


Insurance, Financial & Mortgage Brokers

Incorporating UK and Ireland Insurance

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MKIG

MICHAEL KENNEDY INSURANCE GROUP

*Excellence in Insurance
for over 40 years*



About Michael Kennedy Insurance Group

Lordan Magnier and Partners Ltd and Lordan Magnier Insurances Ltd both t/a Michael Kennedy Insurance Group (MKIG) is a broker, independent intermediary, an authorised advisor and Deposit Broker regulated by the Central Bank of Ireland (CBI) pursuant to the Investment Intermediaries Act 1995 as amended and is registered under the EU (Insurance Mediation) Regulations 2005. In addition the company is authorised as a mortgage intermediary under Consumer Credit Act 1995 (as amended) and the Central Bank Act 1942 (as amended). MKIG are authorised to provide insurance, investment services and act as a mortgage broker. MKIG are also members of the Irish Brokers Association and Brokers Federation of Ireland. MKIG is subject to the Central Bank of Ireland's Fitness and Probity Standards, Consumer Protection Code and Minimum Competency Code. These Codes are available for inspection on the Central Bank of Ireland's web site www.centralbank.ie

Our Services

MKIG arranges and provides advice in relation to all classes of non-life insurance (Motor, Property, Liability, Marine, etc.) Financial Services (Pensions, Investments, Term, PRSA's, etc.) and Mortgages. MKIG is in a position to place your business with all leading insurers. MKIG offers advice based on a fair analysis of the market and does not have any "tied" relationships with any institution.

Unless otherwise agreed our services to our clients include

- > Advising our clients on their insurance and mortgage needs;
- > Arranging insurance cover in accordance with our clients instructions;
- > Assisting our clients with alterations to such insurance cover they may wish to make;
- > Assisting our clients with claims on insurance policies we have arranged.

Whilst we seek to place insurance contracts with undertakings which are financially secure we cannot guarantee the solvency or continued solvency of any insurance undertaking used and clients should be aware that the financial position of an insurer can change after cover has been accepted. For the purposes of this document insurance shall mean, Non-Life Insurance, Life Insurance, Mortgages and Deposits.

In relation to Mortgages we hold agencies with Kinahan Financial Services Ltd.

Consumer Information

This firm is a member of the investor compensation scheme established under the Investor Compensation Act, 1998 (The Act). The legislation provides for the establishment of a compensation scheme and to the payment, in certain circumstances, of compensation to clients of firms covered by the Act.

However, you should be aware that a right to compensation will only arise where money or investment instruments held by this firm on your behalf cannot be returned either for the time being or for the foreseeable future and where the client falls within the definition of eligible investor as contained in the Act. In the event that a right to compensation is established, the amount payable is the lesser of 90 per cent of your loss, which is recognised as being eligible for compensation or €20,000.00.

In addition to the compensation available under the "Investor Compensation Act, 1998", MKIG is bonded through its membership of IBA for €126,974.00 with an inner limit of €63,487.00 per client.

As required by the CBI guidelines MKIG holds Professional Indemnity insurance.

Remuneration Policy

MKIG is remunerated by commission or a fee or a combination of both. In respect of non-life business fees will be charged up to a maximum of 100% of the premium and subject to a minimum of €15.00 on each transaction.

MKIG may be in receipt of soft, override or incentive commissions from some insurance undertakings. We always place our clients' needs at the forefront of any proposal. The payment of soft commissions depends on a number of conditions including such things as streamlined work transfers and prompt payment of accounts. All commissions and soft commission will be disclosed upon request to do so.

In respect of Financial Services including Deposits MKIG will be remunerated by either commission or fee or a combination of both.

In respect of mortgages MKIG can be in receipt of up to 1% commission of the mortgage value. A fee will apply where commission received is less than 1%.

Where fees are charged these will be advised in writing to the client in advance of the provision of service and will be in addition to any commission receivable by MKIG.

Premium Payments and Default Remedies

MKIG will accept payments in cash, by cheque, bank transfer, credit/debit cards in respect of all classes of insurance in the circumstances permitted under Section 25G of the Investment Intermediaries Act, 1995. MKIG is not authorised to accept cash or negotiable instruments in any other circumstances.

In respect of credit card payments MKIG will charge up to 2.25% in respect of transaction charges. Laser and Debit cards will not attract a charge.

Under CBI regulations MKIG is precluded from paying a premium to an insurer which has not been paid to MKIG. Insurers are entitled to cancel all cover if they are not in receipt of the full premium.

It is therefore critical that we are in receipt of the full premium before the renewal date or inception of a new policy.

Receipts

MKIG shall issue a receipt for each non-negotiable or negotiable instrument or payment received. This is required pursuant to Section 30 of the "Investment Intermediaries Act, 1995", the "Insurance Act, 2000" and the Central Bank of Ireland's Consumer Protection Code. These are issued with your protection in mind and should be stored safely by you.

Confirmation of Cover and Policy Documents

As soon as is reasonably practicable after completion of an instruction we will confirm the full details of the cover arranged, to you.

We will send you a formal policy document within 10 business days of all relevant information being provided by you, the consumer and cover being underwritten, provided always that the policy documents have been received by us from the insurance undertaking. At renewal of a policy of insurance all pertinent documentation will be issued to you.

It is now common for Insurers to issue documentation electronically. We may send you information by electronic communication and this may include policy documentation and other pieces of documentation relating to the policy.

We recommend you read all documentation issued to you by either MKIG or any insurer, thoroughly, to ensure the instructions given have been carried out in accordance with your requirements. Any alterations or clarification required should be sought immediately.

Money Laundering

Client Identification

As with other professional services firms, we are under stringent requirements to identify our clients for the purposes of anti-money laundering legislation. We are likely to request from you and retain some information and documentation for these purposes and/or make searches of appropriate databases.

Money Laundering Reporting

We are required to report all knowledge or suspicion that a criminal offence, giving rise to any direct or indirect benefit from criminal conduct, has been committed by a client or a

third party. If as part of our normal work we have knowledge or suspicion that an offence has been committed, we are required to report same to the Gardaí and Revenue Commissioners, without notification to our client in accordance with the Criminal Justice Act 1994 (as amended).

Conflicts of Interest

It is the policy of MKIG to avoid conflicts of interest. Where an unavoidable conflict arises we will advise you in writing before providing any business service.

Complaints

MKIG has in place a written procedure for the handling of complaints. This procedure ensures that all complaints are recorded and acknowledged within 5 business days. All complaints are fully investigated and the complainant updated in writing, at intervals not greater than 20 days. When the complaint is not resolved within 40 business days MKIG will advise the complainant of the anticipated time frame within which it is hoped to resolve the complaint and of the complainant's right to refer the matter to the Financial Services Ombudsman or the Pensions Ombudsman. MKIG will advise the complainant, in writing, within 5 business days of the completion of the investigation of the complaint and the outcome of the investigation and where applicable the terms of any offer or settlement.

All Complaints should be directed to Mr. Fergal Kennedy, Michael Kennedy Insurance Group, The Plaza, Forster Way, Swords, Co. Dublin.

If the complainant still remains dissatisfied with the handling of and/or the response to a complaint, they may refer the matter to the Financial Services Ombudsman, 3rd Floor Lincoln House, Lincoln Place, Dublin 2, Phone 1890882090 or www.financialombudsman.ie

Customer Data

Customer data will be retained and used only for the purposes for which it has been provided by the Customer in accordance with Data Protection legislation and the Code of Practice on Data Protection for the Insurance Sector.

Governing Law

MKIG undertakes its activities in accordance with the laws of the Republic Of Ireland and any dispute will be governed in accordance with the laws of the Republic of Ireland unless otherwise stated in the insurer's policy document.

Customer Feedback

MKIG welcomes customer feedback. If there are any issues which you would like to comment on, please contact Mr. Fergal Kennedy at MKIG, The Plaza, Swords, Co. Dublin.

Please sign and return the document. In the absence of hearing from you within the next 14 days we will assume that the terms in this document are acceptable to you and this document will form the basis of our business relationship with you.

Version 12 – Jan 2014

I have read and understand the information contained above and agree that same are acceptable to me.

Client: _____

Client: _____

Date: _____



Directors: Michael J. Kennedy A.C.I.I., C.I.B., Maria J. Kennedy, Fergal M. Kennedy BBS Insurance, Dip Bus Mgt., QFA, C.I.P.

Lordan Magnier & Partners Ltd t/a Michael Kennedy Insurance Group is regulated by the Central Bank of Ireland. Registered offices as above and under number 42351
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Irish Brokers
association 

5 reasons to deal with MKIG

Service

We pride ourselves on providing a first class friendly and personable service. Our priority is to put your needs first and to deliver a top quality experience in all your dealings with us. We are available over the phone, electronically and face to face to discuss your needs and provide solutions to you.

Access

We have agencies with in excess of 40 different insurance markets across Ireland and Europe thus allowing us to arrange a solution for every type of risk no matter how complex. We will provide a comprehensive solution for the needs of every client from general insurance to financial services all under the one roof.

Experience

Our company is in existence over 40 years. All our staff are experts in their fields and as you would expect of any expert they undergo continuous professional development, education and training to keep them at the top of their game. We have wealth of knowledge with over 100 years of combined experience which provides stability and reassurance to both our clients and to our insurance company relationships.

Competitiveness

It goes without saying that you have to be competitive to stay in business. Given our access to such a vast amount of markets you can be assured we will find the most competitive price for the widest form of cover.

Claims

When a claim happens we are ready to assist you through the daunting experience and to provide whatever assistance is necessary to ensure you get a full and fair settlement from your insurance company. Our aim is to make the claims experience as stress free as possible for our clients.



Please feel free to pass our name along to your family, friends or work colleagues