

# Terms of Business

Effective 31st March 2020



**laya**  
healthcare   
proudly part of 

looking after you always

# Our Terms of Business

Effective Date 31st of March 2020

## Who we are?

Laya Healthcare Limited is a private company registered in Ireland under company number 242048. Laya healthcare and laya life are trading names of Laya Healthcare Limited. Our address is Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181. Laya Healthcare Limited is a member company of AIG Inc., one of the world's leading international insurance and financial services organisations.

Laya Healthcare Limited acts as an intermediary for travel insurance products underwritten by AIG Europe S.A (incorporated in Luxembourg). Laya Healthcare Limited, trading as laya healthcare operates as a tied agent in respect of Health Insurance for Elips Insurance Limited (incorporated in Liechtenstein). Laya Healthcare Limited, trading as laya life operates as a tied agent in respect of Life Insurance for iptiQ Life SA (incorporated in Luxembourg).

Laya Healthcare Limited receive commission from AIG Europe S.A. for the sale of policies which is a percentage (20%) of the total annual premium at the point of sale and at each renewal.

## Data Protection

The information you provide will be used to manage the administration of your policy and is held in accordance with data protection law. We may need to collect sensitive information about you and others named on the insurance policy, which is set out in our Privacy Policy (see below). By providing this information you will be agreeing to us or our agents or other insurers processing that information for the purpose outlined above. You can only share a dependent's information with us, with their full permission (unless agreed otherwise with laya healthcare). Medical information will be kept confidential and may be disclosed, on a strictly confidential basis to the underwriter AIG Europe S.A (incorporated in Luxembourg). Information may also be shared with other insurers, either directly or through people acting for the insurer such as Investigators and where we are entitled to do so under the Data Protection Acts. However, anonymised data – that is, information which does not identify an individual – may be used by laya healthcare, or disclosed to others, for research or statistical purposes. Access to non-medical information may be granted by laya healthcare to others on a strictly confidential basis in the course of and for the purpose of the efficient administration of laya healthcare (for example in connection with audit, systems development, managing and improving our services). You have a right to apply for a copy of the information held by us about you and you have a right to have any inaccuracies in your information corrected. More details about your rights and how we collect, use and disclose your Personal Information can be found in our full Privacy Policy at [www.layahealthcare.ie/privacypolicy](http://www.layahealthcare.ie/privacypolicy) or you may request a copy by writing to David Carmody, Privacy Lead, Laya Healthcare, Eastgate Road, Eastgate Business Park, Little Island, Co Cork, T45 E181 or by emailing [info@layahealthcare.ie](mailto:info@layahealthcare.ie).

## How we charge?

Laya healthcare subscriptions are payable on an annual basis or at the intervals set out in your policy documentation. Payments made by instalments under the terms of the laya healthcare credit agreement may be subject to a

credit charge. If they are, this will be stated on your policy documentation.

## Who regulates us?

Laya Healthcare Limited is authorised by the Central Bank of Ireland;

Laya Healthcare Limited is subject to the Consumer Protection Code 2012 and the Minimum Competency Code 2017 which offers protection to the consumers. These codes can be found at [www.centralbank.ie](http://www.centralbank.ie).

Laya Healthcare Limited is registered as an insurance intermediary under the European Union (Insurance Distribution) Regulations, 2018.

Laya Healthcare Limited subscribe to the Investment Compensation Company Limited. The Investment Compensation Company Limited provides adequate funds out of which eligible investors of failed investment firms are compensated.

## Conflicts of interest

It is our policy to maintain appropriate administrative structures to ensure that the potential for any conflict of interest between us is avoided as far as possible. We will try to avoid conflicts of interest, and we shall advise you if we feel a conflict exists. If you feel that your interests have not been fairly protected please contact us to give us the opportunity to resolve any issues you have.

## What happens if I do not pay the premium?

If you miss any payment that is properly due to us your policy may be cancelled. Please refer to your terms and conditions for further details. If necessary, we will use our legal rights to claim any payments you owe us for services that we have provided.

## How to complain?

If you are unhappy in anyway with the service provided to you please contact our team directly to see if we can resolve any concerns you may have. If you are unhappy with our response you can address your concerns in writing to The Head of Customer Service at Laya Healthcare Limited, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181.

Laya Healthcare Limited takes part in the insurance ombudsman scheme. In the event of your dissatisfaction continuing you have direct recourse to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place Dublin 2, D02 VH29. Tel: (01) 567 7000, Email: [info@fspo.ie](mailto:info@fspo.ie) and Website: [www.fspo.ie](http://www.fspo.ie)

Further information on **Laya Healthcare Limited** can be found by visiting our websites: [www.layatransportinsurance.ie](http://www.layatransportinsurance.ie)