

Home Insurance:

1. You can access our home insurance quotation journey at <https://home.anpostinsurance.ie/create/about-you>.
2. To get a home insurance quotation, you'll need to provide an answer or select an option for each of the questions asked on the 'About You' section of the journey. You will see that each time you answer a question, the next question will appear on screen for you. It's important that every question is answered or you won't be able to progress to the next section.
3. For some questions, you will see an 'i' icon beside the question. If you click on this, it will provide you with more information on what the question means and/or why we are asking the question.
4. At the end of the 'About You' section, once all questions have been answered you will see a 'Continue' button. When you click this, you will move on to the 'Your Property' section where you will be asked a series of questions about the property you are seeking an insurance quotation for. You will again see that each time you answer a question, the next question will appear on screen for you, and for some questions, you will see an 'i' icon beside the question to provide you with more information on what the question means and/or why we are asking the question.
5. At the end of the 'Your Property' section, once all questions have been answered you will see a 'Continue' button. When you click this, you will move on to the 'Your Cover' section where you will be asked a series of questions about the cover required and your preferences. You will again see that each time you answer a question, the next question will appear on screen for you, and for some questions, you will see an 'i' icon beside the question to provide you with more information on what the question means and/or why we are asking the question.
6. It's important that you input the information accurately and answer all questions honestly for all of the above sections, as failure to do so could impact your insurance cover should you proceed.
7. We have designed the questions on each of the above sections to be as clear as possible, however, if you're having difficulty with any question, and the information in the 'i' icon isn't helping, you can always contact our call centre on 0818 22 22 22, and we will talk you through the questions.
8. When you get to the bottom of the 'Your Cover' step, you'll be asked to tick a box to confirm that you have read and accept the Eligibility Criteria, Privacy Policy, our Terms of Business, and Cookie Policy. You can click on each of these items to be presented with the relevant information.
9. Once you are happy that you have answered each question and you have ticked the above boxes, you can click 'Get an Indicative Price'. At this stage you might

be asked to complete a Captcha image test before you can proceed - this is only to ensure you're not a robot.

10. If we aren't able to provide you with an indicative price on our website, you will be presented with a message advising you to contact our call centre at this stage. We may need to get some more information from you before we can provide you with a quotation.
11. If we are able to provide you with an indicative price based on the details you have input, this will be displayed on the 'Quotes' step.
12. On this 'Quotes' step, as well as seeing your indicative price, you can switch your payment type between 1 annual payment and a deposit plus 9 monthly payments, tailor your cover (including adding any optional covers you need). Each of the optional cover options available have an 'i' icon beside them to provide you with more information regarding what the optional cover is, and you can select and deselect these based on your needs. You will need to click the 'Recalculate' button if you're changing anything, and this will be highlighted to you.
13. Further down the page you will see a 'What's Covered' section. Here you will see details of the cover provided under the policy, and if you click on any of the headings listed, these will expand to provide you with more information.
14. Underneath this, you will see the 'Review Your Details' section. Here, you can review all of the details you provided to obtain your indicative price under the headings of 'Your Details', 'Your Property', and 'Your Cover'. If you click on any of these headings they will expand to show you the information you input.
15. Once you are happy with the indicative price offered, the cover, and the details you input, you can click 'Continue to next step' at the bottom of the page.
16. On the next page, you'll have the opportunity to change your cover date, and depending on your Insurer and cover type, you may also have the opportunity to change the excess applied, and to add Family Legal Protection cover to your policy should you wish. Once you're happy with the details on this page, you can click 'Continue to next step' at the bottom of the page.
17. You'll then move on to the next step where you'll need to answer some final questions before we can confirm your quotation. These questions relate to the property and to the members of your household. Each question requires a 'Yes' or 'No' answer. If you are finding any of these questions unclear or difficult to answer, you should contact our call centre on 0818 22 22 22 to ensure an accurate answer is provided.
18. At the bottom of this Step, if you are happy to proceed you can click 'Continue'.
19. If we aren't able to provide you with a quotation at this stage, you will be presented with a message advising you to contact our call centre. We may need to get some more information from you before we can provide you with a quotation.

20. At the next step, you will be presented with Terms and Conditions where you'll see 3 tick boxes which need to be ticked before you can proceed. These require you to confirm that you've read and accept our Terms of Business, Supplier Information, Privacy Notice, and your Statement of Fact document. You can click on each of the above to be presented with the applicable document, and it's important that you are happy with each of these before you proceed.
21. Once you're happy to proceed to payment, you can click 'Continue'.
22. If you have opted to pay in full, at this point, you'll be brought to a card payment page and asked to input your card details for the full amount quoted to be debited from your card.
23. If you have opted to pay by instalments, you will be presented with a Direct Debit setup page. Here, you will see your payment plan details, outlining the amount payable, including the service fee for paying by instalments, and how much your initial deposit will be as well as your 9 remaining instalments. You will also be asked to provide your Bank Account Details, including your IBAN at this point. This is in order to set up a direct debit for your remaining 9 instalments to be debited from your bank account.
24. When you input your IBAN you will then see your bank account details for review and be asked to 'Confirm Details' if these are correct.
25. You'll then be presented with the Terms and Conditions of the Direct Debit. You will need to tick 2 boxes to confirm that you agree to the terms and conditions of the direct debit and that you are the only person whose authorisation is required for debits from the account. Once you have ticked both of these, you can click 'Agree and Setup Direct Debit' and you'll be brought to a card payment page and asked to input your card details for your initial deposit payment. This initial deposit amount cannot be taken by direct debit.
26. Once you have made your payment, you will be brought to a screen confirming your cover is in place. At this stage, we will also email you with your documents confirming your cover.