

treating customers fairly/

We don't want any misunderstandings regarding our transaction or other charges.
Please read the information below and if you have any questions, ask us.

Transaction Type	Motor (e.g. Private Car, Van, Taxi)	Home	Small Business
Temporary substitutions: (Based on a temporary substitution to a similar Vehicle)	€25 will apply for the third and each subsequent temporary substitution during the year.	N/A	N/A
Permanent Policy Amendment e.g Vehicle, Driver, Use	Administration charge €30	N/A	N/A
Charges/Refunds- Mid Term Adjustments	We will NOT refund or charge for amounts under €15	We will NOT refund or charge for amounts under €15	We will NOT refund or charge for amounts under €15
Duplicate Documentation	€15 applies for second and subsequent no claim discount certificates issued	N/A	N/A
Cooling off period	If you cancel within the first 14 days after receiving the policy documents within the first year of insurance, we will refund your full premium, providing no claims have been made on your policy.	If you cancel within the first 14 days after receiving the policy documents within the first year of insurance, we will refund your full premium, providing no claims have been made on your policy.	You will be charged a pro rata premium or €50 whichever is more for the period you were on cover
Cancellation Warning	Motor (e.g. Private Car, Van, Taxi)	Home	Small Business
1. We will not refund your premium for any optional extras purchased. 2. Where a claim has been made If there has been a claim or incident likely to give rise to a claim no refund will be made.	€35 cancellation charge applies	You will be charged a pro rata premium	You will be charged a pro rata premium or €50 whichever is more for the period you were on cover

June 2017.

Terms & conditions apply. AXA Insurance dac is regulated by the Central Bank of Ireland. We may record or monitor phone calls for training, prevention of fraud, complaints and to improve customer satisfaction. 06/17 (6665 AD)

redefining / standards

