. As any change of the tax residence can also imply a modification of the tax regime applicable to your policy and your

tax obligations, you must inform **laya life** of every change of your tax residency.

You acknowledge that you are responsible for the fulfilment of your declaration and payment obligations in accordance with the provisions of the applicable tax legislation. **Laya life** reserves the right to unilaterally amend the policy, as necessary, to conform to any changes in the law, including taxes, required by applicable Irish authorities.

## 12. Complaints

We aim to provide a first-class service to our members at all times. However, if you are in any way dissatisfied, please phone or write to:

### **The Head of Customer Service,**

**Laya life**, Eastgate Road, Eastgate Business Park,  
Little Island, Co. Cork, T45 E181.

Phone: 01 536 8000

If you are not satisfied with our decision or if we haven't given you a decision after 40 business days, you have the right to refer your complaint to the Financial Services Ombudsman at:

### **The Financial Services Ombudsman Bureau,**

3rd Floor, Lincoln House, Lincoln Place, Dublin 2,

Phone: 1890 88 20 90.

Email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

Website: [www.financialombudsman.ie](http://www.financialombudsman.ie)





Eastgate Road, Eastgate  
Business Park, Little Island,  
Co Cork, T45 E181.

Tel 01 536 8000  
E-mail [letushelp@layalife.ie](mailto:letushelp@layalife.ie)  
Website [www.layalife.ie](http://www.layalife.ie)



Your Insurance is provided by iptiQ Life S.A. Ireland Branch. **Laya Healthcare Limited** trading as **Laya Life** and **Laya Healthcare** is regulated by the Central Bank of Ireland. **Laya Healthcare** is a private company limited by shares registered in Ireland, No 242048. The registered office of **Laya Healthcare Limited** is Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181.

LIFE-RULES-020-0624

looking after you always