

Kindlustusest Kindlustusmaakler OÜ

GENERAL TERMS AND CONDITIONS OF BROKERAGE CONTRACT

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FOREWORD

The general terms and conditions of brokerage contract are a document which determines the basis and procedure and general terms and conditions for the interaction between Kindlustusest Kindlustusmaakler OÜ and the client.

The objective of the general terms and conditions is to create a clear and reliable relationship between Kindlustusest Kindlustusmaakler OÜ and the client.

The general terms and conditions are an integral part of all services provided to the client by Kindlustusest Kindlustusmaakler OÜ.

1. DEFINITIONS

- 1.1. **Broker** is the company Kindlustusest Kindlustusmaakler OÜ, which is operating as an insurance broker (registry code 10703702) and entered in the list of insurance brokers of the Financial Supervision Authority (www.fi.ee). The registered address of Kindlustusest Kindlustusmaakler OÜ is Suur- Patarei 2, 10415 Tallinn, telephone 12 555, from abroad +372 686 5005, e-mail: info@kindlustusest.ee, website www.kindlustusest.ee.
- 1.2. **Client** is any natural or legal person who is using or has expressed interest in using the services of the broker.
- 1.3. **Policyholder** is a person who enters into the insurance contract and who has the obligation to pay insurance payments.
- 1.4. **Insurer** is a company (insurance company), the main and permanent activity of which is compensating for damages caused by an insured event or paying an agreed sum of money upon the occurrence of an insured event.
- 1.5. **Parties** are the broker and client referred to jointly.
- 1.6. **Third person** is any natural and legal person who is not a party in the meaning of the general terms and conditions.
- 1.7. **Principles of processing client data** is a document which regulates the processing of data concerning the client, including personal data, which have become known to the broker by the broker.
- 1.8. **Procedure for reviewing and resolving client complaints** is a document, the purpose of which is organising the reviewing and resolving of complaints filed by policyholders who are the clients of the broker.
- 1.9. **Transaction relationship** is a legal relationship incurred between the broker and the client when the client uses, has used or has expressed the desire to use the service.
- 1.10. **Brokerage contract** is a contract concluded between the parties in writing or orally for the provision of brokerage services pursuant to § 658 subsection (1) of the Law of Obligations Act.
- 1.11. **Brokerage terms and conditions** are the **general terms and conditions** of this brokerage contract which are an integral part of the brokerage contract for services and the brokerage contract.
- 1.12. **Service** is a service provided by the broker to the client.
- 1.13. **Contract for services** is another contract concluded between the broker and the client for services provided by the broker, concluded pursuant to § 619 subsection (1) of the Law of Obligations Act. General terms and conditions together with additional terms and conditions of the contract for services shall apply to contracts for services.
- 1.14. **Tender** is an offer issued to the client by the broker for using brokerage services, incl. a comparative insurance tender.
- 1.15. **Comparative insurance tender** is an overview of insurance tenders of various insurance companies which conform to the client's interest in insurance, issued by the broker.

2. GENERAL PART

- 2.1. The general terms and conditions apply to all transaction relationships.
- 2.2. In addition to the general terms and conditions, transaction relationships are also regulated by the law of the Republic of Estonia, contracts for services, contracts and principles of processing client data.
- 2.3. General terms and conditions, terms and conditions of services and principles of processing client data are available on the website and in the offices of the broker.
- 2.4. General terms and conditions also apply to transaction relationships which were incurred before the entry into force of the general terms and conditions and valid on the day of entry into force.
- 2.5. If the general terms and conditions are in conflict with the terms and conditions of service, then the provisions of the terms and conditions of service apply. If the general terms and conditions or the terms and conditions of service are in conflict with the contract, then the provisions of the contract apply.
- 2.6. The broker has the right to amend the terms and conditions of brokerage unilaterally by informing the client of this or disclosing this information on its website at least 1 (one) month in advance. The client has the right to cancel the brokerage contract by the entry into force of the amendments at the latest, if the client disagrees with the changes. The client shall send a notice regarding the cancellation to the broker to the address provided in the terms and conditions of brokerage at least 7 (seven) days in advance.
- 2.7. The words in singular shall have the meaning of plural and vice versa in the general terms and conditions if this is required by context.
- 2.8. Interaction between parties shall take place in Estonian or in any other language upon the agreement of the parties.

3. EXPLANATIONS OF BROKER BEFORE CONCLUDING THE BROKERAGE CONTRACT

- 3.1. The broker is the company Kindlustusest Kindlustusmaakler OÜ, which is operating as an insurance broker (registry code 10703702) and entered in the list of insurance brokers of the Financial Supervision Authority (www.fi.ee). The registered

address of Kindlustusest Kindlustusmaakler OÜ is Mustamäe tee 55, 10621 Tallinn, telephone 12 555, from abroad +372 686 5005, e-mail: info@kindlustusest.ee, website www.kindlustusest.ee.

- 3.2. The broker provides the service guided by the interests of the client by mediating contracts to the client on the basis of an independent analysis. This means that Kindlustusest Kindlustusmaakler OÜ acts as the representative of the client in the relationship of the client and the insurance company and only cooperates with insurance companies in mediating insurance contracts to the extent necessary to request insurance tenders, mediate the concluding of an insurance contract and helping the client in the case of damages.
- 3.3. As a general rule, the brokerage fee of the broker is a percentage of the insurance payment or a fixed rate.
- 3.4. The broker may receive a commission fee from the policyholder as well as from the insurance company which pays the commission fee for the policyholder, as well as in combination of both above methods. The broker shall always disclose to the client the amount of commission fee it receives, the person paying the commission fee, and the principles of calculating commission fee pursuant to the insurance contract.
- 3.5. The broker may give the client discounts at the expense of the commission fee paid to it by the insurer for the policyholder, more specifically, to forgo a part of or all of the commission fee paid to the broker for the policyholder by the insurer in order to offer the client a more beneficial insurance payment. The discount at the expense of the broker's commission fee is indicated on the documents of brokerage contract or the invoice.
- 3.6. The liability insurer of the broker is Lloyd's Insurance Company S.A., at 14th Floor Bastion Tower, Place du Champ de Mars 5, 1050 Brussels, Belgium.
- 3.7. Any disputes shall be resolved pursuant to the procedure for resolving client complaints of Kindlustusest Kindlustusmaakler OÜ, which is available on the website www.kindlustusest.ee. It is also possible to file a complaint regarding the activities of the broker with the Consumer Complaint Committee of the Estonian Consumer Protection Board (terms and conditions for an appeal are disclosed at www.tarbijakaitseamet.ee) or with the Financial Supervision Authority (www.fi.ee) or with a court (www.kohus.ee).
- 3.8. The broker may disclose the information provided in point 3 to the policyholder orally and later send it via durable medium together with the general terms and conditions of the brokerage contract and the tender.

4. BROKERAGE CONTRACT

- 4.1. The brokerage contract is declared to be concluded when the client has expressed the desire to use the service to the broker and the broker has agreed to provide the service.
- 4.2. The expression of the client's desire may be provided in writing or orally or via durable medium in some other way and it may also be expressed with the agreement with the comparative insurance tender, the payment of the first payment connected with the broker's tender or with another confirmation by the client. The agreement of the broker may be providing a comparative insurance tender to the client, or other act or confirmation.
- 4.3. The brokerage contract is concluded between parties for an unspecified term unless the client expresses the desire for a brokerage contract to be concluded separately for the mediation of each insurance contract.
- 4.4. Documents of the brokerage contract are statements, agreements and notices of parties, questionnaires on the interests of the client, terms and conditions of brokerage, and other documents, invoices and letters. A comparative insurance tender prepared by the broker is also a document of the brokerage contract.
- 4.5. The broker may use the help of another insurance broker or third person to perform the expression of desire or order of the client.
- 4.6. The broker shall operate exclusively in the interests of the client in performing the brokerage contract, even when the broker has cooperation contracts with insurance companies to perform the insurable interest of the client.
- 4.7. The client provides the broker with the following authority when concluding a brokerage contract:
 - 4.7.1. requesting insurance tenders from insurance companies for the client and negotiating in the client's name over insurance terms and conditions, insured amounts, insurance payments, insurance coverage, etc.;
 - 4.7.2. at the client's request, concluding and amending, extending and terminating the insurance contract mediated by the broker, submitting declarations of intention connected to this and requiring that the insurance payment be returned to the bank account of the broker;
 - 4.7.3. withdrawing from the insurance contract concluded with the mediation of the broker if the client has not paid the commission fee of the broker or insurance payment provided in the insurance contract;
 - 4.7.4. representing the client in the case of a loss event;
 - 4.7.5. the broker has the right to require a written power of attorney from the client;
 - 4.7.6. the broker has the right to use the help of another insurance broker for the best performance of the client's insurable interest by delegating this authority.
- 4.8. The client's authority for the broker is valid until the expiry of the brokerage contract or until it is withdrawn by the client.
- 4.9. The client confirms that it has insurable interest, for which it grants the broker the authority to find the best insurance tender. The client sustains all losses incurred from its lack of legal basis for concluding the brokerage or insurance contract or granting the corresponding authority to the broker.
- 4.10. The client confirms that it has not granted an authority to another broker at the time of granting the authority to the broker for the same insurable interest.
- 4.11. The client confirms to be aware that if the broker pays the insurance payment for the client (e.g. traffic insurance), the broker incurs the right of recourse of the insurance payment against the client.
- 4.12. The client has the right to withdraw from the brokerage contract within 14 (fourteen) days from its conclusion.
- 4.13. A Party has the right to cancel the brokerage contract with a notice of 7 (seven) days if the other party is in violation of the contract and does not cease the violation immediately at the request of the other party.

5. ACTIVITIES OF THE BROKER AFTER CONCLUDING THE BROKERAGE CONTRACT, INCL. INFORMATION PRECEDING ENTERING INTO AN INSURANCE CONTRACT AND ALSO PRECEDING AMENDMENT AND EXTENSION IF NECESSARY

- 5.1. The broker determines the insurable interest of the client to perform the client's order, storing the information on the client's insurable interest and requirements in durable medium (e.g. on the comparative insurance tender, in an expression of desire submitted by e-mail, etc.).
- 5.2. The client undertakes to disclose all circumstances which the broker requests to determine insurable interests, as well as circumstances which are generally expected to influence insurable interest.
- 5.3. If the insurable interest of the client is life insurance with investment risk, the broker assesses the suitability of this type of contract and underlying assets for the client and provide information to the client regarding the nature and risks connected with the underlying assets of the insurance contract. In doing so, the broker does not stress the
- 5.4. If the client's insurable interest is concluding a contract for funded pension pursuant to procedure provided in § 50 of the Funded Pensions Act, the broker informs the client every time before concluding a contract regarding the information provided in § 50 of the Funded Pensions Act.
- 5.5. In general, the broker submits at least 3 insurance tenders to the client for performing the client's insurable interest and provide these to the client as a comparative insurance tender. The broker may submit fewer insurance tenders if the client has instructed the broker accordingly, if it arises from the nature of insured risk or an analysis conducted by the broker, indicating that due to the nature of the client's insured interest, it is not possible to provide a comparative tender of at least 3 insurance companies.
- 5.6. If the client has not sufficiently explained its insured interest and demands, the broker may submit a comparative tender which in the opinion of the broker conforms to the client's insured interest the most, and also proposes to the client to specify the client's insured interest and demands.
- 5.7. The client must review the insurance tender to verify that the broker has understood his or her insured interest correctly and provided factually correct information in the tender. The client must inform the broker of incorrect information via durable medium.
- 5.8. If the insurance tenders which conform to the client's insured interest are similar in the insurance coverage offered and the client has not clearly disclosed his or her most important insured interest, the broker and the client shall be guided by the presumption that the most important insured interest is the lowest insurance payment.
- 5.9. The broker shall provide the suggestion for the insurance contract which most suits the insured interest of the client on the comparative insurance tender, and reason this to the client. If the broker does not provide another reasoning, then the broker is recommending the given tender because this tender conforms to the insured interest and demands of the client the most in the broker's opinion.
- 5.10. If the client does not notify about his or her choice but requests for the insurance contract, it is declared that the client agrees with the broker's recommendation and desires to conclude an insurance contract on its basis.
- 5.11. The client confirms his or her agreement with the insurance tender in writing or via durable medium or by making the first payment. By agreeing with the insurance tender, the client also agrees with the reasoning submitted for the recommendation of the insurance contract.
- 5.12. The broker explains that before forwarding the insurance policy or insurance certificate to the client, the broker may forward the invoice of the insurance payment or first instalment of the insurance payment to the client and require its payment, unless provided otherwise by the law.
- 5.13. The broker explains that a payment is declared paid if it is paid at least in the amount indicated on the invoice, if the invoice is paid in an insufficient amount then the payment is not declared paid and the broker shall return the paid amount. The payment of the first insurance payment shall generally be one of the conditions of the entry into force of the insurance contract.
- 5.14. The broker explains to the client the terms and conditions of the insurance contract to be concluded for the client, incl. the amount of insurance payments and the limitations and restrictions connected with the insurance contract.
- 5.15. The broker explains to the client that in the case of an insured event, the client must inform the insurance company of this and the compensation for damage shall conform to the terms and conditions of the insurance contract, the most important terms and conditions of which shall be provided to the client by the broker in the insurance tender.
- 5.16. The broker explains to the client that he or she receives a commission fee from the insurer, which pays a commission fee for the client in the service relationship, or from the client, or both options simultaneously. The broker generally discloses the specific amount of commission fee, incl. the amount of commission fee received from the insurer, in the comparative insurance tender or in another integral document separately for each insurance contract.
- 5.17. The broker explains to the client that the broker is the representative of the client and the fact that the broker has cooperation contracts with insurance companies in order to perform the insured interest of the client does not cause a conflict of interests for the broker, because the relevant contractual relationships are necessary for the broker for preparing an insurance tender which conforms to the insured interest of the client. The fact that the insurance company may pay the broker a commission fee does not make the broker the representative of the company, because pursuant to the brokerage contract concluded between the client and the broker, the insurance company shall pay the commission fee for the policyholder.
- 5.18. The broker also counsels the client in other issues connected with the insurance contract, also if the client does not have an immediate interest in obtaining an insurance tender but wishes to receive the broker's counselling first (e.g. risk mapping). The payment of fee for counselling provided in this point shall be agreed between the broker and client with a separate agreement.

- 5.19. If the client wishes to amend or extraordinarily cancel the insurance contract, he or she shall submit a relevant application to the broker via durable medium. The broker as the representative of the client shall forward the application to the insurance company and the insurance contract is amended or expires upon the agreement of the insurance company pursuant to procedure provided by the law. The broker has the right to cancel the contract extraordinarily without the separate application of the client if it arises from the brokerage terms and conditions or the authority delegated by the client.
- 5.20. If the client desires to receive the documents connected with the brokerage contract and insurance contract on paper by mail, he or she must compensate for regular postal expenses at the request of the broker, which the broker shall include in the invoice as a separate entry.
- 5.21. The client has the right to file an application with a conciliation body for resolving disputes arising with the insurer (www.eksl.ee), with the consumer complaints committee of the Consumer Protection Board (www.tarbijakaitseamet.ee).
- 5.22. The client has the right to file an appeal with the court within 1 (one) year from the rendering of a judgment of complete or partial refusal of the insurance company to compensate for damages. The action must be filed with the court of the location of the insurance company or its branch or the court of the location of occurrence of the loss event. The client can also file an action with the court for determining the amount of loss in pre-trial taking of evidence without filing an action.

6. CONFIDENTIALITY OF DATA AND PROCESSING CLIENT DATA

- 6.1. The broker undertakes to keep in confidentiality all information of the client which is treated as confidential in legislation.
- 6.2. The objectives of processing data concerning the client which has become known to the broker, incl. sensitive personal data, the composition of data, instances and terms and conditions of disclosing the data are provided in the principles of processing client data and in the terms and conditions connected with the specific service.
- 6.3. The principles of processing client data are an integral part of the general terms and conditions and thereby also of the transaction relationship.

7. EXCHANGE OF INFORMATION

- 7.1. The broker shall forward information to the client in its agencies, on the Internet homepage, through means of mass communication or with another previously agreed method. The broker shall forward personal messages connected with the transaction relationships to the client through means of communication. The broker shall select a method which the broker deems the most reasonable and ensures that the client receives the information depending on the content of the message.
- 7.2. If the client has provided his or her contact information to the broker (e.g. postal address, e-mail address, number of means of communication), he or she has also agreed that the broker can forward information concerning the brokerage contract, the general terms and conditions of the brokerage contract and the principles of processing client data, and information from a third person, incl. advertisements, and personal notices regarding the transaction relationship.
- 7.3. Interaction of the broker with the client consisting of news, articles and newsletters forwarded by the broker shall not be treated as the broker providing suggestions for concluding any transactions, unless the broker and client have agreed on it separately.
- 7.4. If the client forwards notices or applications to the broker orally or by telephone, then the broker has the right to record and store these and reproduce them if necessary.
- 7.5. If the client has not received a notice from the broker, the receipt of which he or she can presume or the receipt of which was agreed with the broker, the client must notify the broker of this immediately after the term, in which it was reasonable to expect the arrival of the notice in question.
- 7.6. The client undertakes to inform the broker of all information and circumstances which have changed in documents or information provided to the broker and have an impact on fulfilling the transaction relationship.
- 7.7. If the client has not performed the duty of notification provided in points 7.5 and 7.6, then the broker has the right to presume that the information possessed by the broker is correct.

8. LIABILITY

- 8.1. The broker and the client shall perform their duties arising from the contract properly and reasonably in good faith, in conformity with necessary due diligence, customs and practice.
- 8.2. The broker is not responsible for damages caused by failures of the information system if the failure did not last longer than 48 hours.
- 8.3. The broker is not responsible for covert losses caused to the client (e.g. loss of profit).
- 8.4. The broker is not responsible for damages caused by force majeure, a third party who is independent of the broker's activities, or an event which the broker could not be reasonably presumed to preclude.
- 8.5. In reviewing a claim for compensation for damages, the parties are guided by the principle that if the broker has performed sufficient due diligence with the client, then the broker is only liable upon the existence of guilt.

5.19. If the client wishes to amend or extraordinarily cancel the insurance contract, he or she shall submit a relevant application to