



One Direct (Ireland) Limited, trading as An Post Insurance, is regulated by the Central Bank of Ireland. One Direct (Ireland) Limited is a wholly owned subsidiary of An Post. Registered in Ireland No 452399. Registered Office: GPO, O'Connell St, Dublin 1. D01 F5P2.

These Terms of Business set out how One Direct (Ireland) Limited, trading as An Post Insurance (we/us/our) will provide our services to you. Please read this document carefully, and if there is anything you don't understand, please let us know. By proceeding with your Insurance policy through An Post Insurance, you agree to the terms as per this document.

**About An Post Insurance**

One Direct (Ireland) Limited, trading as An Post Insurance, is regulated by the Central Bank of Ireland. One Direct (Ireland) Limited is a private limited company registered in Ireland under Company Number 452399. Our registered office is GPO, O'Connell St., Dublin 1, D01 F5P2 and our principal contact address for you is An Post Insurance, Athlone Business Park, Athlone, Co. Westmeath, N37 EF40. An Post Insurance is a wholly owned subsidiary company within the An Post Group.

We are registered as an Insurance Intermediary under the European Union (Insurance Distribution) Regulations, 2018. This can be verified by the Insurance Distribution Register, which is available on the Central Bank of Ireland website: [www.centralbank.ie](http://www.centralbank.ie). Here you will also find the Consumer Protection Code and Minimum Competency Code, which we are subject to, and which aim to offer protection to consumers.

We are a member of the Investor Compensation Scheme, (under the Investor Compensation Act, 1998). This gives you the right to ask for compensation if we cannot return money we hold for you. If you qualify for compensation under the Act, you may receive 90% of the amount you are recognised to have lost, or compensation of up to €20,000, whichever is the lesser.

An Post Insurance offers and advises on General Insurance and Funeral Insurance on a limited analysis of the market. This means we only supply products and services on behalf of the product providers/underwriters listed below, with whom we have written agreements in place.

Appointment held with	Provider/Underwriter	Product/Service
Aviva Insurance Ireland DAC		Car, Home and Van Insurance
AIG Europe S.A.		Car Insurance
FBD Insurance plc		Car Insurance
Allianz plc		Car and Home Insurance
New Ireland Assurance Company plc*		Funeral Insurance
Chubb European Group SE		Travel Insurance
ARAG Legal Protection Limited		Family Legal Protection; and Motor Legal Protection
Cover-More Blue Insurance Services Limited	Burns & Wilcox Global Solutions Limited B.V. for and on behalf of the insurer, Zavarovalnica Sava d.d. ('Sava'), Slovenia.	Pet Insurance
Keycare Assistance Limited	Mapfre Asistencia Compania Internacional de Seguros Y Reaseguros S.A, trading as Mawdy	Keycare

\*One Direct (Ireland) Limited, trading as An Post Insurance, is a tied agent of New Ireland Assurance Company plc for life assurance business. Life Assurance policies are underwritten and provided by New Ireland Assurance Company plc.

## How can you Contact Us?

You can contact us by phone on 0818 22 22 22, or online at [www.anpostinsurance.ie](http://www.anpostinsurance.ie). We will contact you in relation to your quotation and/or policy by email in most instances. On occasion we may also contact you by post.

## Is there a Cooling-Off Period?

You have the right to withdraw from your Insurance contract within the cooling-off period. For Car, Home, Van and Travel Insurance, this period is 14 working days from the start/renewal date of your policy, or the date you receive your policy documents, whichever is later. For Pet Insurance, this period is 14 days from the start/renewal date of your policy, or the date you receive your policy documents, whichever is later. As long as you haven't made any claims, we will work out the premium for the period we have been insuring you and refund the balance. Any renewal/set-up fees (if applicable) are non-refundable.

To avail of the Cooling-Off Period, please see the steps outlined in the '**How Can I Cancel my Policy?**' section.

For Funeral Insurance, this period is 30 days from the start date of your policy or the date you receive your policy documents, whichever is later. During this time you may cancel your policy with no charge and any premiums paid will be refunded.

## How can I Cancel my Policy?

If you would like to cancel your policy, you'll need to send us written instruction, along with your policy number. For Car and Van policies, you'll also need to return your policy certificate and disc. A cancellation fee may apply. As long as you haven't made any claims, we will work out the premium for the period we have been insuring you and refund the balance.

We may also cancel your policy. If this happens, we will issue prior written notification of this via a durable medium (either to your last known postal address or to the email address we hold for you), 10 days before the cancellation date (or 14 working days for Home Insurance) and no cancellation fee will apply. For Funeral Insurance policies that are cancelled, protection benefits will cease at cancellation and no refunds will be payable for time on cover.

## How can I make a complaint?

We hope that you will be happy with the service you receive from us, however if you wish to make a complaint about our service, please let us know as we would like the opportunity to make things right. We will investigate your complaint and issue you with a response in a timely manner. Following this, if you remain dissatisfied, you have the right to refer your complaint to the Financial Services and Pensions Ombudsman at [info@fspo.ie](mailto:info@fspo.ie) or +353 1567 7000.

## Data Protection

We abide by the Data Protection Acts 1988 to 2018 and the General Data Protection Regulation. The data you provide will be processed for purposes such as providing you with your Insurance policy. Full details can be found in our Privacy Notice which is included in our policy documents, and also available at [www.anpostinsurance.ie/data-protection](http://www.anpostinsurance.ie/data-protection). If you have any queries with regards to Data Protection you can contact us, or alternatively the Data Protection Commission at 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland, Tel +353 17650100/1800 437737. Calls to and from An Post Insurance may be recorded for verification and training purposes.

## Governing Law

The laws of Ireland apply to all An Post Insurance products and services and the Irish Courts have jurisdiction to hear any disputes that may arise.

## Language

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

## Conflicts of Interest

When providing products and services to you, An Post Insurance will try to avoid any conflicts of interest. Sometimes however an unavoidable conflict may arise. If such conflict arises we will write to you to outline the nature of the conflict.

## Default

An Post Insurance is entitled to be reimbursed for any default in any payment due to us. If you fail to comply with the Terms and Conditions of any product provided to you by us, we will take such steps as may be necessary to recover any monies due to us, and we may also withdraw any benefits of your product.

## General

An Post Insurance acts on behalf of both our Customer and our Insurance product providers/underwriters in arranging and placing Insurance policies. As an Intermediary for our Customers, we always act in the best interest of our Customers. Registered for VAT 95794940.

## Receipts

If you are a Car and/or Home Insurance part pay customer, you can access receipts online via our website: [www.anpostinsurance.ie](http://www.anpostinsurance.ie). You will be able to view and print your receipts by clicking on the "Payment Receipt" link within the 'Existing Customers' section of the website, and inputting your reference number and date of birth. For full pay customers, receipt of payment will be confirmed within your policy documents.

Fees & Commission

	Car Insurance	Home Insurance	Van Insurance
Set Up	Call Centre - Up to €60 Web - Up to €60	Call Centre - Up to €30 Web - Up to €30	Up to €30
*Mid-Term Adjustment*	Up to €50	Up to €50	€30
Renewal	€50	€30	€30
Cancellation*	Up to €45	Up to €30	€30
Duplicate documentation	€25	N/A	€25
Suspension of Policy	Up to €45	N/A	€30
Premium Payment Plan Service Fee†	Up to 12% of Total Amount Payable	Up to 12% of Total Amount Payable	N/A

All fees outlined above are paid directly by our customers to us regardless of whether the provider/underwriter charges a premium or not.

Set Up, Mid-Term Adjustment & Renewal Fees are non refundable.  
\* Mid-term adjustments relate to any temporary or permanent adjustment made during the term of an active policy.

**Keycare** - If your Car or Home Insurance Policy includes Keycare cover, this incurs a cost of €19.95 (including Government Levy). Where applicable, this cost will be outlined to you on your premium breakdown.

**Commission** - We may receive commission and other payments from insurance product providers/underwriters for the products we sell. The commission is included in the premium which you pay to us. Further details of these are available at [anpostinsurance.ie](http://anpostinsurance.ie).

Premium Rebate

\* If you make an alteration to or cancel your policy and this results in an adjustment in premium amounting to less than €20 (or €10 where your underwriter is Allianz), the provider/underwriter will not charge/refund you for this premium adjustment. In addition, where an alteration or cancellation amounts to an outstanding balance or rebate of less than €5.00, we will not charge or refund this amount. If you pay by instalment, any rebate due to you will be added to your remaining balance and the outstanding balance/refund will be determined. Any fee or outstanding balance owed to us will be deducted from any rebate due to you, as agreed with you on each instance.

†A Premium Payment Plan Service Fee applies if you choose to pay your premium by monthly instalments. If you make an alteration to your policy and this results in an increase/decrease in premium, the Premium Payment Plan Service Fee will increase/reduce in line with this with this adjustment. The remaining instalments will increase/decrease depending on the change.

**THESE TERMS OF BUSINESS ARE VALID FROM 1st DECEMBER 2025 UNTIL FURTHER NOTICE.**  
An Post Insurance, Athlone Business Park, Dublin Road, Athlone, Co. Westmeath, N37 EF40  
Phone: 0818 22 22 22 • E-mail: [info@anpostinsurance.ie](mailto:info@anpostinsurance.ie) • Website: [www.anpostinsurance.ie](http://www.anpostinsurance.ie)