



Vhi Dental Terms & Conditions (T&Cs) Changes Explained

The T&Cs changes applicable to your upcoming renewal are shown below. These changes impact you if the benefit is available on your plan, as outlined in your Table of Benefits.

1. Existing T&Cs

Important Regulatory Information

This section has been updated to reflect a change in the underwriter of Vhi Dental from the German insurer Great Lakes Insurance SE to a Maltese insurance company, Collinson Insurance Europe Limited. From the renewal date of your policy, Collinson Insurance Europe Limited of Development House, St Anne Street, Floriana FRN 9010, Malta will be the insurer and underwrite all of the benefits for your Vhi Dental policy. You don't need to do anything in relation to this change and your policy will renew as normal.

Collinson will no longer be using the tradename Intana but Collinson Insurance Solutions Europe Limited will remain your appointed claims administrator under the policy. We have updated our contact information including our email addresses to reflect this change but you will be serviced by the same people with the same quality of service. Further details on the change of underwriter and information on the parties providing the insurance services and benefits for your Vhi Dental policy can found on pg 15 of your policy Terms and Conditions in the Important Regulatory Information section.

Cancellation and Termination

This section has been updated to reflect the circumstances where a policy can be cancelled by the customer or is terminated by Us. Please refer to Section 3 of General Conditions, page 10.

Claims Notification

We have removed the time limit required for the submission of a claim. The rule reads as follows:

General Conditions, 5) *All claims must be notified (and supporting documentation supplied) as soon as possible after the date of completion of the item of Treatment.*

Fraudulent and Unfounded Claims

We have updated the rule to reflect the actions we may take, if a claim contains false or misleading information. The rule reads as follows:

General Conditions, 11) *If a claim contains information that is false or misleading in any material respect and you either know that it is false or misleading or consciously disregard whether it is false or misleading, or a claim is otherwise fraudulent in any respect, we may:*

- a. refuse to pay the claim;*
- b. avoid your Policy, in which case cover under your Policy shall be treated as having terminated with effect from the date on which the fraudulent claim was submitted;*
- c. not return any of the premiums paid under the Policy*

2. New T&Cs

Subrogation

We have included a new rule in relation to the separate claiming processes where a health insurance and dental policy are both held. In such circumstances, the claims data from Your We have included a new rule to confirm that we can act on your behalf, if a third party is liable for the costs of any claim paid by us. The rule reads as follows:

General Conditions, 16) *We reserve the right to retain all rights of subrogation in accordance with Irish regulations. You are not authorised to admit liability for any eventuality or give a promise of undertaking to anyone, which binds You or Us.*

Claims Procedure – Dental claims under Vhi Health insurance plan

We have included a new rule in relation to the separate claiming processes where a health insurance and dental policy are both held. In such circumstances, the claims data from your Dental claim will be shared with us for a separate adjudication to determine any eligible benefit under Your Health Insurance Policy. The rule reads as follows:

4) *We may put in place separate claims process arrangements with certain customers who are part of a Group Scheme who also hold a Vhi private health insurance plan with Vhi Insurance DAC that covers eligible dental costs.*

Such separate claims process arrangements will involve the collection and processing of claims data under a Vhi Dental Plan and the subsequent sharing of this data with Vhi Insurance DAC for separate adjudication for any eligible benefit under the Vhi Insurance private health insurance plan. In such circumstances the claimant will receive separate benefit statements from Collinson Insurance Solutions Europe Limited and Vhi Insurance DAC in respect of any eligible benefits under the Vhi Dental policy and/or the Vhi Insurance private health insurance policy. You will be notified separately if this arrangement applies to you.

Your policy Terms & Conditions and Table of Benefits contain full details of all your cover.

If you have any questions, please call us on **(046) 907 7337**.

Vhi Healthcare DAC trading as Vhi Healthcare is regulated by the Central Bank of Ireland. Vhi Dental Insurance is underwritten by Collinson Insurance Europe Limited. Collinson Insurance Europe Limited and Collinson Insurance Solutions Europe Limited are authorised by the Malta Financial Services Authority in Malta and are regulated by the Central Bank of Ireland for conduct of business rules.