mapfre Malta

Laferla Insurance Agency Ltd

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LAFERLA
Tailored Around **You**

Information for Prospective Policyholders

Laferla Insurance Agency Limited. (hereinafter referred to as the "Agent") is enrolled to act as an Insurance Agent for Mapfre Malta p.l.c. (hereinafter referred to as the "Company")

The Agent and the Company collectively hereinafter referred to as "We".

APPLICABLE LAW
Unless agreed otherwise in writing, your insurance policies with the Company through the Agent shall be subject to Maltese Law and to the exclusive jurisdiction of the Maltese courts.

INSOLVENCY
In the event that the Company becomes insolvent and unable to meet its obligations under this contract, limited compensation may be available to you under the Protection and Compensation Fund Regulations, 2003.

COMPLAINTS
We are committed to providing good quality services. We recognise that a client may not be satisfied with the service or product provided, thus both the Company and the Agent have in place a complaints procedure. For the sake of clarification, a complaint is broadly defined as being a written expression of dissatisfaction with services that We provide or actions We have taken that require a response.

HOW TO COMPLAIN

STEP 1 – CONTACTING THE COMPANY

The first step is to talk to a member of the Agent's personnel or of the Agent's intermediary if the Policy was arranged through one. This can be done informally either directly or by telephone.

Usually the best person to talk to will be the person who dealt with the matter you are concerned about as they will be in the best position to help you promptly and to put things right. If they are not available or you would prefer to approach someone else then address the matter to the manager or senior person responsible. The Agent will seek to resolve the problem immediately. If the Agent cannot do this then the Agent will take a record of the concern and arrange the best way and time for getting back to you. This will normally be within two working days.

STEP 2 – TAKING THE COMPLAINT FURTHER

If you are still unhappy the next step is to put the complaint in writing, addressing it to the Agent's Complaints Management Function, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing it, you can always ask a member of the Agent to take notes of the complaint which you will be then asked to sign. You will be provided with a copy for your own reference. This record will be passed promptly to the Agent's Complaints Management Function to deal with.

The Agent's Complaints Management Function will promptly acknowledge your complaint in writing and outline the steps the Agent will take to investigate and resolve it. If the Agent is unable to resolve your complaint within 15 working days, the Agent will inform you of the reason for the delay and provide an estimated timeframe for resolution. Your complaint will be handled confidentially and professionally.

TAKING YOUR COMPLAINT ELSEWHERE

If you are still not satisfied with the Agent's Complaints Management Function's response, you can always seek advice elsewhere. You may contact:

Office of the Arbiter for Financial Services
N/S in Regional Road,
Msida MSD 1920
Malta
Telephone: 8007 2366 or 21249245
E-mail: complaint.info@financialarbiter.org.mt
Website: www.financialarbiter.org.mt

The Office of the Arbiter will expect that you have a final reply to your complaint from us before approaching them.

BUSINESS CONCLUDED THROUGH INTERMEDIARIES
Intermediaries, including the Agent, work on the basis of commission, which is settled directly by the Company, at no additional cost to you.

The Company does not have a significant (10% or more) financial interest in any of its Insurance Agents. None of the Insurance Agents have a significant financial interest in the Company.

Tied Insurance Intermediary (TII) of Mapfre Malta p.l.c. through the Agent
TIIs of the Company through the Agent are authorised to distribute exclusively the general and group life insurance products manufactured by the Company.

None of the TIIs of the Company through the Agent have a significant financial interest in the Agent and the Agent does not have a significant financial interest in any of the TIIs that act through it.

Insurance Broker
Additional information can be obtained from your Insurance Broker if business is concluded through this channel.

REMUNERATION OF EMPLOYEES
Employees of the Agent may receive commission from the Agent, at no additional cost to you.

ADDITIONAL CHARGES
The Agent charges an administration/policy fee, which does not normally exceed €12.00 on all new and renewal business and on any changes to policies. Such charges may vary per product and any charge over the maximum €12.00 per policy is communicated to you at quotation stage and prior to concluding the contract of insurance.