

# Terms of Business

Effective 12th July 2018

## General Information

Vhi Group DAC (herein referred to as Vhi) is a holding company for insurance and healthcare services, which includes:

- Vhi Healthcare DAC which is a regulated insurance intermediary.
- Vhi Insurance DAC which is a regulated non-life insurance company.
- Vhi Health Services DAC which provides occupational health, home care and medical screening services.
- Vhi Investments DAC which, in partnership with Áras Sláinte Limited, provides urgent care services through Vhi SwiftCare Clinics.
- Vhi Group Services DAC which provides shared services to the Vhi group of companies.

Vhi's principal office is at Vhi House, Lower Abbey Street, Dublin 1.

## Contact Details

Phone or call into one of our offices in Dublin, Cork or Kilkenny

- **(056) 444 4444** or **1890 44 44 44** (quotation & policy queries) or
- Log onto our website at [Vhi.ie](http://Vhi.ie)

Postal correspondence should be sent to

**Vhi, IDA Business Park, Purcellsinch, Dublin Road, Kilkenny.**

## Our Regulated Products and Services

Vhi Healthcare DAC trading as Vhi Healthcare is wholly owned by Vhi Group DAC and provides sales and policy administration for health and associated insurances. Vhi Healthcare DAC is regulated by the Central Bank of Ireland and is authorised as an insurance intermediary under the European Communities (Insurance Mediation) Regulations 2005 (see Register of (Re)insurance Undertakings on [centralbank.ie](http://centralbank.ie)). The regulated products offered by Vhi Healthcare DAC on an intermediary basis are:

- The sale of private health insurance in Ireland.
- The sale of Vhi International health insurance, MultiTrip, Backpacker and Vhi Canada Cover travel insurance, and Vhi Dental insurance.
- The sale of life insurance and mortgage protection in Ireland.

Vhi Insurance DAC, trading as Vhi Insurance, underwrites health insurance policies and performs claims administration. Vhi's regulated activities are subject to the Central Bank's Minimum Competency Code 2017 and the Consumer Protection Code 2012 which offers protection to consumers. Both Codes can be located on the Central Bank of Ireland's website [centralbank.ie](http://centralbank.ie)

## Regulated Entities to which Vhi Healthcare DAC is Tied

Vhi Healthcare DAC sells products on a limited analysis of the market basis. This means that it only supplies products and services for providers with which it has an agency agreement. Vhi Healthcare DAC is tied to Vhi Insurance DAC for health insurance in Ireland. Vhi Insurance DAC underwrites this business and is regulated by the Central Bank of Ireland. Vhi Healthcare DAC is tied to Zurich Life Assurance plc for Vhi Life Term Insurance and Vhi Mortgage Protection. Zurich Life Assurance plc underwrites this business and is regulated by the Central Bank of Ireland. Vhi Healthcare DAC is tied to Collinson Insurance Services Limited for MultiTrip Travel Insurance, Backpacker Travel Insurance and Vhi Dental Insurance which are underwritten by Great Lakes Insurance SE, UK Branch and for Vhi Canada Cover and Vhi International Health Insurance which are underwritten by Astrenska Insurance Limited. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority and is regulated by the Central Bank of Ireland for conduct of business rules. Astrenska Insurance Limited is authorised by the Prudential Regulation Authority in the United Kingdom and is regulated by the Central Bank of Ireland for conduct of business rules. Vhi Healthcare DAC receives commission from its underwriters for the services it provides on an intermediary basis. Details of the remuneration structure are available on request.

## Payment Options and Charges

Vhi Healthcare DAC will accept payment by credit card, direct debit, cheque and cash in respect of most classes of insurance. Payment options may vary. If there is a company salary deduction arrangement in place with your employer, you may avail of this payment by instalment facility. Vhi Healthcare DAC does not apply surcharges for subscriptions paid by instalment. Vhi Healthcare DAC may apply charges where a customer breaches his/her health insurance contract during the subscription year. We will seek to cover the amount of the Government Health Insurance Levy that remains outstanding for the balance of the year calculated on a pro-rata basis and will also charge an administration fee of €50 where a breach of contract occurs. Vhi Healthcare DAC may apply a €40 charge where a customer breaches his/her Vhi Dental contract during a subscription year.

## Legal Requirements

While every care has been taken to ensure that all information contained in this document is accurate and correct, Vhi cannot be held responsible for any inaccuracies contained therein. Full details of our products and any cover under any policies you may have, may be found on your policy documents. If you need our help, contact us directly.

## Renewing Policies

Vhi Healthcare DAC renews health insurance policies automatically to ensure continuity of cover and we will collect premiums by the agreed payment method. Customers will be notified of their renewal at least 15 working days in advance and will have up to 14 days from their renewal date to amend or cancel their policy without penalty.

## Premium Refund/Shortfalls

If a change to a Customer Account in respect of most classes of insurance results in a premium refund/shortfall of less than or equal to €10, no charge/refund will be made due to the administration costs involved. Any refunds due will be made payable to the policyholder.

## Our Policy in Relation to Personal Information

The Vhi group of companies is required to comply with the General Data Protection Regulation (GDPR). Under the GDPR, a consumer's personal data shall be stored securely and used only for purposes for which it was gathered. We will contact you as necessary about the products you hold with us. We may contact you by post, phone, SMS text message or email about other Vhi products or services which may be of interest to you, provided you have indicated that you would like to receive such information. If you wish to change your direct marketing preferences, please contact us at the number above or online at [Vhi.ie/contact](http://Vhi.ie/contact). If you would like a copy of your information that we hold, please contact us to let us know at the following address: The Data Protection Officer, Vhi, Vhi House, Lower Abbey Street, Dublin 1.

## Our Conflicts of Interest Policy

Vhi has a conflicts of interest policy in place and will always seek to avoid conflicts of interest. However, if you feel that your interests have not been fairly protected, please contact us to give us the opportunity to resolve any issues you may have.

## Our Policy on Defaults by the Customer

Vhi would like to advise that should you fail to make any payments within the required or agreed time, fail to provide any documents or information which we have requested, act dishonestly or not within the terms of contract or agreement, it may, having provided prior written or verbal warnings/reminder notices, cancel the policy, not process any claims, or it may require you to repay any previous claims which have been paid out, repay any arrears which are due on your account or pay costs incurred by us as a direct result of your action or inaction.

## Our Complaints Procedure

Vhi values your feedback especially if we fail to deliver a high standard of service to you. Your feedback provides us with an opportunity to rectify a problem and ensure it does not re-occur. If you would like to give feedback on your experience with Vhi, or have a cause for complaint, please phone **(056) 444 4444** or **1890 44 44 44**. If Vhi has given you a final response and you are still dissatisfied, you may also refer your case to: **The Financial Services and Pensions Ombudsman (FSPO), Lincoln House, Lincoln Place, Dublin 2.**

Phone: **(01) 567 7000**

Fax: **(01) 662 0890**

Email: [info@fspoi.ie](mailto:info@fspoi.ie)

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

## Compensation Scheme

Vhi Healthcare DAC is a member of the Investor Compensation Scheme established under the Investor Compensation Act, 1998. The main purpose of the scheme, as provided for under the Investor Compensation Act, 1998, is to provide adequate funds out of which customers of failed investment or intermediary firms are compensated. Where there is an entitlement to compensation under the scheme, the compensation payable will be up to 90% of the loss recognised as eligible for compensation to a maximum compensation of €20,000.

The Vhi logo consists of the word "Vhi" in a stylized, bold, purple font. The letter 'i' has a small orange dot. The logo is set against a white background that is part of a larger heart-shaped graphic.