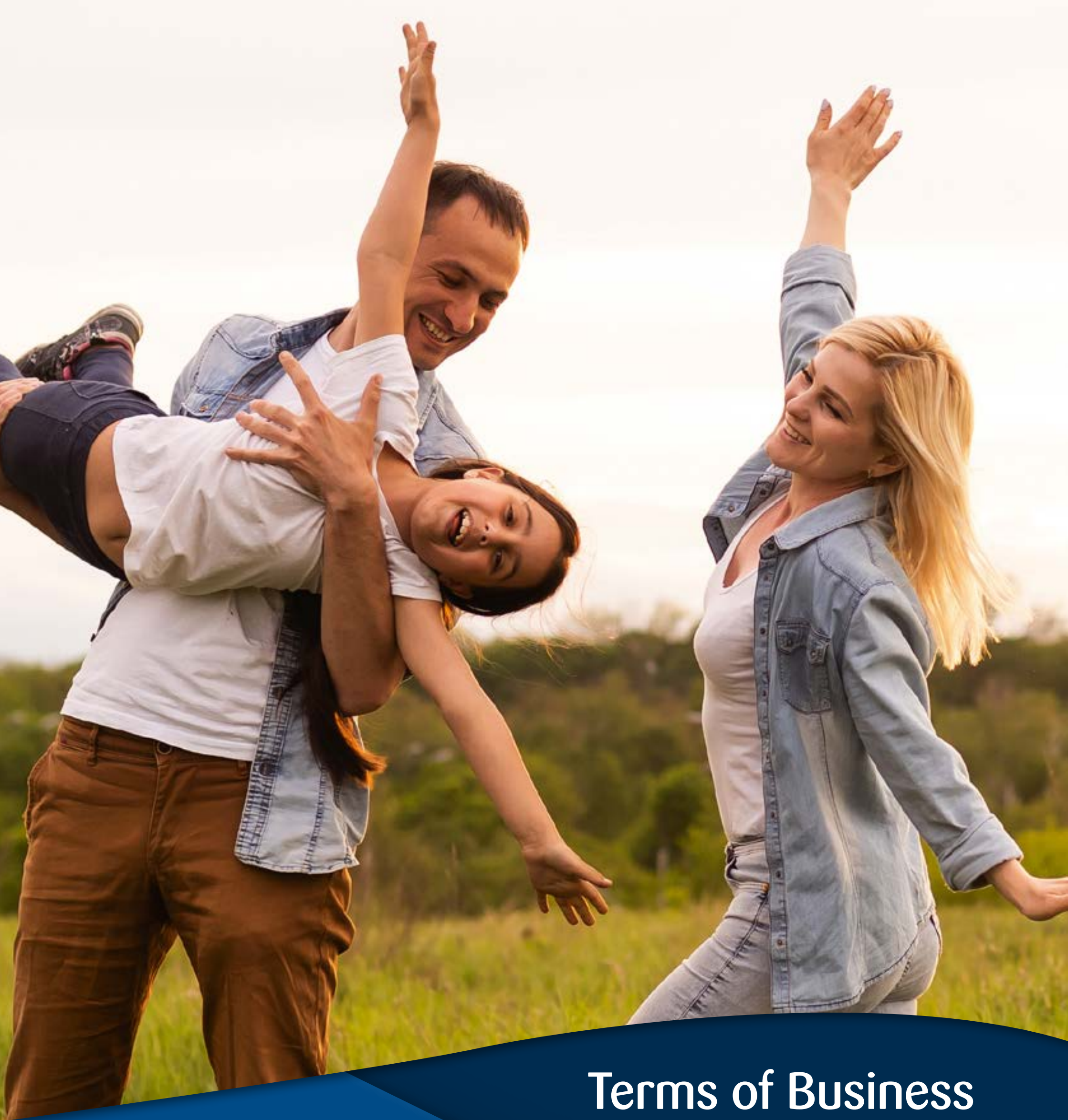

Terms of Business

Effective July 2026

looking after you always

Our Terms of Business

These Terms of Business are effective and up to date from July 2026.

Who we are

Laya Healthcare Limited is a private company registered in Ireland under company number 242048. Laya healthcare and laya life are trading names of Laya Healthcare Limited. Our address is Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181. Laya healthcare is part of the AXA Group (AXA) , a worldwide leader in insurance and asset management, with 145,000 employees serving 93 million clients in 51 countries.

Laya Healthcare Limited, trading as laya life operates as an insurance intermediary selling insurance and providing after-sales services for AXA Life Europe dac, trading as AXA Life Europe. Laya life provides a limited analysis of the market in that it only sells life insurance and mortgage protection policies on behalf of AXA Life Europe. It does not analyse or make any recommendation regarding products offered by any person other than AXA Life Europe.

Laya Healthcare Limited subscribe to the Investment Compensation Company Limited. The Investment Compensation Company Limited provides adequate funds out of which eligible investors of failed investment firms are compensated.

Fees/charges payable by you to laya life

We do not impose any fees or charges on you for arranging or administering this policy.

How we are paid

Our remuneration structure is set out below and is also available digitally at https://www.layalifeinsurance.ie/termsandconditions/, and in our public offices.

We are remunerated by AXA Life Europe by way of commission and policy administration fees. These amounts are paid by AXA Life Europe to laya life and are not charged to you separately. Laya life receives a commission payment from AXA Life Europe equal to 160% of the first year's premium on a policy, in addition to a policy administration fee equal to 60% of the first year's premium on a policy. We further receive a policy administration fee of 3.7% of premium for each year thereafter during the policy term.

Data Protection

Laya Healthcare Limited is a private company registered in Ireland under company number 242048. Laya healthcare and laya life are trading names of Laya Healthcare Limited. Laya healthcare is part of the AXA Group (AXA). Laya life and AXA Life Europe each process information held about you in accordance with the requirements of the Data Protection Acts 1988 to 2018, the Data Protection Directive (95/46/EC), the General Data Protection Regulation (EU) 2016/679, the European Data Act 2023, the ePrivacy Regulation 2011 and all applicable laws and regulations relating to the processing of personal data as amended, novated, modified, supplemented or replaced from time to time.

Laya life and AXA Life Europe each act as independent controller of relevant personal data of prospective policyholders. Laya life is an independent controller for sales distribution and marketing purposes. AXA Life Europe is an independent controller for quotation and performance analysis purposes.

Laya life and AXA Life Europe each act as independent controller of relevant personal data of policyholders. Laya life is an independent controller for sales distribution and marketing purposes. AXA Life Europe is an independent controller for insurance underwriting purposes.

Where AXA Life Europe hosts relevant personal data of prospective policyholders on behalf of laya life for sales distribution and marketing purposes, laya life is the controller of the personal data of the prospective policyholder and AXA Life Europe is the processor of that personal data.

In addition, where laya life acts as administrator of a policy underwritten by AXA Life Europe, AXA Life Europe is the controller of the personal data of the policyholder and laya life is the processor of that personal data.

You should show this notice to anyone who may be covered by your insurance policy with laya life.

We will use the information you provide to manage and administer your insurance policy, including underwriting and claims handling and for the prevention, detection and investigation of financial crime, including fraud. In order to provide you with products and services, this information will be held in the data systems of laya life and AXA Life Europe or by our agents or subcontractors.

In addition to the routine administration of your policy we may also use your data to:

- gauge satisfaction with the service you received from us. We may use your data in such a manner for a period of 12 months after your policy ends.
- perform market research. We may use your data in such a manner for a period of 12 months after your policy ends.

In the interest of customer service, calls are recorded and monitored.

It may be necessary for us to collect sensitive information (such as medical conditions) about you and others named on the insurance policy.

We may contact third parties to collect information about you, to include all necessary information as laya life, AXA Life Europe or our authorised agents may deem necessary, including to obtain a medical report or to contact any medical practitioner that has attended to the life assured.

Medical information will be kept strictly confidential to those involved in or connected with the processing of your policy or claim.

However, anonymised data - that is, information which does not identify an individual - may be used by laya life or AXA Life Europe, or disclosed to others, for research or statistical purposes.

Access to non-medical information may be granted by laya life to others on a strictly confidential basis in the course of and for the purpose of the efficient administration of laya life's business (for example, in connection with audit, managing or improving our services).

Laya life and AXA Life Europe may share your personal information on a strictly confidential basis with:

- Companies within the AXA group of companies.
- Other organisations in order to prevent, detect or investigate financial crime or fraud
- Approved and appointed service providers, including those used to administer policies
- Relevant legal and regulatory authorities.

We may further share your personal information with external third party service providers, such as medical and security professionals, professional advisors; call centre service providers; IT systems, support and hosting service providers; printing, advertising, marketing and market research, and data analysis service providers; banks and financial institutions that service our accounts; third party claim administrators; document and records management providers; and other third party vendors and outsourced service providers that assist us in carrying out business activities.

We take our security responsibilities seriously, employing the most appropriate physical and technical measures, including staff training and awareness. We review our security measures and procedures regularly.

We will retain and process your personal information in order to maintain and administer your insurance policy for the length of your policy plus a period of seven years, in line with our legal and regulatory requirements.

We will retain and process your personal information in any quote data for a period of 63 days, unless you have consented to our keeping it for 12 months.

Laya life will keep you informed about products and services we provide to you where laya life have a regulatory requirement to ensure you have the appropriate cover for your needs by post, e-mail and sms text message.

You have the right to request access to your personal information, to have it corrected, erased, apply restrictions and object to processing by writing to our Data Protection team, at **dataprotection@layahealthcare.ie** or by post to

Data Protection, Laya Healthcare Limited, Eastgate Road, Eastgate Business Park, Little Island, Co Cork, T45 E181.

For further information please see Privacy Policy at **www.layalifeinsurance.ie/privacypolicy**.

How we charge

Payments will be taken from your bank account on an annual or monthly basis. Please refer to your Policy Schedule for confirmation of whether you have chosen to make annual or monthly payments.

What happens if I do not pay the premium?

If you fail to make your contractual premium payments on time, your policy may be cancelled, and your insurer, AXA Life Europe, may refuse to pay any benefits or claims that arise.

Your Obligations of Disclosure

Before AXA Life Europe enters into an insurance contract with you, we will ask you questions. These questions are important and impact whether or not, and on what terms, AXA Life Europe can offer you a contract. You have a duty of disclosure to answer all questions we ask you. You should answer honestly and carefully.

If you do not answer honestly and with reasonable care, AXA Life Europe may reduce any benefit or claims paid to you, or may refuse to pay all claims arising. You may also encounter difficulty in trying to purchase insurance elsewhere.

Who regulates us?

Laya Healthcare Limited trading as laya life is authorised by the Central Bank of Ireland as an insurance intermediary under the European Union (Insurance Distribution) Regulations 2018.

Laya Healthcare Limited is subject to the Consumer Protection Code under the Central Bank (Supervision and Enforcement) Act 2013 (Section 48) (Consumer Protection) Regulations 2025, the Central Bank Reform Act 2010 (Section 17A) (Standards for Business) Regulations 2025 and the Minimum Competency Code 2017 which offers protection to consumers. These regulations can be found at **www.centralbank.ie**

Conflicts of interest

It is our policy to maintain appropriate administrative structures to ensure that the potential for any conflict of interest is avoided as far as possible. We will try to avoid conflicts of interest, and we shall advise you if we feel a conflict exists. If you feel that your interests have not been fairly protected please contact us to give us the opportunity to resolve any issues you have.

How to complain?

If you are unhappy in anyway with the service provided to you please contact our team directly to see if we can resolve any concerns you may have. If you are unhappy with our response, you can address your concerns in writing to Head of laya life, Eastgate Road, Eastgate Business Park, Little Island, Co. Cork, T45 E181, by email to **letushelp@layalife.ie** or by telephone at (021) 202 2870.

In the event of your dissatisfaction continuing you have direct recourse to the Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place Dublin 2, D02 VH29. Tel: (01) 567 7000, Email: **info@fspo.ie** and Website: **www.fspo.ie**.

Further information on laya life can be found by visiting our website: **www.layalife.ie**

Further details in relation to our policies are available at the following link: Forms & Booklets on life Insurance | Laya Life: **Forms & Booklets on life Insurance | Laya Life**