

Insurance information of Allianz Global Corporate & Specialty SE

Please find additional important information on the insurance policy you wish to take out below.

Who is your contractual partner?

You are taking out an insurance policy with Allianz Global Corporate & Specialty SE, Königinstr. 28, 80802 Munich. The company has its registered office in Munich. The company is registered in the Commercial Register of Munich under the number HRB 208312. The names of the members of the Board of Management entitled to represent the company are set out in your proposal/our offer and in your insurance certificate. We are a property and casualty insurer.

How will the policy be taken out and what law applies?

The policy is taken out as soon as we receive your proposal or as soon as you have accepted our offer. We normally declare our acceptance by sending you the insurance certificate.

Both the initiation and the performance of the insurance policy are governed by German law. All policy documents sent to you shall be in German. All communication on your policy relationship shall also be in German.

What applies with respect to the right of revocation?

You are entitled to revoke your policy declaration in written or electronic form (e.g. letter, fax, e-mail) within 14 days without having to state any grounds. This period begins after you

- have received the insurance certificate, including the notice of the right of revocation required by law,
- have received the policy provisions including the General Terms and Conditions of Insurance and
- have received the further information pursuant to § 7.1 and 7.2 of the German Insurance Contract Act (*Versicherungsvertragsgesetz - VVG*) in conjunction with §§ 1-4 of the VVG Information Ordinance (*Informationspflichtenverordnung*), which you will find in this insurance information, the policy provisions and, in the case of consumers, in the product information sheet,

in each case in written or electronic form. In the case of e-commerce policies, the period shall not, however, begin before we have met our obligations pursuant to § 312i (1) sentence 1 of the German Civil Code (*Bürgerliches Gesetzbuch*) in conjunction with Article 246c of the Introductory Act to the German Civil Code. The revocation deadline shall be deemed observed if the revocation notice is dispatched in time. Notice of revocation is to be addressed to: Allianz Global Corporate & Specialty SE, Königinstr. 28, 80802 Munich or by e-mail to agcs.communication.germany@allianz.com.

In the event of effective revocation, the insurance cover shall end and we shall reimburse you for the part of the premiums that is attributable to the time after your revocation notice was received if you have consented to the insurance cover commencing before the end of the revocation period. In such cases, we are entitled to retain part of your premiums that is attributable to the time before your revocation notice was received; this corresponds to the following amount per day of insurance cover depending on the desired payment period: 1/30 of the monthly premium, 1/90 of the quarterly premium, 1/180 of the half-yearly premium or 1/360 of the annual premium. If the premium is a single premium that is to be paid for a payment period that deviates from the periods set out above, we are entitled to retain an amount corresponding to $1/x$ (x = no. of days in the policy period applied for) of the single premium for each day of insurance cover. You can find the payment period and the insurance premium in the proposal and in the insurance certificate.

Any amounts to be reimbursed to you shall be reimbursed without delay, but at the latest within 30 days after receipt of the revocation notice. If the insurance cover does not commence before the end of the revocation period, effective revocation will result in any benefits received being returned and any gains (e.g. interest) surrendered.

Once you have issued effective notice of revocation, you are no longer bound by any contracts linked to the insurance policy. Contracts are deemed to be linked if they are related to the policy that has been revoked and refer to a service provided by the Insurer or a third party based on an agreement between the third party and the insurer. We are not entitled to either agree or demand a contractual penalty.

Your right of revocation shall lapse if the contract has been performed in full by either you or by us at your express request before you exercised your right of revocation. The right of revocation does not apply to policies with a term of less than one month. If you revoke a substitute policy, your original insurance policy shall remain effective.

Which term applies to the policy and how can I terminate it?

For information on the term of your policy and how you can terminate it, as well as information on any contractual penalties, please refer to your proposal/our offer, your insurance certificate and the attached terms and conditions of insurance.

To whom can complaints be addressed?

Customer satisfaction is something we attach a great deal of importance to. If you are not, however, satisfied, please contact your insurance intermediary or get in touch with us directly. This will give us an opportunity to find a solution for you and improve the service we provide.

Alternatively, you also have the option of initiating a complaints procedure with the insurance ombudsman (*Ombudsmann für Versicherungen*), address: Versicherungsombudsmann e. V., Postfach 08 06 32, 10006 Berlin, website www.versicherungsombudsmann.de). We shall participate in the dispute resolution procedure before this Arbitration Board. Please note that only consumers can initiate the complaints procedure. Furthermore, the value in dispute cannot exceed EUR 100,000. You are not obliged to accept the ombudsman's decision, irrespective of the outcome. You still have recourse to courts of law. If the ombudsman's decision is in your favor, we are bound by this decision provided that the value in dispute does not exceed EUR 10,000. In the case of complaints made via an insurance intermediary or advisor, you can turn to the ombudsman irrespective of the value in dispute. The ombudsman replies to each and every complaint and makes an unbinding arbitration proposal in suitable cases. If you, as a consumer, took the insurance policy out electronically (e.g. via a website or by e-mail), you can use the online dispute resolution platform set up by the European Commission to lodge your complaint (website: ec.europa.eu/consumers/odr/). Your complaint will be passed on to the Ombudsmann für Versicherungen e. V. from there.

As an insurance undertaking, we are subject to the supervision of the German Federal Financial Supervisory Authority (BaFin), Referat VBS 4, Graurheindorfer Str. 108, 53117 Bonn, e-mail: poststelle@bafin.de, Internet: www.bafin.de. You can also contact BaFin if you wish to lodge a complaint.