

INFORMATION PRIOR TAKING OUT AN INSURANCE CONTRACT

Corporate identity and company name

MS Amlin Marine N.V. (MSAM), a Public Limited Company ("Naamloze Vennootschap") incorporated under Belgian Law, registered with the BCE ("Banque Carrefour des Entreprises") in Brussels under number 0670.726.393, having its registered office at 37 Boulevard Roi Albert II, 1030 Brussels (Belgium), registered with the Financial Services and Markets Authority ("FSMA") in Brussels under the statute of Belgian Mandated Underwriters and Belgian Reinsurance agents (<https://www.fsma.be/en/party/ms-amlin-marine>).

MSAM acts under the Freedom of Establishment regime through Dutch, French, and German branches; MSAM is also present in the United Kingdom through a UK branch, and has an office in Antwerp, Belgium.

In the Netherlands, MSAM branch is registered in the Rotterdam Trade and Companies Register under number 24448058, and has its registered office at Beursplein 37, 3011 AA Rotterdam (<https://www.afm.nl/nl-/sector/registers>).

In France, MSAM branch is registered in the Paris Commercial and Companies Registry ("RCS") under number 831 499 405, has its registered office at 22 rue Georges Picquart 75017 Paris and is registered with the "Registre unique des intermédiaires en assurance, banque et finance" ("ORIAS") as a European intermediary under number 0670.726.393 bis, which falls under the Autorité de Contrôle Prudentiel et de Résolution "ACPR" (<https://acpr.banque-france.fr/>).

In Germany, MSAM branch is registered under the name of MS Amlin Marine (Germany) N.V. in the Hamburg Chamber of Commerce under number HRB 145836, and has its registered office at Axel-Springer-Platz 3, 20355 Hamburg (<https://www.handelsregister.de>).

In United Kingdom, MSAM branch is registered in the Companies House under the number BR016272, has its registered office at The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AG, and is registered with the Financial Conduct Authority (FCA) under the number 985124 (<https://register.fca.org.uk/s>).

In Belgium, MSAM has an office located at De Keyserlei 58, 2018 Antwerp.

MSAM acts on behalf of MS Amlin Insurance SE and/or any other insurance companies in accordance with the corresponding insurance policy.

MS AISE is rated A (excellent) by AM Best and A (stable) by Standard & Poors.

It mainly markets, through insurance intermediaries, insurance solutions designed primarily for professionals. It operates on a commission basis (i.e. remuneration included in the insurance premium) and on a fee basis (i.e. remuneration paid directly by the assured).

For more information about MSAM, you can consult our MSAM website : <https://www.msamlin-marine.com/>

About MS Amlin

MS Amlin is a leading global insurer and reinsurer; within MS Amlin, MSAM is a wholly owned subsidiary of Amlin Netherlands Holdings B.V. (ANH), which is owned up to 90% by MS Amlin Insurance SE (MS AISE) and up to 10% by Mitsui Sumitomo Insurance Company, Limited (MSIJ), the latter being 100% owned by MS&AD Insurance Group Holdings, Inc. MSAM is part of the Japanese MS&AD Group, one of the top 10 non-life insurers in the world.

For more information about MS Amlin, you can consult our MS Amlin website: <https://www.msamlin.com>

Data protection - Complaints

Data protection:

Controller:

MS Amlin Marine N.V. (MS Amlin) acts as the controller for the processing of personal data for the purposes described below.

Purposes:

The personal data are processed for the management and performance of the insurance policy including the management of the relationship with the customer, managing claims and compliance with administrative, regulatory and legal provisions applicable to us.

Sharing with third parties:

MS Amlin may share personal data, if necessary for the aforementioned purposes, and in accordance with applicable privacy laws, with other entities that are part of the MS Amlin group as well as third parties when necessary for the execution of this policy (e.g., experts, insurance intermediaries), legally required (e.g., governments or judicial authorities) or if there is a legitimate interest.

Privacy rights, questions and complaints:

If requested, to the extent legally permissible, data subjects have the right to:

- access his/her data, to have it rectified, if appropriate;
- object the processing of his/her data, the right to have the processing of his/her data restricted, as well as the right to have his/her data erased. In such cases, MS Amlin may not be able to continue the contractual relationship.

To this end, the data subject may address a request to the Data Protection Officer (hereinafter, "DPO") at the following email address: privacy@msamlin.com or by post to: MS Amlin Marine N.V., attn. the DPO, Koning Albert-II laan 37, 1030 Brussels, Belgium.

Complaints may be submitted to the relevant data protection supervisory authority.

Further information:

More information on how MS Amlin protects personal data of data subjects and how data subjects can exercise their rights can be found in MS Amlin's [Data Privacy Notice](#).

Complaints

Do you have a complaint about an MS Amlin Marine N.V. product, our services or any third party acting on our behalf? Please find our complaint procedures on our website: <https://msamlin-marine.com/contact-us/complaints/>

We recommend that you first contact the manager of the records concerned at MS Amlin Marine N.V. and/or that person's supervisor. If this fails to lead to a satisfactory outcome, you can submit a formal complaint.

You can submit the formal complaint by letter to:

MS Amlin Marine N.V.
Complaints Manager
Boulevard du Roi Albert II, 37
B-1030 Brussels, Belgium.

Or you can send it by e-mail to MSAM.complaints@msamlin.com

We will try to resolve your complaint as quickly as possible. If you disagree with the final response you received from us please follow the steps below.

Within the EU or UK you can contact your local national Ombudsman, unless contractually otherwise agreed and as far as allowed by the rules of your country of residence.

For UK

If you wish to submit a formal complaint you can do so by letter, email or telephone:

Postal Address:

MS Amlin Marine N.V. - UK Branch
Complaints Manager
The Leadenhall Building,
122 Leadenhall Street
London, UK, EC3V 4AG

Complaints Team contact Tel: +44 (0)20 7746 1300

Complaints e-mail to MSAM.complaints@msamlin.com

We will acknowledge receipt of your complaint within 5 working days and provide you with a formal written response within 8 weeks of receiving your complaint. In the event that remain unhappy with our response and disagree with our findings you may have the option to escalate your complaint to the Financial Ombudsman at:

Financial Ombudsman Service (FOS), (see also <https://www.financial-ombudsman.org.uk>)
Financial Ombudsman Service Exchange Tower, London E14 9SR

E-mail: [complaint.info@financialombudsman.org.uk/](mailto:complaint.info@financialombudsman.org.uk)

Website: <https://www.financial-ombudsman.org.uk/>

Please be advised that the FOS will only consider your complaint if you are:

- an individual customer,
- individuals who act as personal guarantors,
- a micro enterprise with an annual turnover or balance sheet that does not exceed €2 million and fewer than ten employees,
- a small or medium-sized enterprise (SME) with an annual turnover of no more than £6.5 million and fewer than 50 employees,
- a charity with an annual income of less than £6.5million,
- a trust that has a net asset value of less than £5million.

In all cases you may still be able to take your complaint to court if you are not satisfied with the outcome.