

### **Information about the insurance distributor**

Pursuant to Art. 9 sec. 1 point 2 of the Act of 15 December 2017 on insurance distribution (Journal of Laws of 2017, item 2486 as amended)

#### **Company and address where the broker carries out brokerage activities:**

Meritum Sp. z o.o.  
ul. Darłowska 9/5  
80-388 Gdańsk  
REGON: 190302848  
NIP: 5831009549

Registered by the District Court Gdańsk-Północ in Gdańsk, 7th Commercial Division of the National Court Register KRS 0000513047

#### **Type of insurance brokerage:**

Insurance broker as defined in art. 3 sec. 1 point 5 of the above-mentioned the law

Information on the entry number in the broker register:

- Permit No. 198/97
- website address: <https://rpu.knf.gov.pl>
- method of checking:
  - in the fields provided on the website, enter the selected broker identification data
  - in accordance with the principles set out in the Regulation of the Minister of Finance of September 18, 2016 on the keeping of a register of intermediaries and the manner of disclosing information from this register (Journal of Laws of 2006, No. 178, item 1316)

#### **Information on stocks and shares in insurance companies:**

The insurance broker does not own stocks / shares of any insurance company entitling to at least 10% of votes at the general meeting / shareholders' meeting.

No insurance company holds stocks / shares of an insurance agent as a legal person, entitling to at least 10% of votes at the general meeting / shareholders' meeting.

#### **Information on the nature of the remuneration received in connection with the proposed conclusion of the insurance contract and the method of its calculation:**

The commission is included in the amount of the insurance premium.

premium \* brokerage rate = brokerage

**Information on the possibility of submitting a complaint, lodging a complaint and out-of-court dispute resolution:**

The complaint may be submitted by the Customer in the following forms:

- Written form - by post within the meaning of Article 3 point 21 of the Act of 23 November 2012 - Postal Law (Journal of Laws item 1529) - any type of letter where the broker is the addressee;
- Electronic form with the use of electronic means of communication. The customer sends the complaint to the email address: sekretariat@meritum-partner.com

The language of communication with the client is Polish or English.

Consideration of the complaint and providing the answer will take place without undue delay, but not later than within 30 days from the date of receipt of the complaint. In particularly complicated cases, which make it impossible to consider the complaint and reply within 30 days, the deadline for considering the complaint and providing the answer may be extended to 60 days from the date of receipt of the complaint. The information to the customer with the expected date of considering the complaint and providing the answer will indicate the reason and circumstances that must be established for the consideration of the case.

The answer will be given on a durable information medium within the meaning of the Act of 19 August 2011 on payment services. This means that the reply may be sent to the Client in writing by registered mail or via e-mail, with the proviso that the reply may be delivered by e-mail only at the Client's request.

**Out-of-court dispute resolution procedure:**

The customer may request the case to be considered by the Financial Ombudsman. Detailed information is available on the website [www.rf.gov.pl](http://www.rf.gov.pl).