

INFORMATION FOR THE CLIENT

Pursuant to Article 6.993 of the Civil Code of the Republic of Lithuania, Articles 93 and 93¹ of the Republic of Lithuania Law on Insurance, and Resolution No 03-91 adopted by the Bank of Lithuania on the 12 July 2018 we compulsorily provide you the following information:

1. Identity and address of the insurance broker undertaking

IVP Partners, company code 302489781, address of the registered office: Ulonu str. 2, Vilnius.

2. Register where the insurance broker undertaking is registered – VĮ Vilniaus RC

Register of Legal Entities of the Republic of Lithuania, Registrar – State Enterprise Centre of Registers, www.registrucentras.lt

3. Internet website where the list of the insurance broker undertakings is published -

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

4. Property relations with the insurance undertakings

Neither directly nor indirectly, IVP Partners have no shares or other shareholdings in any insurance undertaking. None of the insurance undertakings or holding companies of the insurance undertakings, neither directly nor indirectly have shares or other shareholdings of IVP Partners.

5. Authorities where complaints concerning the activity of insurance intermediaries may be lodged

Complaints concerning the activity of insurance intermediary and/or compensation may be lodged directly at the insurance company Compensa Vienna Insurance Group, where IVP Partners is insured against civil liability with the coverage equal to EUR 1,500,000 per one insured event and EUR 2,000,000 for all insured events over an insurance period. Complaints may also be lodged at the Bank of Lithuania, the Chamber of Insurance Brokers, as well as at the Court in accordance with the procedure established in the applicable legislation.

6. Out-of-court complaint procedure and compensation of claims

Out-of-court complaints and/or claims for compensation of policyholder, the insured person, beneficiary and/or the injured third party should be resolved through negotiation with IVP Partners unless otherwise specified in the Insurance Agreement.

7. Out-of-court consumer complaint and claim compensation procedures

In case the policyholder, the insured person, beneficiary and/or the injured third party is a consumer, in addition to the procedure referred to in clause 6, they shall also have a right that their complaint or claim for compensation is heard out-of-court by the Bank of Lithuania. When the consumer considers that IVP Partners have infringed their rights or legal interests as regards the contractual relations (or relations resulting therefrom) and intends to exercise the right to address the Bank of Lithuania, such consumer must first consult IVP Partners in writing, indicating the circumstances of the dispute and the respective claim. Such referral may be personal i.e., when the consumer visits any of the IVP Partners offices, or in writing. The complaint shall be resolved within 15 business days from the receipt of the said complaint, in addition to this, detailed and reasoned reply in writing shall be submitted together with the related documents the copies of which must be attached to the reply of IVP Partners.

In case the consumer is not satisfied with the reply or does not receive a reply within the indicated period, within one year of referral to IVP Partners, the consumer, having filled the respective document, shall have the right to address the Bank of Lithuania. Further information and consumer's referral document are provided at the website of the Bank of Lithuania <https://www.lb.lt/lt/daugiau-apie-gincius-su-finansiniu-paslaugu-teikeju>. The dispute shall be settled in accordance with the Rules of the Procedure of Out of Court Settlement in the Bank of Lithuania of Disputes between Consumers and Financial Market Participants, approved by Resolution No 03-11 of the Board of the Bank of Lithuania of 28 January 2016 on the amendment of the approval of the description of procedure for settling disputes between consumers and financial market participants.

Furthermore, the complaints regarding the activity of IVP Partners may be lodged at the Chamber of Insurance Brokers (Vytenio str. 6, 03113 Vilnius, www.dbr.lt) pursuant to the out-of-court procedure and in accordance with the applicable legislation. In case IVP Partners fails to fulfill or to fully fulfill your requirements under the complaint, you shall also have a right to access to the court in accordance with the procedure established in the applicable legislation.

8. Type of consultancy

IVP Partners is acting as the insurance broker undertaking on behalf of the policyholder, the insured person, beneficiary or the injured third party and, in any case, in the interest of the policyholder, the insured person, beneficiary or the injured third party.

The client shall have the right to demand IVP Partners to provide the names of the insurers with whom we may cooperate and (or) are cooperating.

9. Information for the policyholder which, pursuant to Article 6.993 of the Civil Code of the Republic of Lithuania, must be provided by the insurance broker

Names of the offered insurers, types of the insurance undertakings, addresses shall be indicated in the offer to which this information is attached.

Settlement of disputes arising out of or related to the Insurance Agreement, the actions of the insurer in case the policyholder infringes the terms and conditions of the Insurance Agreement, potential increase of the insurance risk, as well as all other information is provided in the rules for the specific type of insurance with which the policyholders are strongly recommended to acquaint themselves prior to the conclusion of the Insurance Agreement.

10. Law applicable to the Insurance Agreements

Law of the Republic of Lithuania shall be applicable to the Insurance Agreements where IVP Partners is acting as the insurance intermediary.

11. Type of reimbursement paid for IVP Partners

Unless IVP Partners agreed with the policyholder otherwise, IVP Partners shall receive reimbursement from the commissions of the insurer which is a part of the insurance contribution.

12. Copies (duplicates)

After the conclusion of the Insurance Agreement, the policyholder has the right to refer to the insurer personally or in writing with the request to provide the copies of the rules on insurance or individual Insurance Agreement, insurance policy, the policyholder's request in writing to conclude the Insurance Agreement, as well as the copies of any other documents certifying the conclusion of the Insurance Agreement. After the policyholder pays the agreed remuneration not exceeding the costs incurred in the provision of copies (when remuneration is provided for in the Insurance Agreement), the insurer shall be under obligation to provide the requested copies to the policyholder.

13. Operating principles of IVP Partners

IVP Partners shall only be consulting the clients after a detailed analysis of the market for insurance services so that, upon the policyholder's request, it would be able to provide the professional written or oral recommendations that correspond to the needs and requirements of the policyholder.