



TERMS OF BUSINESS

(EFFECTIVE DATE 01/12/2016)

COMPANY INFORMATION

DARJEM Limited t/a Bump Insurance carries on business at Galway Business Park, Dangan, Galway and is authorised by the Central Bank of Ireland to provide insurance mediation in respect of general insurance policies under the European Communities (Insurance Mediation) Regulations, 2005. The Central Bank of Ireland's Codes of Conduct apply to Bump Insurance and can be accessed on its website at www.centralbank.ie. Bump Insurance is a trading name of DARJEM Limited which is a company registered in Ireland. Registered No. is 523698.

COMMUNICATION

The Company will communicate directly with your appointed Insurance Intermediary on all matters, but at its choosing, depending upon the matter under consideration, may decide to communicate directly with you on what it deems to be non-complex and simple matters. Our offices can be contacted on 00 353 (91) 421111 or via e-mail at info@bump.ie

DESCRIPTION OF SERVICES PROVIDED

Bump Insurance processes business on behalf of insurance undertakings (Insurers), which are authorized by the Central Bank of Ireland to transact business in the Rep. of Ireland. Processing business means acting on behalf of and in the interests of the insurance undertaking.

CONFLICT OF INTEREST

It is the Company's policy to avoid conflicts of interest when providing business services. When such conflicts arise, we shall advise you or your insurance intermediary in writing. If you have not been advised of such conflicts, you may assume that none arise. If, however, you feel that your interests have not been fairly protected then please contact us to give us the opportunity to resolve any issues you might have.

CHARGES

Bump Insurance may charge an administration fee of up to €40.00 per transaction. Please note that all insurance premiums are subject to a Government Levy and an Insurance Compensation Fund Levy also applies. We will not charge you for additional premiums of less than €15.00 (including any administration charges) nor refund you return premiums of less than €15.00 (including any administration charges).

QUOTATION PERIOD

All quotes given are valid for a period of 30 days.

COOLING-OFF PERIOD

As a consumer you have the right to withdraw from any Bump Insurance product within (14) days of either the start date of the policy or the date on which you receive your policy documentation, whichever is later - without penalty and without giving any reason. The right of withdrawal may be exercised by notice in writing to your insurance intermediary or Bump Insurance. Prior to exercising your withdrawal rights, you must return the Certificate of Motor Insurance and the Insurance Disc to your Insurance Intermediary.

MAIN CHARACTERISTICS OF THE POLICY

The main characteristics of your (the Consumer's) insurance policy is, as explained to you by your Insurance Intermediary, and as set out in your Policy Terms and Conditions and also the Policy Schedule, Certificate of Motor Insurance and the Insurance Disc, which you have been given and which are available upon request from your Insurance Intermediary.

DEFAULT PROCEDURE

In the event of default by you, the Consumer, the Company may choose to cancel or alter the terms of the cover provided (including premium charged). In respect of claims, the claim may not be paid.

PERIOD OF INSURANCE

Subject to cancellation, the period of insurance in respect of any policy held with Bump Insurance will be the period specified in the Policy Schedule and/or Certificate of Motor Insurance and Insurance Disc (in the case of motor insurance).

CANCELLATION

You (the Consumer) can cancel your policy at any time by writing to your Insurance Intermediary or Bump Insurance. The policy will be cancelled on the date, we, or your Insurance Intermediary, receive your cancellation instructions and the relevant Certificate of Motor Insurance and Insurance Disc. Provided that no incident, giving rise to a claim has occurred in the current period of insurance, a return of premium may be due, less a transaction charge. Please refer to your policy wording for further details regarding the cancelling of a policy.

COMPLAINTS PROCEDURE

Any complaint should be notified by contacting your Insurance Intermediary or in writing to Derek Coffey, Managing Director, Bump Insurance, Galway Business Park, Dangan, Galway marking the letter for his personal attention and "Private & Confidential". Each complaint will be acknowledged by us within 5 business days of receipt. Any complaint will receive regular written updates on the progress of our investigations and within 5 business days of the completion of such an investigation you/your representative will receive, in writing, a report on the outcome of the investigation and details of any recourse available. In the unlikely event that we have not resolved your complaint within 20 business days, we will write and let you know why and what further action we will take. If you are not satisfied with our decision or if we have not given you a decision within 40 business days, you have the right to refer your complaint to the Financial Services Ombudsman's Bureau of Ireland, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2. (For further details see: www.financialombudsman.ie). Your right to take legal action is not affected by following any of the above procedures.

COMPENSATION SCHEME

Under Section 38(1) of the Investor Compensation Act, 1998, Bump Insurance is required to ensure we inform actual and intending clients of the following information concerning investor compensation:

- a) The Investor Compensation Act, 1998 provides for the establishment of a compensation scheme and the payment, in certain circumstances, of compensation to certain clients (known as eligible investors) of authorised investment firms, as defined in that Act;
- b) DARJEM Limited trading as Bump Insurance is a member of the Investor Compensation Company Limited (ICCL) scheme;
- c) Compensation may be payable where the Central Bank of Ireland or a Court determines that money or investment instruments owed or belonging to clients and held, or in the case of investment instruments, administered or managed by the firm, cannot be returned to those clients for the time being and there is no reasonably foreseeable opportunity of the firm being able to do so;
- d) that a right to compensation will arise only:
 - i) if the client is an eligible investor as defined in the Act;
 - ii) if it transpires that the firm is not in a position to return client money or investment instruments owed or belonging to clients of the firm; and
 - iii) to the extent that the client's loss is recognised for the purposes of the Act;
- e) that where an entitlement to compensation is established, the compensation payable will be the lesser of:
 - i) 90 per cent of the amount of the client's loss which is recognised for the purposes of the Investor Compensation Act, 1998; or
 - ii) compensation of up to EUR20,000.

DARJEM Limited trading as Bump Insurance also avails of professional indemnity insurance cover.

REMUNERATION POLICY

BUMP Insurance receives commission from Insurers for which it acts under agreement. It only receives commission from an Insurer when it sells a policy (both New Business and Renewal) and when it services it throughout the period of insurance. It may also receive a commission where the business, in general, transmitted to the Insurer is profitable. No other commissions are payable and Bump Insurance is not obliged, either contractually or otherwise, to introduce a minimum level of business to any Insurer. Details of our remuneration arrangements are available upon request.

MONEY LAUNDERING

Bump Insurance is committed in its efforts to combat criminal activity and in particular, money laundering. On occasions, we may require you to provide evidence of identity in order to satisfy identity check requirements.

GOVERNING LAW & LANGUAGE

The laws of Ireland form the basis for establishing relations between you and Bump Insurance. All contracts, terms, conditions and communications relating to any policies you may enter into with this Company shall be in English.

Signed:



D. Coffey
MANAGING DIRECTOR – BUMP INSURANCE