

Take Care, Take *QUINN*healthcare

Terms of Business



Our Terms of Business

WHO WE ARE

QUINN-healthcare Limited is part of the highly diversified Quinn Group of companies and acts as an agent for healthcare products for QUINN Insurance Limited (Under Administration). QUINN-healthcare Limited is registered in Ireland under Company number 242048 and our registered office is 25/28 North Wall Quay, Dublin 1.

QUINN Insurance Limited (Under Administration) is registered in Ireland under Company number 240768 and the registered office is Dublin Road, Cavan.

CONTACT DETAILS

For all Healthcare queries please write to; QUINN-healthcare, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork.
Telephone contacts: 1890 700 890

WHAT DO WE DO?

We provide a full suite of Healthcare schemes.

HOW WE CHARGE

Payments made under the terms of the QUINN-healthcare credit agreement are subject to a credit charge.

WHO REGULATES US?

QUINN-healthcare Limited is regulated by the Central Bank of Ireland and is authorised as a Multi-Agency Intermediary under the Investment Intermediaries Act. Our authorisations can be verified by contacting the Central Bank on 1890 777777 or visit www.centralbank.ie. QUINN-healthcare Limited is a member of the Investment Compensation Company Limited.

Your insurance is provided by Quinn Insurance Limited (Under Administration) trading as QUINN-healthcare which is regulated by the Central Bank of Ireland and is entered upon the Register of Health Benefit Undertakings maintained by the Health Insurance

Authority. Quinn Insurance Limited (Under Administration) is a member of the Irish Insurance Federation.

CONFLICTS OF INTEREST

It is our policy to maintain appropriate administration 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, but 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?

Non-payment of your premium or any instalment of your premium, or breach by you of certain conditions of your policy may lead to your policy being cancelled.

HOW TO COMPLAIN

We are committed to providing all our customers with a high standard of service at all times. 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 QUINN-healthcare, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork.

On receipt of your complaint it will be acknowledged within one week with a letter.

In the unlikely event your complaint has not been resolved within four weeks we will write to advise you the reasons why and what further action is being taken. If your complaint is not resolved to your satisfaction, you have the right to refer your complaint to: The Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2.

Further information on QUINN-healthcare can be seen by visiting our website at www.quinn-healthcare.com