

1. Updating and maintaining our Call Centre and Online processing system for the completion of Customer new business quotations, midterm adjustments and preparation of Customer renewal offerings.
2. Validating Customer addresses and Customer vehicles and providing such information in a specific manner as required by Insurance providers. In order to do so, An Post Insurance utilises the services of external providers to validate such information for our Insurance providers at a cost to An Post Insurance.
3. Issuing quotation, new business policy, midterm adjustment and renewal offer documentation to Customers on behalf of our Insurance product providers, including issuing proposal forms, statements of fact, policy documentation, Insurer Insurance Product Information Documents, Road Traffic Act Certificates of Insurance and Insurance Discs.
4. Maintaining a supply and record of Road Traffic Act Certificate Paper to facilitate the printing of Road Traffic Act Certificates on behalf of our Insurance providers.
5. Maintaining a Customer facing network of employees at several locations across the country to enable Customers to obtain An Post Insurance services on a face to face basis as needed.
6. Providing an independent New Business administration team to review and verify Customer licences and No Claims Bonus documentation, as and when received.
7. Completing new business account reconciliation and renewal reconciliation processes on behalf of our Insurance providers, ensuring that correct payments have been received and reconciled for each insurance policy.
8. Offering and Managing a payment plan facility for those Customers who wish to pay their Annual Premium in instalments over the term of the policy. Providing mobile phone text message reminders to Customers to ensure Customers avoid situations of insurer cancellation as a result of arrears in premium payments.
9. Offering an online payment facility method for those Customers who wish to pay their premiums at a time convenient to them.
10. Administering cancellation proceedings on behalf of our Insurance providers if documentation and / or payment is not completed or in order on a Customer policy.
11. Providing refusal to quote letters to Consumers on behalf of our Insurance providers where the Insurer is declining to provide a quotation for a particular risk, ensuring compliance with the Central Bank of Ireland Consumer Protection Code.
12. Providing a fully operational Customer service team in our Athlone, Co Westmeath office, to facilitate required amendments to existing policies, as well as updating Customer records for onward transmission to our Insurance providers.

13. Uploading relevant information to our Customers files based on daily and weekly reports received from our Insurance providers.
14. Reviewing required alterations to Customers files and updating the file before renewal offers are issued on behalf of our Insurance providers.
15. Facilitating Renewal Offers on behalf of our Insurance providers on fully branded An Post Insurance Customer documentation thus meeting the obligations of the relevant Provision of Information Regulations.
16. Providing Customers with details of their premium breakdown as required by relevant Central Bank of Ireland regulations on both new business and renewal policies of Insurance.
17. Issuing "Statements of No Claims Bonus" in the standard required format as stipulated by the relevant Central Bank of Ireland regulations on behalf of our Insurance providers.
18. Administering required changes to our computer infrastructure processes where required by our Insurance providers.
19. Providing daily reports on all our activities for our Insurance providers.
20. Providing an onsite referral team of personnel that manages specific requests from our Insurance providers to alter and or amend the terms and conditions of individual policies of insurance.
21. Providing marketing material which can be designed within the An Post Insurance business, as well as updated and amending that marketing material as requested by our Insurer providers from time to time.