

Terms of Business



SuperValu Insurance



Effective Date 01 September 2021

These terms of business set out the basis on which we will provide business services to you as a customer of nib Travel Services Europe Limited trading as nib Travel Services. For the purpose of this document, "we", "our" and "us" refer to nib Travel Services Europe Limited trading as nib Travel Services and World Nomads.

About the Group

- nib Travel Services is registered in Ireland under Company Number 601851 with offices situated at City Quarter, Lapps Quay, Cork, Ireland.
- nib Travel Services Europe Limited, trading as nib Travel Services and World Nomads, is regulated by the Central Bank of Ireland. We must comply with the Consumer Protection Code 2012 (as amended), the Minimum Competency Code 2017, and the Fitness and Probity Standards 2014 which offer protection to consumers; these documents can be found on the Central Bank of Ireland's website centralbank.ie.
- Our permitted business is arranging, managing and administering general insurance contracts to customers situated in the Republic of Ireland on a non-advised information only basis.
- SuperValu Travel Insurance markets and promotes travel insurance products of nib Travel Services. SuperValu Financial Services DAC, t/a SuperValu Insurance is regulated by the Central Bank of Ireland.
- nib Travel Services is a wholly owned subsidiary of nib holdings limited, a company registered in Australia under Company Number 125 633 856.

Our Services

- The services which we provide are receiving and transmitting orders on your behalf for general travel insurance products underwritten by Inter Partner Assistance SA. We arrange, manage and administer SuperValu policies under a binding authority to act on behalf of the insurer, Inter Partner Assistance SA, an insurance company registered in Brussels, Belgium.
- You will not receive advice or a recommendation from us. When applying for travel insurance, we will ask questions related to planned or intended travel to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

Our Charges

- The charge for our services is the premium (including where applicable any government levies and taxes).
- nib Travel Services will request and accept payment only when it has accepted a proposal for insurance from a client electronically.

Our Remuneration

- nib Travel Services receives a commission from its underwriter for the services nib provides on an intermediary basis. The commission is calculated as a percentage of premium, and it varies depending on the profitability of the underwriter and the volume of sales for all policies arranged for the underwriter through nib. The commission range is between 10-20% nett after payment of commission to SuperValu, marketing allowances, taxes and levies.

Policy Alterations and Additional Premiums

- If you alter your policy during any period of insurance, we will recalculate your premium accordingly. This may result in an additional premium payable to us. We will only charge you additional premium provided the total amount, including any premium transaction charges, are of greater value than the amount detailed in your Certificate of Insurance. Where applicable, any government levies will be applied to your premium calculations.

Data Protection Summary

- nib Travel Services complies with the General Data Protection Regulation ("GDPR"), and any personal information is collected from you in accordance with the nib Group Privacy Policy.
- As a data subject, you have the following data protection rights:
 - ◆ to access your personal data
 - ◆ to have inaccurate data held about you corrected
 - ◆ to have your personal data erased (in specific circumstances only)
 - ◆ data portability (this includes asking us to send your personal data to another company or person)
 - ◆ to restrict the processing of your personal data

If you would like to request any of the above, please email your request to privacyEU@nibtravel.com or write to the Privacy department at the address listed in the 'Contact Details' section of this document. You may also use these contact details should you wish to make any complaint in relation to our use of your personal data.

- We use your personal data to allow for the provision of insurance services and related matters such as complaint handling. If providing us with information on behalf of any other person named on your insurance quotation or insurance policy, you must also notify them that they are agreeing to their personal information being used in this way.
- Where you have provided consent, we may also use and process your personal information for the following purposes: (1) to supply marketing material and travel information to you; (2) to contact you

via email, text message, post or telephone with details of our services. You can contact us to withdraw your consent at any time.

- We may share your personal details with the insurer of the policy, Inter Partner Assistance S.A, and third parties, including:
 - ◆ Our representatives, service providers and contractors such as technology and customer research partners;
 - ◆ Law enforcement, regulatory and government agencies, where we are authorised to do so;
 - ◆ Insurers or reinsurers;
 - ◆ A third party who obtains rights under this contract pursuant to the Consumer Insurance Contracts Act 2019; and
 - ◆ SuperValu. If you are a SuperValu customer who has purchased SuperValu Travel Insurance through the website supervalutransportinsurance.ie, then we will provide SuperValu Financial Services DAC with the following information:
 - ◆ your name and address
 - ◆ your SuperValu rewards club membership number
 - ◆ the policy you have purchased
 - ◆ the date on which you purchased the policy.
- Some of your personal information may be sent to or accessed by other parties or companies within the nib Group, which are outside of the European Economic Area (EEA). This is done in compliance with the appropriate legal and technical safeguards including strict contractual obligations.
- For more information, please refer to the full nib Group Privacy Policy or see our Privacy Notice available on supervalutransportinsurance.ie/privacy.

Call Recording

- Please note that any calls to or from nib Travel Services may be recorded and monitored for training and verification purposes.

Conflicts of Interest

- It is the policy of the Group to avoid any conflict of interest when providing business services to its clients. However, where an unavoidable conflict of interest arises, we will advise you in writing of the steps we propose to take, to protect your interests before providing you with any business service. Business will only proceed on receipt of your written consent.

Cancellation / Cooling-off Period

- You have up to 21 days from when we issue your Certificate of Insurance and policy wording to cancel your policy. This is called your cooling-off period.

You are entitled to cancel this policy by notifying us in writing, by email or by phone within the 21-day cooling-off period, and we will refund your premium paid, provided you haven't travelled under your policy and you are not making a claim nor exercising any other right under the policy.

If we agree to provide a premium refund outside the 21-day cooling-off period, we will refund that part of your premium paid for the unused period of insurance.

Default Remedies

- All insurance products are arranged on the express condition that pending receipt of the premium from you, nib Travel Services reserves the right, notwithstanding delivery of a policy, Certificate of Insurance or receipt to you, to cancel the policy, obtain a refund from the product producer and apply same in reduction of the amount due from you. nib Travel Services will, if necessary, exercise its legal rights to receive any payment due to it from its clients for business services provided by it and to be reimbursed for any value obtained for clients.
- nib Travel Services may withdraw benefits or cover on default of any payment due under any products arranged for your benefit or on failure by you to accurately provide all material information in relation to such insurance products.

Default by this Firm

- In the unlikely event that we cannot meet our liabilities to you, any monies paid by you to us for an insurance product are deemed to be accepted by the insurer.

Compensation

- In the event of nib Travel Services being unable to meet our obligations, you may be entitled to compensation from the Investor Compensation Scheme. Further information about compensation fund arrangements are available from investorcompensation.ie.

Complaints

- If you are not happy with the service you have received from us, please let us know. Any complaint should be made in writing to us, outlining the nature of your complaint. Refer to our 'Contact Details' section below.
- Any such complaint will be acknowledged in writing within 5 business days of the complaint being received. The complaint will be fully investigated by nib Travel Services. A regular update will be provided to the complainant at intervals not greater than 20 business days. All complaints will be fully investigated. We will aim to resolve all complaints within 40 business days from receipt of your complaint. In the event that you remain dissatisfied with our handling and response to your complaint, you are entitled to refer your complaint to The Financial Services and Pensions

Ombudsman's Bureau, <https://www.fspo.ie/> whose contact details are:

Address: Lincoln House, Lincoln Place, Dublin 2, D02 VH29 Ireland

Telephone: 01 567 7000 (within Ireland)

Telephone: +353 1 567 7000 (from overseas)

Email: info@fspo.ie

Website: [fspo.ie/](https://www.fspo.ie/)

Governing Law

- This agreement and any contract between you and nib Travel Services is subject to Irish Law and the Irish Courts will have exclusive jurisdiction over any dispute regarding your policy unless otherwise stated in your policy terms and conditions.

Contact Details

- nib Travel Services
PO Box 912, South Cork DSU, Ireland
Telephone number: +353 21 237 8010
Email: supervalu@nibtravel.com
Office hours: 9am to 5pm Monday-Friday, during Ireland business hours