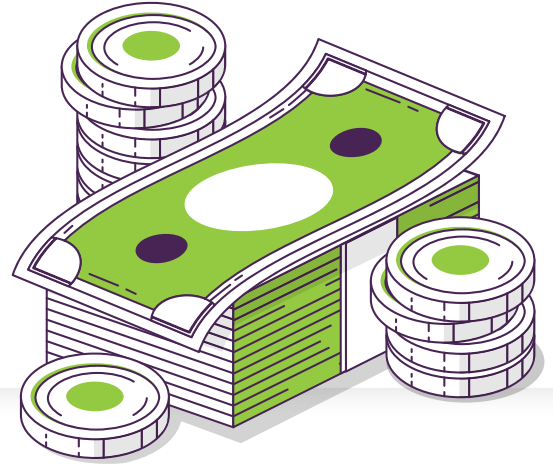




Terms and conditions **OUTbonus**



1. OUTbonus Explanation

The OUTbonus is our pioneering cash bonus that rewards loyal customers who don't need to claim. After three consecutive claim-free years, we will give you 10% of your paid insurance premiums back in cash (excluding levies and stamp duties).

It's that simple, but there are a few things to note:

1. Your OUTbonus operates across your policies with OUTsurance (with the same customer number)
2. When you claim your OUTbonus is forfeited, and the three-year cycle starts again.
3. You need to remain a customer with OUTsurance for the entire OUTbonus period to receive your OUTbonus.

1.1 Get rewarded across your policies with OUT

Your OUTbonus operates across all the policies you have with us - as long as they are noted under the same customer code. It doesn't matter if you have more than one car insured or perhaps your car and home.

This makes things simple – you only have one OUTbonus payout date, even if you have more than one policy. That means 10% of all your insurance premiums back in your pocket three years after you signed up for your first policy.

1.2 There's only one way to lose your OUTbonus if you remain an OUTsurance customer

We get it, sometimes life happens, and you must make a claim – after all, that's why you have insurance. That's no problem, if you claim on any of your policies, your OUTbonus (across all your policies) will be forfeited, but the three-year cycle will however start immediately once again. Don't worry, there are a couple of the common claims that won't impact your OUTbonus including Roadside and Home Emergency Assistance, a windscreen claim where we can repair the windscreen and don't have to replace it or another claim where you aren't at fault and we can make a full recovery.

1.3 Staying part of the OUTsurance family

We love all our customers and the OUTbonus is just one way to reward our loyal customers. To get your OUTbonus paid, you only need to always have one policy active with us during the OUTbonus cycle.

1.4 Is the OUTbonus a no claims discount?

No. OUTsurance doesn't have a No Claims Discount, we don't need to. We simply ask you more questions at Quote stage to understand how you use your Car and your past claims experience. This way, we can always quote you the best price we can. If you do have a claim with OUTsurance, it might affect your renewal conditions and premium.

The OUTbonus is a completely separate cash back bonus that rewards our loyal customers for remaining claim free.














1.5 The fine print

We always try to keep things straightforward and limit fine print and terms and conditions, but understanding exactly how your OUTbonus works is important.

One important point to note is that OUTsurance do collect levies and taxes on behalf of the Government and others. Your OUTbonus is calculated on the premium you pay, excluding these charges.

The next page highlights some examples and important details for you to note.

2. Example

	Year One	Year Two	Year Three		
 <p>Aoife</p>	 <p>Car Policy</p> <p>Aoife has a car policy with OUTsurance for 3 years and does not make a claim. She will receive an OUTbonus.</p>			✓	
 <p>Connor</p>	 <p>Car Policy</p>	 <p>Home Policy</p>	<p>Connor takes out a car policy with OUTsurance, then sells his car and buys a home on the Luas line insuring it with OUTsurance with no gap in cover. Because Connor did not have any claims while holding a policy for 3 years, he received an OUTbonus.</p>	✓	
 <p>Sean</p>	 <p>Car Policy</p>		 <p>Car Policy</p>	 <p>Home Policy</p> <p>Sean takes out both a car and home policy with OUTsurance, but has an accident at the end of year one. Sean's OUTbonus cycle restarts at the time of his car claim and hence no OUTbonus will be paid at the same time Aoife and Connor receive their OUTbonus. He only has one more claim free year to go to his OUTbonus payout date.</p>	✗
 <p>Aisling</p>	 <p>Car Policy</p>		 <p>Car Policy</p>	<p>Aisling has a car policy with OUTsurance for 1 year but switches to another insurer and cancels her policy. Aisling rejoins OUTsurance a year later, but because she has not held a policy claim free for a full 3-year period, she will not receive an OUTbonus at the same time as Connor and Aoife. Her OUTbonus cycle restarted when she took out her new policy and her OUTbonus will be paid after a further two claim free years.</p>	✗

3. Terms and Conditions

As an OUTsurance customer, you will receive a 10% refund of your insurance premiums (excluding levies and stamp duties) following a three-year claim-free period (hereafter referred to as an "OUTbonus Cycle"), subject to the following terms and conditions:

1. A single OUTbonus Cycle operates across all your insurance policies with us, as long as they have the same customer number noted. For example, if you have a Private Motor and a Home insurance policy with us, your OUTbonus Cycle will operate across both.
2. Your first OUTbonus Cycle starts when your insurance coverage with us begins. For example, if you purchase a Private Car insurance policy with us today for insurance coverage that starts on the first of next month, your OUTbonus Cycle will begin on the first of next month.
3. Your OUTbonus Cycle concludes on the earliest date listed in the table below, accompanied by its respective outcome:

Date	Outcome
The date three years have passed since the start of your OUTbonus Cycle	Your OUTbonus becomes payable provided you don't have any outstanding claims against any policy you hold with us, and your next OUTbonus Cycle commences immediately. In the event of outstanding claims, we reserve the right to place your OUTbonus on hold until we can determine if you are eligible to receive it – see clause 6.1.3 below.
The date we settle a claim (excluding those related to the incidents listed in section 6) under any policy you hold with us.	You forfeit your OUTbonus, and your next OUTbonus Cycle commences immediately.
The date you cease being an OUTsurance customer for any reason.	You forfeit your OUTbonus.

4. We calculate your OUTbonus amount as 10% of the total premiums you paid us (less any amounts we collected on behalf of third parties – see below) for the insurance coverage we provided during the corresponding OUTbonus Cycle. The amounts collected on behalf of third parties include:
 - 4.1 The €1 per annum Stamp Duty we collect on behalf of the Revenue Commissioners.
 - 4.2 The 3% levy we collect on behalf of the Revenue Commissioners.
 - 4.3 The 2% Insurance Compensation Fund charge we collect on behalf of the Revenue Commissioners.
 - 4.4 The 1% Motor Insurers Insolvency Compensation Fund charge we collect on behalf of the Motor Insurers' Bureau of Ireland (applicable to our Private Car policies only).
5. If a claim arises from an incident that occurred during a particular OUTbonus Cycle (excluding those listed in section 6) and is reported to us after that OUTbonus Cycle has ended, and we have already paid you the corresponding OUTbonus, we reserve the right to recover the amount thereof from you. Moreover, if you are claiming for damages resulting from such an incident, we reserve the right to reduce any claim payments due to you by the amount of the OUTbonus you received from us.
6. Your OUTbonus will not be affected by claims related to the following:
 - 6.1 Private Motor
 - 6.1.1 Broken or damaged glass where we pay for the repair but not the replacement thereof
 - 6.1.2 Roadside assistance (if you have purchased the roadside assistance optional cover)
 - 6.1.3 Where we make a full recovery (including associated costs and expenses)
 - 6.2 Home
 - 6.2.1 Emergency home assistance

3.1 General conditions and disclaimers

Responsible policy usage

The OUTbonus Programme is designed to reward responsible policy usage. We believe responsible policyholders contribute to a healthier insurance ecosystem and deserve recognition for their commitment. This programme recognises loyalty and rewards customers for helping to avoid incidents that could lead to claims.

Ethical and legal obligations

Our programme complies with applicable laws and regulations. We are committed to upholding the highest ethical standards and do not incentivise behaviour that violates legal or ethical obligations. Your right to make claims at any time remains unaffected under the OUTbonus' rules.

Managing risk together

At OUTsurance, we are committed to the principle that collectively managing risk is essential for maintaining affordable insurance premiums for all. This belief underpins the design of our OUTbonus initiative, which aims to better align individual behaviours with this collective goal.

Data analysis and monitoring

OUTsurance commits to continuously monitoring the impact of OUTbonus on policyholder's behaviour, claim frequency, and customer satisfaction to identify potential issues and adjust the structure as needed.

Transparency and communication

We are committed to clear and transparent communication. All programme details, including eligibility criteria, cashback amounts, and any exclusions, are clearly outlined in this document and readily available on our website. We encourage you to ask any questions you may have about the programme.

Seeking independent advice

We recommend that you seek advice from a qualified professional familiar with Irish insurance regulations and consumer protection laws if in doubt whether to file a claim.

Modification and discontinuation

OUTsurance reserves itself the right to modify or discontinue the programme at any time with reasonable notice. In case the programme is discontinued, OUTsurance will only remove this benefit after an event resetting the OUTbonus cycle occurs which could include having a claim, an OUTbonus payout or a lapse in cover.

Dispute resolution mechanism

Your satisfaction is our priority, and we are committed to resolving your concerns effectively. If you have a complaint you can reach us by phone, email or in writing at the contact details below:

OUTsurance

By phone: **1800 600 400**

By email: complaints@outsurance.ie

In writing: 2nd floor, Building 3, The Campus, Cherrywood Business Park, Dublin 18, Co. Dublin

We have established a formal procedure for handling complaints to ensure that your concerns are properly addressed.

If you are dissatisfied with our response or the way we have handled your complaint, you have the option to escalate your case to:

Financial Services and Pensions Ombudsman

By phone: **01 567 7000**

By email: info@fspo.ie

In writing: Lincoln House, Lincoln Place, Dublin 2, D02 VH29

In the event that the Financial Services and Pensions Ombudsman does not handle the dispute, we may agree with you to pursue arbitration or mediation. In the event that we agree to the arbitration or mediation, the decision of the arbitrator would be final and binding.