1. Brief details with regard to the insurer

INTERAMERICAN HELLENIC INSURANCE COMPANY S.A. ATENA - SUCURSALA BUCUREŞTI, with registered office in Bucharest, 319G Splaiul Independentei, RiverView House building, 2nd floor, Bucharest, sector 6, 060044), Trade Registry no. J2025033442009, sole registration code RO51767670, is the Romanian branch of INTER-AMERICAN HELLENIC INSURANCE COMPANY S.A. ("**Interamerican**"), an insurance company domiciled in Greece. Interamerican has notified the Greek insurance supervisory authority (Bank of Greece) of its intention to conduct insurance business in Romania according to the freedom of establishment, by its above branch which is registered under number RX - 5964 in the Register of EEA insurers and intermediaries maintained by the Romanian Financial Supervisory Authority (ASF). This registration can be verified here.

2. Anytime by Interamerican

Anytime by Interamerican is the Interamerican brand for direct insurance sales, registered as a trademark under no. 205099 with the Romanian Office for Inventions and Trademarks (OSIM).

3. The insurer is part of Achmea Group

Interamerican, part of the Netherlands-based Achmea Group, is a leading insurer in Greece and Cyprus with over 55 years of experience in car, health, life, and property insurance. Backed by Achmea's 200-year legacy as one of Europe's most established insurance groups, Interamerican combines tradition and innovation through its digital brand, Anytime.

4. Complaints and dispute resolution procedure:

➔ **Complaints**: Customers who have any concern in relation with the insurance products or with the services provided or would like to submit a petition have possibility to address to the insurer by email at: petitii@anytime.ro; or by a letter submitted by post or directly to the registered office address: Bd. Iancu de Hunedoara, 54B, front wing, 4th floor, Bucharest, district 1, 011745. The answer of the insurer will be provided within maximum 30 days upon registration of the complaint.

➔ **Alternative resolution**: If you are not satisfied with the response provided, you may contact the Financial Supervisory Authority for the settlement of the complaint.

The contact details of the Financial Supervisory Authority in Romania are as follows:

Financial Supervisory Authority
Splaiul Independenței nr. 15, sector 5, Postal Code 050092, Bucharest, Romania
Phone: 0800 825 627
Email: office@asfromania.ro
Website: www.asfromania.ro
Online complaints portal here.

Complaints can be resolved through SAL-FIN, the alternative dispute resolution mechanism offered by ASF.
Customers who are natural persons may contact the Alternative Dispute Resolution Entity for Non-Banking Financial Services (SAL-FIN), an alternative dispute resolution entity for non-banking financial services operating within the Financial Supervisory Authority. To access the alternative dispute resolution procedures, the consumer must contact SAL-FIN. Requests shall be made in writing, directly to the SAL-FIN headquarters, by post or by electronic means of communication. Details on the conditions for accessing the two procedures within SAL-FIN are available on https://www.salfin.ro or www.asfromania.ro.
Requests to SAL-FIN can be sent:

- by post or to the institution's headquarters: Splaiul Independentei nr. 15, sector 5, Bucharest, postal code 050092;
- by electronic means to the address: office@salfin.ro.

Customers who are legal entities may have recourse to arbitration or mediation.
Amicable resolution or through alternative dispute resolution methods shall not affect your right to take the matter to the competent courts of law.

For more information regarding Complaints & Alternative resolution, please visit here.

5. Provision of consultancy to customers

Upon customer’s option the insurer may provide consultancy for its insurance products, under certain conditions.