

## PROSPECTUS

about complaint handling principles and practices of Colonnade Insurance S.A. Branch Office in Hungary

### Referred laws and regulations:

- **CXXXIX Act of 2013 on the Hungarian National Bank**
- **LXXXVIII Act of 2014 on Insurance Activities**
- **Act V of 2013 on the Civil Code**
- **Act CXII of 2011 on the Right to Information Self-Determination and Freedom of Information**
- **Government Decree No. 437/2016. (XII. 16.) on the detailed rules related to the complaint handling procedure and complaint handling regulations of insurers, multiple agents and brokers**
- **MNB Decree No. 46/2018 (XII.17.) On detailed rules on the form and manner of complaint handling for certain financial institutions**
- **Regulation 2016/679 of the European Parliament and of the Council (EU)**

In order to continuously improve the quality of our service and thereby increase the satisfaction of our customers, it is important for us to provide all the feedback, whether positive or even negative, about our products, services, processes, employees and our company as a whole.

In order to properly handle complaints and criticisms, we follow the following complaint handling principles and practices:

By taking greater account of the criticisms and complaints we receive, we strive to improve the quality of our services and products for the benefit of our customers, and we are committed to continuously increasing our customer satisfaction. Remedying their complaints also contributes to this.

Our complaint handling procedure guarantees that all complaints are thoroughly investigated as soon as possible, that the customer is given an appropriate response in all cases, and that well-founded complaints are remedied as quickly as possible.

The fact that we handle our customers' complaints at the first contact level and correct our mistakes also contributes to this. If the case is more complicated and takes longer to resolve, we will also inform our clients during the administration about where the complaint handling process is taking place and when our final response is expected.

Although the relevant legislation provides for 30 days to investigate and respond to the merits of complaints, we will make every effort to ensure that our client receives a response in a significantly shorter period of time in simpler cases.

We receive all communication channels to receive feedback from our customers, so that they can express their opinions as easily, simply and quickly as possible in a live word, by phone, e-mail, fax or letter.

## **I. Customer complaint options**

Our customers may submit their remarks or complaints regarding the products and services of Colonnade Insurance S.A. Branch Office in Hungary, the procedure of Colonnade Insurance S.A. Branch Office in Hungary, the method of our service, behavior of our administrators, as well as by any act or omission of Colonnade Insurance S.A. Branch Office in Hungary on the following ways:

**Personally:** Customer Service of Colonnade Insurance S.A. Branch Office in Hungary  
1139 Budapest, Váci street 99. Balance Loft, 2. floor.

Opening hours of Customer Service of Colonnade Insurance S.A. Branch Office in Hungary:

Monday – Thursday: from 8.30 a.m. to 5 p.m.  
Friday: from 8 a.m. to 3 p.m.

**On phone:** (36 1) 460-1400 vagy (36 1) 801 0801

Monday from 8.30 a.m. to 8 p.m.  
Tuesday – Thursday from 8.30 a.m. to 5 p.m.  
Friday from 8 a.m. to 3 p.m.

**By telefax:** (36 1) 460-1499

### **In written form:**

In e-mail: panasz@colonnade.hu  
Via internet: www.colonnade.hu  
In mail: 1426 Budapest, Pf. 153.

In order to ensure a smoother process, we always need the customer's basic personal data and data related to the insurance involved in the complaint (eg policy number, contract number). If our clients wish to act by proxy, the proxy must comply with the provisions of the Civil Code on proxy.

Our clients can download the sample authorization authorized by the Hungarian Branch of Colonnade Insurance S.A. from our website or access it in printed form at our Customer Services.

We would like to draw the attention of our customers to the website of the Magyar Nemzeti Bank (<https://www.mnb.hu/fogyasztovedelem/penzugyi-panasz>), where they can find information on the course of complaint handling and find the complaint handling form prepared by the MNB. The form of the HFSA can also be found on our customer services and on the website of the Hungarian Branch of Colonnade Insurance S.A.

## **II. Investigation of complaints**

In the event of an oral complaint, our agent will, if possible, investigate and, if possible, remedy our customer's complaint. If it is not possible to investigate the complaint immediately, our customers may request a written confirmation of receipt of the complaint.

In the case of an oral complaint communicated by telephone, an audio recording of our customers' complaint will be made, the minutes of which will be made available to the customer free of charge upon request. The audio recording of oral complaints shall be kept for five years.

The Colonnade Insurance S.A. Branch Office in Hungary respond in accordance with the direct interests of the Client and the Colonnade Insurance S.A. Branch Office in Hungary, preferably in the manner and through the channels desired by the Clients.

The investigation of the complaint is free of charge, therefore no additional fee can be charged.

Pursuant to the Act on Insurance Activities, the Colonnade Insurance S.A. Branch Office in Hungary will send a reasoned response to the complaint to the customer within 30 calendar days of receipt.

Colonnade Insurance S.A. Branch Office in Hungary may, in particular, request the following information from its customers during the handling of complaints:

- name (complainant);
- name of insured and / or policyholder;
- contract identification number;
- address, registered office;
- telephone number;
- method of notification;
- the insurance product or service affected by the complaint;
- description of the complaint, reason;
- the complainant's claim;
- a copy of the documents in the customer's possession that are not available to the service provider in support of the complaint;
- a power of attorney valid in the case of a client acting through a proxy;
- other data necessary for the investigation and response of the complaint.

The data of the customer submitting the complaint are provided in accordance with Regulation 2016/679 of the European Parliament and of the Council and Regulation CXII of 2011 on the right to self-determination and freedom of information. treated in accordance with the provisions of.

### **III. Information obligation for complaint handling**

If the complaint is rejected or the 30-day legal response period for investigating the complaint has failed, the customer may submit the complaint to any of the following organizations:

#### **Financial Arbitration Board**

In the event of a (financial consumer) dispute related to the conclusion and performance of the insurance contract, the Financial Conciliation Board (registered office: 1013 Budapest, Krisztina krt. 55.; customer service: 1122 Budapest, Krisztina krt. 6.; mailing address: 1525 Budapest BKKP) with its evidence supporting the consumer's position Pf.: 172; phone: + 36-80-203-776; e-mail: [ugyfelszolgalat@mnf.hu](mailto:ugyfelszolgalat@mnf.hu)).

#### **National Bank of Hungary**

The competent supervisory authority is the Magyar Nemzeti Bank. In case of violation of consumer protection regulations, a natural person (consumer) acting for purposes other than his / her independent occupation and economic activity at the Magyar Nemzeti Bank (letter address: Magyar

Nemzeti Bank, 1534 Budapest BKKP Pf. : 777., tel. : + 36-80-203- 776; e-mail: ugyfelszolgalat@mnbb.hu) may initiate consumer protection proceedings.

### **Litigation**

In the event of a dispute concerning the conclusion and performance of the insurance contract, the consumer may also take legal action in support of his/her position.

In the event of the rejection of the complaint or the failure to comply with the 30-day statutory deadline for replying to the complaint, a customer who does not qualify as a consumer may appeal to the Court against a decision that is not suitable for him/her.

### **IV. Register of complaints**

Colonnade Insurance S.A. Branch Office in Hungary keeps a record of the complaints and the measures taken to settle and resolve them.

The register contains:

- the date on which the complaint was lodged;
- where the complaint came from (transmitting organization, etc.);
- name of the complainant;
- the name and address of the customer (considered to be the customer on whose behalf the complaint was made);
- name of administrator;
- name of the insurance product
- the number of claims and the amount of the claim;
- a description of the complaint, an indication of the event or fact that is the subject of the complaint (no danger or, for a more specific reason, eg burglary, pipe rupture, amount, etc.);
- Interim measure (eg on-site inspection, issued for inspection, contacting a body, etc.) and date;
- a description of the measure taken to settle or resolve the complaint and, in the event of a rejection, the reasons for it;
- the deadline for completing the action and the name of the person responsible for implementation;
- the date on which the complaint was answered;
- establishing whether the complaint is well-founded or unfounded.

The date of sending the reply letter to the complaint by post and the time of replying. The written complaint and the response thereto shall be kept for five years.

Effective from May 23, 2022 until revoked.

**Colonnade Insurance S.A. Branch Office in Hungary**