

1. Description

These terms set out Aura Global FZ-LLC (also known as “AURA”, “Auras Insure”) role and responsibilities when you buy insurance through the website as a standard user.

They are your legal agreement with us for this service. They tell you: how AURA is responsible for enabling you to buy insurance products through the AURA’s website; and how AURA’s chosen insurance partners are responsible for the actual insurance which you choose, and for helping you with any claim you make.

2. About us

When you buy insurance through the AURA website or App, we are responsible for introducing you to our insurance partner (coverholder), providing you with all the necessary information, gathering required data and options you may select and for collecting the amount you pay for your insurance, as described in these terms.

Aura Global FZ-LLC is authorized and regulated by the UAE Ras Al Khaimah Economic Zone. It is registered Firm Reference Number 0000004039800, License number 47007883, and has its registered office at T2-SF-3E, RAKEZ Amenity Center, Al Hamra Industrial Zone-FZ, RAK, United Arab Emirates.

3. Buying insurance through the AURA

When you buy insurance through the AURA website or app, we will:

- introduce you to Coverholder for the relevant insurance product;
- collect the cost of your insurance product from you and in turn pay our insurance partner for your insurance cover; and
- provide you with the insurance product on your email;
- provide you with ongoing access to the documentation for your insurance product (including the insurance policy between you and Coverholder).

We don't offer advice regarding insurance products. We do provide you with information about our insurance products so you can make an informed decision before you buy.

We don't provide our staff with incentives for selling insurance products.

Insurance partner will be directly responsible to you for:

- handling any claim you make; and
- making any payments to you after a successful claim.

4. How we collect your payment

When you pay for an insurance product, we will collect the money from your account using our website and contracted payment systems. We hold your payment as an agent of our coverholder, meaning your insurance is effectively paid for without delay when we collect the money from your account. Customers using the website who are Minor /under the age of 18 shall not register as a User of the website and shall not transact on or use the website.

You will receive the payment confirmation by email once it is successful together with an electronically generated policy and rules.

Please, store them with you while Policy is effective.

<https://auras.insure/> will NOT deal or provide any services or products to any of OFAC (Office of Foreign Assets Control) sanctions countries in accordance with the law of the United Arab Emirates.

5. Our insurance partners (coverholders)

At present our insurance partners is IC "EIG" LLC, headquartered at Hamchako, Mutsamudu, the autonomous island of Anjouan, Union of Comoros, license L15921/EIG.

AURA only offers insurance products which are arranged and provided by the above insurers. We act as an intermediary between you and the insurer. When we do this, we are acting on behalf of the insurer (not on behalf of you). We don't charge you a fee for doing this. However, our insurance partners may pay us a commission in exchange for the services we provide, and we may receive a share of any profit from the policies sold.

6. We can change these terms

We can change Website Policies and Terms & Conditions occasionally to:

- make them clearer for you;
- make sure our services comply with any change in the law;
- reflect any changes in our chosen insurance partners;
- reflect any transfer of our business to another company; or
- to meet the requirements and standards.

Therefore, Customers are encouraged to frequently visit these sections in order to be updated about the changes on the website. Modifications will be effective on the day they are posted.

7. Legal bits and pieces

Only we (Aura Global FZ-LLC) and you have rights under this agreement. This agreement is personal to you and you cannot transfer your rights or obligations under it to anyone else.

We can transfer our rights and obligations but only if we reasonably think this won't have a significant negative effect on your rights under these terms, or if we need to do so to meet any legal or regulatory requirement.

The English version of the terms applies. If these terms are translated into another language, the translation will be for reference only and the English version will apply. Unless we tell you otherwise, communications between us and you will also be in English.

Any dispute or claim arising out of or in connection with this website shall be governed and construed in accordance with the laws of the United Arab Emirates.

