



# jim molloy & associates

public loss assessors / property claims consultants

Suite No.4, 3<sup>rd</sup> Floor, Ross House, Victoria Place, Galway, H91 FPK5  
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## TERMS OF BUSINESS STATEMENT

JJM Property Claims Consultants Limited t/a Jim Molloy & Associates is regulated by the Central Bank of Ireland to undertake insurance mediation as a Public Loss Assessor under the European Communities (Insurance Mediation) Regulations 2005. A copy of our Statement of Authorised Status is available on request. Alternatively the Central Bank of Ireland holds registers of regulated firms which can be viewed on their website [www.centralbank.ie](http://www.centralbank.ie). If any material changes are made to these terms we will notify you.

JJM Property Claims Consultants Limited t/ a Jim Molloy & Associates, Public Loss Assessors & Property Claim Consultants has offices at the following location: Suite No. 4 – 3<sup>rd</sup> Floor, Ross House, Victoria Place, Galway H91 FPK5.

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<b><u>Statutory Codes</u></b>  JJM Property Claims Consultants Limited t/a Jim Molloy & Associates, Public Loss Assessors & Property Claim Consultants is subject to and complies with the Consumer Protection Code, the Minimum Competency Code and the Fitness and Probity Standards. These Codes offer protection to consumers and can be found on the Central Bank of Ireland website <a href="http://www.centralbank.ie">www.centralbank.ie</a>	<b><u>Conflicts of Interest</u></b>  It is our policy to avoid any conflict of interest when providing professional services to our clients. However, if any unavoidable conflict of interest arises, we will advise you of this conflict in writing, before proceeding to provide any further services.
<b><u>Remuneration Structure</u></b>  JJM Property Claims Consultants Limited t/a Jim Molloy & Associates is remunerated by a professional fee for work, activity and time spent in providing the best terms, advice and service for your specific needs. Our fees are based on 10% of the settlement ( prior to the application of average or any under insurance application ) achieved plus VAT at 23% and is agreed at the initial contact with the client.  We do not charge for our initial consultation.  We reserve the right to amend our fee structure should the complexity of the service require a higher fee. We will confirm and agree this fee with you prior to any increase being applied.  Valid from 2 <sup>nd</sup> January 2018 until further notice	<b><u>Code of Conduct</u></b>  JJM Property Claims Consultants Limited t/a Jim Molloy & Associates shall ensure that we:  Act honestly and fairly in conducting our business activities in the best interest of our clients and integrity of the market. <ul style="list-style-type: none"><li>• Act with due skill, care and diligence in the best interest of our clients and the integrity of the market.</li><li>• Have and employ effectively the resources that are necessary for the proper performance of our business activities</li><li>• Make adequate disclosure of relevant material information in our dealings with our clients</li><li>• Make a reasonable effort to avoid conflict of interest and when they cannot be avoided, ensure that our customers are treated fairly</li></ul> Comply with the letter and spirit of all regulatory requirements applicable to the conduct of our business activities so as to promote the best interests of our clients and the integrity of the market.
<b><u>Compensation Scheme</u></b>  We are members of the Investor Compensation Scheme established under Section 38 of the Investor Compensation Act 1998. The Act provides that compensation shall be paid to eligible investors (as defined in the Act) to the extent of 90% of an investor's	<b><u>Failure to Pay Fees for Professional Services</u></b>  We will exercise our legal right to receive any payments due to us for business services provided in the event of a default in payment.



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<p>net loss of €20,000, whichever is the lesser and is recognised as being eligible for compensation.</p>	
<p><b><u>Complaints Procedure</u></b></p> <p>JJM Property Claims Consultants Limited t / a Jim Molloy &amp; Associates have a policy to ensure that our customers complaints are dealt with expeditiously and problems are solved as quickly as possible.</p> <p>We will acknowledge receipt of your complaint in writing within 5 working days and a full investigation will be carried out. On completion of our investigation we will provide you with a written response of the outcome of our investigation.</p> <p>In the event of any failure to resolve your complaint you may raise this matter with the:</p> <p>Financial Services Ombudsman Bureau</p> <p>Telephone Number: 1890 88 2090 Email: <a href="mailto:enquiries@financialombudsman.ie">enquiries@financialombudsman.ie</a> Our full Complaints Procedure is available on request.</p>	<p><b><u>Duty to Disclose Information</u></b></p> <p>It is your responsibility to provide complete and accurate information for insurers when arranging an insurance policy. Failure to disclose any material information to your insurers could invalidate your insurance cover and could mean that all or part of a claim will not be paid.</p>
<p><b><u>Governing Law</u></b></p> <p>Our terms of business shall be governed by and construed in all respects according to the laws of the Republic Of Ireland.</p> <p>These Terms of Business are valid from 2<sup>nd</sup> January 2018 until further notice.</p> <p>I wish to confirm that I have read and understand the Terms of Business as outlined above.</p> <p><b>Signed:</b> _____</p> <p><b>Date:</b> _____</p>	<p><b><u>Data Protection</u></b></p> <p>We collect your personal details in order to provide the highest standard of service to you. We take great care with the information provided; taking steps to keep it secure and to ensure it is used only for legitimate purposes. To fulfil these objectives we may share information with other affiliated professionals. The information and other data provided to our office may be used to advise you of products and services we may offer from time to time.</p> <p>You have the right at any time to request a copy of any 'personal data' within the meaning of the Data Protection Act 1988 (as amended or re-enacted from time to time) that our office holds about you and to have any inaccuracies in that information corrected.</p>