

1. Name and Address.

Our legal name is XS Direct Insurance Brokers Limited ("XS Direct") and our registered office is 1 Merrion Place, Dublin 2. We can be contacted on 0818 222 885. We are a wholly owned subsidiary of XS Direct Holdings Limited.

2. Regulatory Status

XS Direct is an insurance intermediary regulated by the Central Bank of Ireland and is registered as insurance intermediary under the European Communities (Insurance Mediation) Regulations 2005. This means that XS Direct can place your business with Insurance Companies (sometimes referred to as Product Producers or Insurance Undertakings) with whom we hold Letters of Appointment.

3. Statutory Codes

XS Direct is subject to and complies with the Consumer Protection Code, the Minimum Competency Code and the Fitness and Probity Standards as laid down by the Central Bank of Ireland. These codes can be accessed on its website at www.centralbank.ie.

4. Company Registration

XS Direct is registered in the Companies Registration Office under Company No. 442321, with registered offices at 1 Merrion Place, Dublin 2

5. Description of Services and Charges

Our Insurance services include the sale of XS Direct car insurance underwritten by Calpe Insurance Company Limited, Alwyn Insurance Company Limited & Watford Insurance Company Europe Limited.

We are not under a contractual obligation to conduct insurance mediation business exclusively with one or more insurance undertaking and we do not give advice on the basis of a fair analysis of the market.

We are remunerated by commission from insurers and fees from customers. We reserve the right to charge fees for policy set-up, policy amendments, premium refunds and any administrative tasks. The individual fee for each of these services is €50. In the event that you decide not to go ahead with a policy, a non-refundable administration fee of €50 will apply.

6. Cancel your Policy

You may cancel your insurance policy at any time by calling us directly on 0818 222 885.

Provided there are no claims on the policy, we will refund you your premium in accordance with the scale below. The refund is calculated on a pro-rata basis less a €50 fee.

If you wish to cancel your policy within the first 14 days, we will refund your premium for any period of insurance remaining, less an administration fee of €50.

If we request documentation from you and this is not received within 15 days of cover commencing, cover will be cancelled and a refund of 75% of premium will be paid (if the premium has paid in full).

No refund will be paid if you are paying by instalment. Any other cancellation rights after the first 14 days will be included in the Key Facts document of your policy.

A refund will not be given if a claim or incident has occurred.

7. Cooling-off Period

There is a 14 day cooling off period. These 14 days begin from the start date of your policy, or from the date you receive your policy documents, whichever is later.

If you cancel your policy within this time, you will only be charged for the non-refundable set-up fee (€50) and if you have used cover, you will be charged for the number of days you have used.

If a claim has been made, no refund will be due.

You must return the Certificate of Motor Insurance and the Insurance Disc to us. Should you exercise your right to withdraw, it will mean no policy was ever put in place.

8. Product and Services Terms and Conditions

In the event of default in your obligations to us, we may ask you to take such action as is necessary to remedy the default. Subject to the terms and conditions relevant to the product or service which we provide and to the extent permitted by law, we retain the right to enforce your obligations by way of legal proceedings. 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.

9. Complaints Procedure

Should you have a complaint regarding the service you have received, please address this to: Complaints Manager, XS Direct Insurance Brokers Limited, 1 Merrion Place, Dublin 2.

Each complaint will be acknowledged by us in writing within 5 business days of receipt. A written update will be issued to you every 20 days by a nominated individual within our firm. A comprehensive response to your complaint will be issued within 40 business days of receipt of your initial complaint.

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 and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2 for further details visit www.fsppo.ie Your right to take legal action is not affected by following any of the above procedures.

10. Investor Compensation Scheme

XS Direct Insurance Brokers Limited is a member of the Investor Compensation Company DAC (ICCL), which was established under the Investor Compensation Act 1998. This legislation provided for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to certain clients of firms (known as eligible investors) covered by the Act. In the event that a right to compensation has been established, the amount payable is 90% of your loss or €20,000 (whichever is the lesser).

11. Data Protection

Information which you give us will be used for the purposes of obtaining and putting in place policies of insurance with insurers. Those insurers are the controllers of any personal data which you supply

to us, for them. We will not keep your data for longer than is necessary under applicable law (which may mean retention of that data after a policy of insurance has lapsed). We record our calls with you for legal reasons and for training and quality assurance purposes. If you wish to access copies or amend data we hold about you, please contact us by sending a written request to Data Protection Officer, XS Direct Insurance Brokers Limited, 1 Merrion Square, Dublin 2.

12. Conflicts of Interest

It is the policy of our firm to avoid conflicts of interest in providing you with insurance business services. If this is not possible, we will notify you as soon as is practicable after we become aware of the conflict of interest and you may rest assured that you will be treated fairly where such a conflict is unavoidable.

13. Governing Law

This agreement is subject to Irish Law and the Irish Courts will have exclusive jurisdiction over any dispute.

14. Language

All communications in respect of all products will be in English.

Effective date: February 2018