

## INFORMATION TO THE POLICYHOLDER. COMPLAINTS PROCEDURE

Pursuant to Article 6.993 of the Civil Code of the Republic of Lithuania, Articles 93, 93<sup>1</sup> of the Insurance Law of the Republic of Lithuania, Bank of Lithuania's 2018 June 12 Resolution No. 03-91, we obligatorily provide You with the following information:

### Identity of insurance broker company and address

**Closed joint-stock insurance broker company**  
**IVP Partners**  
(hereinafter – **IVP Partners**)  
**Company code 302489781**  
**location: Ulonu str. 2, Vilnius**

### The register where the insurance broker company is registered

The Register of Legal Entities of the Republic of Lithuania  
[www.registrucentras.lt](http://www.registrucentras.lt)

### Internet page, which publishes a list of insurance broker companies

Internet page of the Bank of Lithuania:  
<http://www.lb.lt>

### Operating principles of IVP Partners

IVP Partners consults clients only after conducting a detailed analysis of insurance services in the market so that, at the policyholder's request, they can provide a competent written or verbal recommendation that meets the policyholder's needs and requirements.

### Nature of consultation

IVP Partners operates as an insurance broker company on behalf of the policyholder, insured, beneficiary or injured third party and always in the interests of the policyholder, insured, beneficiary or injured third party. The client has the right to require IVP Partners to provide the names of those insurers with whom IVP Partners can cooperate and/or cooperates.

### Information to the policyholder that must be provided by the insurance broker, according to Article 6.993 of the Civil Code of the Republic of Lithuania

The names, types of insurers' companies, addresses of the proposed insurers are indicated in the offer, to which this information is submitted. The procedure for resolving disputes arising from or related to the insurance contract, the insurer's behavior when the policyholder violates the terms of the insurance contract, possible cases of increased insurance risk and other information are specified in the rules of a specific type of insurance, which we strongly recommend the policyholder to familiarize himself with in detail before concluding the insurance contract.

### The law applied to insurance contracts

The law of the Republic of Lithuania applies to insurance contracts, the conclusion of which is

mediated by IVP Partners, unless otherwise specified in the contract with a policyholder.

#### **Property relations with insurance companies**

IVP Partners neither directly nor indirectly owns shares or other capital of any insurance company. No insurance company or parent company of an insurance company directly or indirectly owns shares or other equity in IVP Partners.

#### **The nature of the remuneration received by IVP Partners**

IVP Partners receives remuneration from the insurer's commission, which is a component of the insurance premium, unless IVP Partners has agreed otherwise with the policyholder.

#### **Institutions to which complaints can be submitted regarding the activities of insurance intermediaries**

A complaint regarding the activity of an insurance broker and/or claims for compensation can be submitted directly to Compensa Vienna Insurance Group, an insurance company where IVP Partners has insured its civil liability for >1 300 000 EUR per insured event and >1 900 000 EUR for the entire insurance period. Complaints can also be submitted to the Bank of Lithuania, the Chamber of Insurance Brokers and the court in accordance with the law.

#### **Procedures for dealing with complaints and claims for compensation out of court**

Complaints and/or claims for compensation of third parties of policyholders, insured, beneficiaries and/or injured parties regarding damages are settled out of court by negotiations with IVP Partners, unless otherwise stated in the insurance contract.

#### **Procedures for dealing with consumer (natural persons) complaints and claims for damages in extrajudicial procedure**

If the policyholder, the insured, the beneficiary and/or the injured third party is a consumer, then, in addition to the procedures specified in the previous point, he also has the right to have his complaint or claim for compensation examined out of court by the Bank of Lithuania. A user who believes that IVP Partners has violated his rights or legitimate interests in insurance contractual (or related) relations, and intends to use his right to apply to the Bank of Lithuania, must first apply in writing to IVP Partners, specifying the circumstances of the dispute and his claim. The appeal can only be personal, i.e. by coming to any IVP Partners headquarters, or in writing. We do not process anonymous complaints. The complaint is examined within 15 working days from the date of receipt of the complaint and a detailed, reasoned response is provided in writing, based on documents, copies of which must be attached to IVP Partners' response.

If the user is not satisfied with the response of IVP Partners or does not receive it within the set deadline, the user has the right to apply to the Bank of Lithuania within one year from the day of the application to IVP Partners by filling out the prescribed form. More information and the user application form can be found on the website of the Bank of Lithuania <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju> . The dispute is being examined in accordance with the decision of the Board of the Bank of Lithuania approved on January 26, 2012 No. 03-23 "Regarding the approval of the rules of the procedure for out-of-court settlement of disputes between consumers and financial market participants at the Bank of Lithuania" and all its amendments.

In addition, you can submit complaints about the activities of IVP Partners out of court to the Chamber of Insurance Brokers (Vytenio st. 6, 03113 Vilnius, [www.dbr.lt](http://www.dbr.lt) ) in accordance with the procedure established by legal acts. If IVP Partners does not satisfy Your requirements according to the complaint or satisfies them partially, You also have the right to apply to the court in accordance with the procedure established by legal acts.

### **Duplicates**

After the conclusion of the insurance contract, the policyholder may apply in writing or in person to the insurer with a request to issue copies of the insurance rules or individual insurance contract, insurance certificate (policy), the policyholder's written request to conclude an insurance contract and other documents confirming the conclusion of the insurance contract. The insurer must, when the policyholder pays the agreed remuneration, not exceeding the costs of issuing copies of documents (if the remuneration is provided for in the insurance contract), issue copies of the required documents to the policyholder.

### **Operating principles**

IVP Partners consults clients only after conducting a detailed analysis of insurance services in the market so that, at the policyholder's request, they can provide a competent written or verbal recommendation that meets the policyholder's needs and requirements.

IVP Partners carries out responsible information protection. More about this in the Information security policy of IVP Partners internet site.

The activity of IVP Partners is based on the principles of sustainable activity. More about this in the Sustainability policy published in the internet site of IVP Partners.

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