

INFORMATION FROM YOUR INSURANCE BROKER

According to ARTICLE 28 & 29 N. 4583/2018

The Insurance Brokers company with the name "Amt Insurance Brokers - M.Tzortzoris & Co. EE" (hereinafter "Amt Brokers") is active in Greece with the object of insurance mediation

Details of Amt Brokers

Amt Insurance Brokers : Tzavella 15-17 18533 Pireas
T. +302104133644 E. info@amt.gr
VAT: 997634044 Tax Office A' Pireas

She is registered in the register of insurance intermediaries of the Piraeus Chamber of Commerce as an Insurance Broker with,
Registration Number: 108094,,
No. Special register: 18 & No. GEMI: 12216760900 Chamber: Piraeus (See Address of the
Single Information Point of the Chamber, <http://insuranceregistry.uhc.gr/>)

Statement

- Any proposal we make to you is based on the information you give us in the corresponding needs form. We provide unbiased and personal analysis to recommend the product that best meets your requirements and needs. We act on your behalf and represent you to the insurance companies
- We have been instructed by the insurance company to collect premiums.
- We do not hold a direct or indirect participation at a rate of > 10% in votes or in the share capital of an insurance company and there is no participation of an insurance company in our capital.
- We are paid by a commission from the insurance company with which we work or on the basis of a fee paid directly by you.
- We provide advice based on impartial analysis (article 11, par. 2 PD 190/2006) due to non-exclusive cooperation with one or more Insurance Companies
- We have the ability to distribute insurance products with investment characteristics and we have knowledge certification for distribution of insurance products with investment characteristics

Complaint Report

For any complaint you should address first:

Into account

Mrs Lagga Panagiota

Tzavella 15-17 Pireas TK 18533
T. +302104133644, Email. amt@amt.gr

The above mentioned, who has been appointed to manage your complaint, will make every effort in order to respond in writing and within 28 calendar days from the receipt of his announcement.

In case the final answer does not satisfy you or if you do not receive the final answer within 50 calendar days from the submission of your complaint, you can report your complaint to one of the following organizations. The contact details are as follows:

Bank of Greece

21 E. Venizelou Avenue
102 50 Athens, Greece
T: +30 210 320 1111
Fax: +30 210 323 2239/2816
E-mail: complaints@bankofgreece.gr

Συνήγορος του καταναλωτή

L. Alexandras 144
114 71 Athens, Greece
T: +30 210 646 0862
Fax: +30 210 646 0414
E-mail: grammateia@synigoroskatanaloti.gr

Consumer General Secretari

Kanigos Square
101 81 Athens, Greece
E-mail: info@efpolis.gr

The above complaint management regulation applies without prejudice to all your legal rights.

ARTICLE 10: A decision of the supervisory authority shall determine the procedure for the submission by customers and other interested parties and, in particular, consumer associations, of complaints against distributors of insurance and reinsurance products, as well as an investigation into the validity of such complaints, after which and after exercised by the auditees the right of prior hearing, in accordance with the application of article 6 of the Code of Administrative Procedure, ratified by article one of law 2690/1999 (A '45), may, if violations are found, regardless of their possible criminal responsibility, to them the sanctions of Article 43, per violation. In any case, the supervisory authority shall send, within a reasonable time, a reply to the complainant about the content of his complaint.



Article 11 par.1: For the out-of-court settlement of disputes with distributors of insurance products, the customer can appeal to the Consumer Ombudsman, who has been established by law 3297/2004 (A '259), or to another Alternative Solution body Disputes, legally registered in the Register of the General Directorate of Consumer Protection and Market Surveillance, in accordance with article 18 of 7033./30.6.2015 joint decision of the Ministers of Economy, Infrastructure, Shipping and Tourism and Justice, Transparency and Human Rights (1421)

Article 11 (2): The bodies referred to in paragraph 1 shall cooperate with the relevant bodies of the other Member States in resolving cross-border disputes concerning the rights and obligations arising from this Part.

Personal Data Processing Update

The Insurance Brokers company under the name "Amt Insurance Brokers - Coordinators of Insurance Consultants - M.Tzortzoris & Co. EE" (hereinafter "Amt Brokers") is committed to maintaining a file, managing and processing your personal data or sensitive data eg your health data), exclusively for the service of the project and purpose in the mediation of insurance contracts, and in a way that will protect the confidentiality of your information. This letter describes the management and provides all the necessary information, from Regulation 679/2016 EU as well as the other Regulations and Laws that apply in each case for the protection of the individual.

More specifically, Amt Brokers collects personal data that refer to your insurance application, the forms and supporting documents that accompany it and all the data that you have communicated to us in writing or electronically or orally or through our employees or through our insurance intermediaries or with any other means.

Contact Information of Amt Brokers

Amt Brokers will collect your personal data in its capacity as your insurance intermediary and therefore if you have any questions, if you want to exercise any of your rights, or to file a complaint regarding your Personal Data, you can contact the Our Data Protection Officer either by phone or by letter to our address with the indication Data Protection Officer or e-mail: **dpo@amt.gr**

Amt Brokers : Tzavella 15-17 18533 Pireas
T. 2104133644 E. info@amt.gr

Your data processing includes the following.

- a. Identification date : Name, surname, date of birth, police ID / passport number, AMKA, Vat number.
- b. Contact Data : Email / mail address, phone / fax numbers
- c. Payment Data : Bank accounts, debit / credit and other bank cards
- d. Insurance Data : Data necessary for the conclusion and management of the insurance contract, (eg regarding the financial / property situation, investment / savings targets, health data)
- e. Settlement Data : Data necessary for the management of insurance claims contained in the application for compensation / redemption / payment of insurance or in accompanying documents / supporting documents or related to it.

Prior to providing us with Personal Data relating to a third party, you must inform the individual of the contents of this policy and obtain his or her consent to share his / her Personal Data with us.

Purpose of processing

The purpose of the processing of personal data is to support, promote and execute our transaction, the compliance of Amt Brokers with obligations imposed by the applicable legal and regulatory framework.

Indicatively and not restrictively we will use your personal data for:

- 1. To communicate with you in the context of our cooperation using all existing media (electronic, oral or documentary).
- 2. To inform you about the operation of your insurance policies, including the assessment, control and settlement of your insurance indemnity.
- 3. Evaluate insurance proposals (past or future), promote them in insurance or reinsurance companies and to support your insurance claims.
- 4. Inform you about issues related to your insurance needs by conducting research market, promote insurance offers and ask for level information satisfaction from our services.
- 5. To bring you in contact and to cooperate for the service of the purpose of our cooperation, with bodies such as, insurance and reinsurance companies, insurance intermediaries, medical providers, hospitals, diagnostics centers, medical staff and experts, repairers of all kinds, lawyers, researchers, record keeping and management companies, telephone service companies, public or judicial authorities.
- 6. Deal with the management of complaints and requests for access to data or correction as well as comply with applicable laws and regulations provisions and respond to requests from public and governmental authorities.
- 7. To ensure the operations of our business and to provide a high level quality of service.

**Retention Time of Personal Data**

We will retain and process your Personal Data for the purposes listed above for as long as your policy is valid and up to twenty years after its expiry for any reason, unless otherwise provided by law. In case of non-conclusion of the insurance policy, we will keep your Personal Data for up to five years.

Transfer of Personal Data

Your data will be transferred to insurance or reinsurance companies as well as to legal and / or natural persons with whom we maintain contracts within the framework and on the basis of the terms of your insurance policies. They will also be transferred to parts of our company that are responsible for serving your needs. Amt Brokers has taken the necessary measures to transmit only the absolutely necessary data each time and to ensure the legality of the processing.

Amt Brokers will not disclose in any way your personal information to any third party that is not related to your insurance policy and the provision of the coverage and services provided by it, unless required by law or by lawful request, or order of a public authority. It will also not pass on any of your personal data to third parties for use in commercial promotions.

Your rights regarding your Personal Data

You may exercise the following rights regarding your Personal Data: Access, Correction, Portability, and, subject to the conditions of the law, Deletion, Restriction and Objection. For more information regarding the conditions for exercising your rights, you can visit our website (www.amt.gr). You can exercise your rights through our website or, alternatively, you can contact the Data Protection Officer directly at dpo@amt.gr for the exercise of your rights, as well as for any other information. The request for exercise of the rights is free of charge, unless the request is obviously unfounded or excessive.

Consequences of not giving or withdrawing consent

You have the right to revoke your consent at any time or to oppose any specific processing. However, we draw your attention to the fact that in case you withdraw or do not give your consent or you object to the processing of data, which is absolutely necessary for the execution of the insurance contract, such as e.g. for health data in case of life and health insurance, the insurers will not be able to fulfill their contractual obligations. If the withdrawal of such consent, or its non-provision, or objection, is made during the pre-contractual stage, then the insurance companies reserve the right to refuse the conclusion of the contract.

Complaint

As a data subject, you have the right to submit a complaint to the Personal Data Protection Authority (1-3 Kifissias Ave., 11523, Athens, tel : 2106475600, fax: 2106475628, www.dpa.gr), if you consider that the processing of personal data concerning you violates European Regulation 679/2016 or any other Law applicable to the protection of personal data, as well as to the Supervisory Authority (Bank of Greece, Private Insurance Supervision Directorate, 21 Eleftheriou Venizelou, PC 10250, Athens, tel : 2103205222, 2103205223, fax: 2103205437, 2103205438, www.bankofgreece.gr)

Client - Candidate for Insurance Statements

1) I declare responsibly that I have received a) the analysis of my needs based on the completed needs form, in which I declare that all the information is true b) the insurance study with the attached offers attached to this form c) the reasoned proposal of the insurance intermediary with which he justifies the insurance product that most fully meets my needs d) The form for the processing of personal data.

2) **a.** I studied the letter regarding the "Information for the processing of Data Personal Character "that preceded.

b. I was informed by Amt Brokers about the processing of my Personal Data as well and the rights I have and retain as a data subject (dld Access, Correction, Portability, and, if the conditions of the law are met, Deletion, Restriction and Opposition). Also for my right to revoke at any time in the future the consent I give with this statement as well as for my rights that referred to in Articles 12-22 of the General Data Protection Regulation.

c. I give my consent (Article 8 of EU Regulation 2016/679) to Amt Brokers for following.

- i) For the processing of Personal Data contained in this insurance application, as well as anyone else to come to know the company in the future and related to the insurance policy I am requesting, as well as its operation.
- ii) For keeping files with all the above data in electronic or other format.

I acknowledge that the processing of Personal Data is absolutely necessary for the operation of the insurance policy I am requesting and that any revocation in the future will give the insurance company the right to terminate the insurance policy issued on this basis. With immediate effect.

3) I declare responsibly that the insurance ombudsman has adequately explained to me the terms and conditions of the products he proposes to me, as well as the risks, which I fully understood. He also explained to me that the proposal is made after researching a sufficient number of insurance contracts and after that, he proposes the most appropriate solution to my needs.

4) Finally, the insurance ombudsman informed me about the rights to object, withdraw and terminate the insurance contract.

I declare that I have received knowledge and consent (or the Parental Guardian)

Signature .

Signature .

Date .

Full Name .

VAT .

Date .

Full Name .

VAT .