



# AIG EUROPE S.A. – OUR TERMS OF BUSINESS

The terms of business outlined below set out the basis on which AIG Europe S.A., Ireland Branch will provide non-life general insurance business services to you as our customer.

**Effective from 31st January 2022**

## About AIG Europe S.A.

AIG Europe S.A. is a member company of AIG Inc. (AIG), one of the world's leading international insurance and financial services organisations. AIG Europe S.A. is an insurance undertaking registered with R.C.S. Luxembourg, and the AIG business in Ireland is conducted through the Irish branch of AIG Europe S.A.

AIG Europe S.A. is an undertaking authorised under the European Communities (non-Life Insurance) Regulations, 1994 to carry on non-Life Insurance Business in Ireland in classes 1 to 18 inclusive.

## Codes of Conduct

AIG Europe S.A. is subject to the Central Bank of Ireland's Consumer Protection Code 2012 (as amended and updated) and the Minimum Competency Code 2017, which offer protection to consumers. You can find these Codes on the Central Bank of Ireland's website at [www.centralbank.ie](http://www.centralbank.ie).

## Our Services

AIG Europe S.A. underwrites all major classes of non-Life general insurances including but not limited to the following classes of business: Motor, Home, Casualty, Property, Marine, Financial Lines, Accident and Health, and Travel. We provide a supportive claims service aimed at providing you our customer with a fair, transparent and timely resolution for any insured claim notified to us.

## How We Charge for Our Services

The premium for your policy is payable yearly or payable at the intervals set out in your policy documentation. Prior to you entering into a contract of insurance with AIG Europe S.A., We shall clearly advise you of the premium and any transaction administration fees which may be charged, as well as any taxes (currently Government Levies and Motor Contribution at the prevailing rate) payable.

## Transaction administration Fees:

Our current transaction administration fees are detailed in the below table for the various policy transaction types. If we charge you such a fee it will be clearly shown in the premium breakdown section of your insurance cover schedule.

No transaction fees will apply where the policy is set up or amended on-line.

Please note that transaction fees are non-refundable.

Transaction Type		Car	Home	Other Products
New Policy Set-Up	Up to	€50	€50	€0
Renewal	Up to	€50	€50	€0
Cancellation	Up to	€50	€50	€0
Direct Debit	Up to	€20	€20	€0
Document Requests	Up to	€50	€50	€0
Mid Term Adjustment *	Up to	€50	€50	€0

## Notes:

\* Mid Term Adjustment is any temporary or permanent adjustment made during the term of an active policy via our Call Centre.

## Important information:

1. All transactions processed by telephone may be subject to an additional handling charge of up to €25 if the option to process the transaction is available on our on-line self-service facility ([www.aig.ie/myaig](http://www.aig.ie/myaig))
2. Any premium rebate will be refunded to you within 5 business days of receiving instruction to amend your policy.
3. Please note that, with the exception of Personal Accident, Leisure Travel or Car Hire Excess

insurance policies, we do not charge any additional premium in instances where the cost of the premium adjustment is less than €20. Likewise, we do not process any premium rebates below €20 on such policies where an adjustment is made. For Personal Accident, Leisure Travel or Car Hire Excess insurance policies this adjustment threshold is set at €2.

4. If you have a loan account with Close Brothers Premium Finance Ireland for Motor or Home insurance, any rebate due may be applied to your loan account.

### **Cooling-Off period**

For non-life general insurance products, you the policyholder are entitled to a 14 working day cooling-off period. We require you to request a cancellation in writing (either by email or letter) and such cancellation will take effect upon receipt of the written cancellation request by us.

This entitles you to withdraw from the policy without premium penalty (however, the new policy set-up transaction fee remains non-refundable) and without giving any reasons for cancellation. This 14 working day period begins on the start date of the policy (stated on your Schedule). You may be charged with a pro-rata premium amount for the period where the policy was on risk during this cooling-off period.

If at any time you decide to cancel after the cooling off period your policy (provided the duration of insurance contract is not less than one month), and you do so in writing (by email or letter) we will not impose any financial cost other than the cost of the premium for the period of cover.

If you have arranged your AIG policy through an authorised intermediary (a broker) any cancellation request, you may incur additional intermediary fees.

#### **Important:**

For motor insurance policies we require the return of the insurance certificate and disc to accompany all policy cancellation requests.

### **Policy Cancellation**

If any motor insurance renewal premium is not paid on the date it is due cover will be deemed cancelled from the date on which the premium was due.

If any non-motor insurance premium is not paid on the date it is due, you have 14 working days in which to pay such premium. If the premium is not paid during this period, cover will be deemed cancelled from the date on which the premium was due.

If the premium is paid during the 14 working day period, the insurance cover will operate as if it has been paid on the due date.

#### **Note:**

All consumers are required to answer all questions on their completed application form honestly and with reasonable care. Failure to do so may result in your policy being cancelled or we may refuse to deal with any claims or reduce the amount of a claim payment

### **Remuneration**

We receive commission from Close Brothers Premium Finance Ireland for facilitating applications by consumers for loans for motor and household insurance. Details of our remuneration are available on request by contacting us via email at [postmasterie@aig.com](mailto:postmasterie@aig.com)

### **Conflicts of Interest**

It is our policy to avoid any conflict of interest when providing business services to our customers. However, if an unavoidable conflict arises, we will advise you of this in writing before providing any business service.

### **Insurance Compensation Fund**

You may be entitled to compensation from the fund in the unlikely event that AIG Europe S.A. cannot meet its obligations. The maximum amount that could be available in respect of any sum due to a policyholder is 65% of the sum due or €825,000, whichever is the lesser. Further information on the Insurance Compensation Fund is available on the Central Bank of Ireland website.

## How We Use Personal Information

AIG Europe S.A. is committed to protecting the privacy of customers, claimants and other business contacts.

“Personal Information” identifies and relates to you or other individuals (e.g. your partner or other members of your family).

If you provide Personal Information about another individual, you must (unless we agree otherwise) inform the individual about the content of this notice and our Privacy Policy and obtain their permission (where possible) for sharing of their Personal Information with us.

## The types of Personal Information we may collect and why

Depending on our relationship with you, Personal Information collected may include: contact information, financial information and account details, credit reference and scoring information, sensitive information about health or medical conditions (collected with your consent where required by applicable law) as well as other Personal Information provided by you or that we obtain in connection with our relationship with you. Personal Information may be used for the following purposes:

- Insurance administration, e.g. communications, claims processing and payment
- Make assessments and decisions about the provision and terms of insurance and settlement of claims
- Assistance and advice on medical and travel matters
- Management of our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defence of legal rights
- Legal and regulatory compliance (including compliance with laws and regulations outside your country of residence)
- Monitoring and recording of telephone calls for quality, training and security purposes
- Market research and analysis

**Sharing of Personal Information** – For the above purposes Personal Information may be shared with our group companies and third parties (such as brokers and other insurance distribution parties, insurers and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal Information will be shared with other third parties (including government authorities) if required by laws or regulations. Personal Information (including details of injuries) may be recorded on claims registers shared with other insurers. We are required to register all third-party claims for compensation relating to bodily injury to workers’ compensation boards. We may search these registers to prevent, detect and investigate fraud or to validate your claims history or that of any other person or property likely to be involved in the policy or claim. Personal Information may be shared with prospective purchasers and purchasers, and transferred upon a sale of our company or transfer of business assets.

**International transfer** – Due to the global nature of our business, Personal Information may be transferred to parties located in other countries (including the United Kingdom, the United States, China, Mexico Malaysia, Philippines, Bermuda and other countries which may have a data protection regime which is different to that in your country of residence). When making these transfers, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law. Further information about international transfers is set out in our Privacy Policy (see below).

**Security of Personal Information** – Appropriate technical and physical security measures are used to keep your Personal Information safe and secure. When we provide Personal Information to a third party (including our service providers) or engage a third party to collect Personal Information on our behalf, the third party will be selected carefully and required to use appropriate security measures.

**Your rights** – You have a number of rights under data protection law in connection with our use of Personal Information. These rights may only apply in certain circumstances and are subject to certain exemptions. These rights may include a right to access Personal Information, a right to correct inaccurate data, a right to erase data or suspend our use of data. These rights may also include a right to transfer your data to another organisation, a right to object to our use of your Personal Information, a right to request that certain automated decisions we make have human involvement, a right to withdraw consent and a right to complain to the data protection regulator. Further information about your rights and how you may exercise them is set out in full in our Privacy Policy (see below).

Privacy Policy – More details about your rights and how we collect, use and disclose your Personal Information can be found in our Privacy Policy found here: <https://www.aig.ie/privacy-policy>. Or you may request a copy by writing to: Data Protection Officer, AIG Europe S.A., 30 North Wall Quay, International Financial Service Centre, Dublin 1 or by email at: [dataprotectionofficer.ie@aig.com](mailto:dataprotectionofficer.ie@aig.com).

## Marketing Preferences

We will provide you with regular opportunities to tell us your marketing preferences. You can opt-out via e-mail at [unsubscribe@aig.com](mailto:unsubscribe@aig.com) or by writing to: Marketing Customer Service Team, AIG Europe S.A., Ireland Branch, 30 North Wall Quay, D01 R8H7 to tell us your marketing preferences or to opt-out. If you no longer want to receive marketing-related emails from us on a going-forward basis, you may opt-out of receiving these marketing-related emails by clicking on the link to “unsubscribe” provided in each email. We aim to comply with your opt-out request(s) within a reasonable time. Please also note that if you do opt-out of receiving marketing communications we may still send you other important service communications from which you cannot opt-out.

## Complaints Procedure

A dedicated Customer Complaints Officer coordinates the AIG Europe S.A. Customer Complaints Procedure centrally in order to respond flexibly and consistently across the Company.

If you feel you have cause for complaint, you should contact the Customer Complaints Officer at AIG Europe S.A., 30 North Wall Quay, International Financial Services Centre, Dublin 1. Phone 01 208 1400. E-mail: [customercomplaints.ie@aig.com](mailto:customercomplaints.ie@aig.com). Website: [www.aig.ie/complaints](http://www.aig.ie/complaints).

As AIG Europe S.A. is a Luxembourg based insurance company, in addition to the complaints procedure set out above, you have access to Luxembourg mediator bodies for any complaints you may have regarding this Policy. Contact details of the Luxembourg mediator bodies are available on AIG Europe S.A.'s website: [www.aig.lu](http://www.aig.lu)

Your right to take legal action is not affected by following any of the above procedures. At any stage, you may contact any of the following:

Insurance Ireland, Insurance Centre, 5, Harbourmaster Place, IFSC, Dublin 7, D07 E7E8.

Telephone: (01) 6761820.

E-mail: [feedback@insuranceireland.eu](mailto:feedback@insuranceireland.eu)

Website: [www.insuranceireland.eu](http://www.insuranceireland.eu)

The Financial Services & Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29.

Phone: (01) 567 7000. E-mail: [info@fspo.ie](mailto:info@fspo.ie).

Website: [fspo.ie](http://fspo.ie)

AIG Europe S.A. is an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35 D Avenue J.F. Kennedy, L-1855, Luxembourg, [www.aig.lu](http://www.aig.lu). AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 7, boulevard Joseph II, L-1840 Luxembourg, GD de Luxembourg, Tel.: (+352) 22 6911-1, [caa@caa.lu](mailto:caa@caa.lu) or website [caa.lu](http://caa.lu)

AIG Europe S.A. Ireland branch has its registered branch office at 30 North Wall Quay, International Financial Services Centre, Dublin 1, D01 R8H7 and branch registration number 908876 and is regulated for conduct of business in Ireland by the Central Bank of Ireland.