

Getcover & Co. Ltd - Terms of Business

1. Getcover & Co. Ltd t/a Getcover.com (The Company) is regulated by the Financial Regulator and is authorised under the Investment Intermediaries Act 1995 (as amended) as a Multi-Agency Intermediary. A copy of the firm's Statement of Authorised Status can be viewed on our website.
2. The Company is a member of the Investor Compensation Scheme, in line with section 38(1) of the Investor Compensation Act 1998. This provides that compensation will be payable where money or investment owed or belonging to clients and held (or in the case of investment instruments) administered or managed by the Company cannot be returned to those clients for the time being and there is likelihood that the Company will be unable to do so. Where an entitlement of compensation is established, the compensation payable will be the lesser of (i) 90% of the amount of the client's loss which is recognised for the purposes of the investor Compensation Act 1998 or (ii) compensation up to €20,000.
3. The firm operates from Getcover House, 6 Leopardstown Office Park, Sandyford, Dublin 18. Telephone: ROI 1850 927 247 UK 0845 378 7777
4. In an effort to comply with the Consumer Protection Code's "Seek to Inform" policy, we now lay out our companies procedure regarding remuneration. We are, in most cases, remunerated by insurance underwriters and product producers on a commission basis, the level of which is determined by the class of business concerned. However, The Company, also reserves the right in periodic circumstances to charge a brokerage fee of up to €50 depending on the case.
5. The company will accept client premiums for lodgment to its Client Premium Account only in the circumstances permitted under section 25(G) of the Investment Intermediaries Act 1995. The firm is not authorized to accept payments made to the firm in any other circumstances.
6. The Company will issue a receipt for each payment received. This receipt is issued pursuant to Section 30 of the Investment Intermediaries Act 1995. Such receipts are issued for your protection and should be retained in a safe place by you.
7. All insurances are effected pending receipt of the premium from the Insured. The Company reserves the right notwithstanding delivery of policy, certificate or receipt to the Insured to cancel the Policy, obtain a refund from Insurers and apply same to reduce the amount due by the Insured.
8. Premium Credits & Refunds: Following a mid-term alteration or cancellation a credit may be allowed by your Insurer. The amount received by us from your insurer will be refunded to you in full within 5 working days of our receiving definite notification of same.
9. It is the policy of the firm to avoid any conflict of interest when providing business services to its clients. However, should an unavoidable conflict arise, we will advise you of this prior to providing any business service. If you have not been advised of any conflict you are entitled to assume that none arises.
10. The Company has in place written procedures for the handling of complaints. These procedures ensure that all complaints are recorded and acknowledged within 5 business days. All complaints will be investigated and the complainant updated, in writing, at intervals not greater than 20 business days. Where a complaint is not resolved within 40 business days the complainant will be advised of the anticipated time frame within which it is hoped to resolve the complaint and of the complainant's right to refer the matter to the Financial Services Ombudsman at www.financialombudsman.ie. The Complainant will be advised, in writing, within 5 business days of the completion of the investigation of the complaint and the outcome of the investigation and where applicable the terms of any offer or settlement. In the first incidence, all complaints should be referred to The Operations Manager, Getcover & Company Ltd, Getcover House, Leopardstown Office Park, Sandyford, Dublin 18
11. The Company will, if necessary, exercise its legal rights to receive any payments due to it from clients for business services provided by it and, to be reimbursed for any value obtained by the firm for clients arising from payments by the firm on behalf of clients who subsequently default in any payment due to the firm. Product producers may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions. Your individual policy document will contain details of default remedies and actions of the particular insurance undertaking in the event of your non-payment. On receiving your policy document you should read the terms and conditions of your policy in detail.
12. Lenders may withdraw benefits or cover on default of any payments due under any products arranged for your benefit. Details of these provisions will be included in your product terms and conditions.

Valid with effect from: 31st March 2008