

General information provided by the insurance broker

Dear Sir/Madam,

Pursuant to the Insurance Act, we hereby deliver the following data on the authorised brokers in insurance and reinsurance:

1. Name and surname and address of authorised insurance and/or reinsurance brokers:

Paulina Fudurić, from Zagreb, entered into the registry under the reg. No. PO 293
Dubravko Stašek, from Rijeka, entered into the registry under the reg. No. PO 250
Damir Pancirov from Split, entered into the registry under the reg. No. PO 469
Daniela Fišer, from Zagreb, entered into the registry under the reg. No. PO 515
Tijana Dusper, from Zagreb, entered into the registry under the reg. No. PO 520
Jasminka Tomić, from N. Vinodolski, entered into the registry under the reg. No. ZO 20012
Dag Marjanović, from Rijeka, entered into the registry under the reg. No. ZO 20568
Marija Goleš, from Trogir, entered into the registry under the reg. No. ZO 20456
Ivona Milinović, from Rijeka, entered into the registry under the reg. No. ZO 21053
Željana Dumanić, from Split, entered into the registry under the reg. No. ZO 21303
Ana-Marija Marinović, from Rijeka, entered into the registry under the reg. No. ZO 21943,
Ivona Dorčić, from Kostrena, entered into the registry under the reg. No. ZO 21944.

2. Insurance and reinsurance brokerage company: InterOmnia d.o.o.

10 000 Zagreb, Ulica grada Vukovara 237D
Tel: +385 1 2381 000; Fax: +385 1 2381 020
e-mail: interomnia@interomnia.hr
web: www.interomnia.hr
OIB (VAT No.): 26826437822
MB (Reg. No.): 4014057

3. The registry where the company is registered and the manner of its verification:

The Company is entered into the registry of the Commercial Court, Decision No.: Tt-13/8054-2 by virtue of the decision of 08/04/2013. The supervisory body is the Croatian Financial Services Supervisory Agency which issued a licence for engaging in business activity on 05/04/2013, Class. No. UP/I-453-02/13-37/18, Docket No.: 326-663-13-3. The data available for verification at the company registry (www.sudreg.pravosudje.hr) and the registry kept with the Croatian Financial Services Supervisory Agency (HANFA), Ul. Franje Račkog 6, Zagreb (www.hanfa.hr).

4. Names of insurance companies, i.e. reinsurance companies with concluded business cooperation contracts with the company:

Društvo InterOmnia d.o.o. has concluded business cooperation contracts with the following insurance companies: ADRIATIC OSIGURANJE d.d., ALLIANZ HRVATSKA d.d., CROATIA OSIGURANJE d.d., EUROHERC OSIGURANJE d.d., GENERALI OSIGURANJE d.d., GRAWE OSIGURANJE d.d., HOK OSIGURANJE d.d., HRVATSKO KREDITNO OSIGURANJE d.d., IZVOR OSIGURANJE d.d., MERKUR OSIGURANJE d.d., SUNCE OSIGURANJE d.d., SAVA OSIGURANJE d.d., SID – PRVA KREDITNA ZAVAROVALNICA d.d., TRIGLAV OSIGURANJE d.d., UNIQA OSIGURANJE d.d., WIENER OSIGURANJE Vienna Insurance Group d.d.

5. Data on out-of-court proceedings of dispute resolution between the insured persons, i.e. insurance clients, i.e. reinsurance clients, i.e. consumers and the insurance company, i.e. reinsurance company, i.e. the party offering insurance services, i.e. the party offering reinsurance services, i.e. on the internal procedure of settling complaints of the insured persons

The procedure of settling complaints related to contracts, address for receipt of complaints and the authority in charge:

All persons having legal interest on the grounds of the concluded contracts with the company, shall primarily attempt to resolve all possible disputes which derive from or are related to the brokerage contract in agreement, in amicable proceedings. The insured person, the insurance policy holder and the beneficiary may file a complaint against the provision of services, i.e. fulfilment of obligations of the broker, i.e. natural person performing brokerage activities for the company, decisions of the company related to the contract or fulfilment of the contract, conduct of the broker related to settling requests from the insurance contract or reinsurance contract, within 15 (fifteen) days since it received the decision to which it is filing the complaint, i.e. from the day when finding out about the reason of the complaint.

The complaint is filed:

- a) Orally, by taking minutes:
- at the office of the company InterOmnia d.o.o.: in Zagreb, Ulica grada Vukovara 237d / in Rijeka, Riva 16 / in Split, Put Supavla 1
- b) By a written motion:

- at the address of the official seat of the company InterOmnia d.o.o.
- via facsimile to No.: +385 (1) 2381 020
- via e-mail to: interomnia@interomnia.hr



The complaint must contain:

- Name and surname and address of the complaint applicant, who is a natural person or of his legal representative, i.e. company name and name and surname of the responsible person of the complaint applicant, who is a legal person,
- The reasons for the complaint and the requests of the complaint applicant,
- Evidence proving the allegations from the complaint, when possible to attach them, and it may also contain the documents that were not considered during the proceedings in which the decision was made that is the reason for the complaint, as well as proposals for introducing evidence,
- Date of filing the complaint and signature of the complaint applicant, i.e. person representing him/her,
- Power-of-attorney for representation, when the complaint was filed by a proxy.

After analysing and checking allegations from the complaint, InterOmnia d.o.o. shall respond the complaint applicant in writing, at the latest within 15 days from receiving the complaint. If the complaint was filed via electronic mail or the complaint applicant requests this specifically, the response to the complaint may be sent electronically, by abiding the regulations regulating personal data protection.

At the request of the complaint applicant, InterOmnia d.o.o. shall notify the complaint applicant on the received complaint and course of the proceedings. All disputes arising from the insurance operations or related thereto, including the disputes related to the issues of its valid conception, breach or termination, as well as legal effects deriving therefrom, they may be referred to mediation at one of the mediation organisations in the Republic of Croatia (the Croatian Insurance Bureau/*Hrvatski ured za osiguranje*, the Croatian Chamber of Economy/*Hrvatska gospodarska komora* etc.). In case that, despite the efforts to solve the dispute amicably, no amicable solution to the dispute is found, the geographical jurisdiction of the competent court in Zagreb having subject matter jurisdiction is agreed upon.

6. Data on connections to the insurance company

InterOmnia d.o.o. neither the persons authorised to represent the company have a share, either direct or indirect, which represents 10% or more voting rights or equity in the insurance company for which it performs the distribution activities. The insurance company, i.e. mother company of a particular insurance company for which the broker performs the distribution operations has no share, either directly or indirectly, which represents 10% or more of voting rights or equity in the company InterOmnia d.o.o.

7. Data on providing advice and conduct

The broker does not provide advice.

The broker is under no contractual obligations of performing insurance distribution for the insurance company.

The broker acts as ordered by the client.

8. Data regarding the fee

Regarding Insurance contract, the broker receives a commission (of any kind), which means that his receipt is included in the Insurance premium, unless otherwise agreed with the party.

- 9.** The broker delivers the abovementioned data to the client, in compliance with the Insurance Act, by using a durable medium which is not paper – electronic e-mail, in a way that the client and the broker usually communicate. The client is entitled to choose whether wishing to receive the information in paper or another permanent medium.

InterOmnia d.o.o. undertakes to perform the tasks prescribed by the Insurance Act in a way that protects the interests of the insurance policy holders, i.e. reinsurance policy holders, i.e. the insured persons.

