



Wallbid

27B, Haimanta Street, 15234 Halandri

## **INSURANCE INTERMEDIARY INFORMATION FORM**

(in accordance with the provisions of Law 4583/2018 on the distribution of insurance products)

This form provides the necessary information, as provided for in Articles 28 and 29 of Law 4583/2018 on the distribution of insurance products.

### **1. Insurance Intermediary's Data:**

TRADE NAME	WALLBID INSURANCE & REINSURANCE BROKERS SINGLE MEMBER SOCIETE ANONYME
General Electronic Commercial Registry (G.E.MI) Number:	181356303000
Tax Reg. No - Tax Office	802710542 / Tax Procedures and Service Center of Attica
ADDRESS	27B, Haimanta Street, 152 34 Halandri Athens
CONTACT INFORMATION	210-6853286
WEBSITE	<a href="http://www.wallbidbrokers.gr/">http://www.wallbidbrokers.gr/</a>

### **2. Special Register**

The insurance intermediary is registered as an insurance and reinsurance broker in the special register of the Athens Chamber of Tradesmen under number EEA / 501.

The information on the Special register is published on the electronic platform 'Single Information Point for Active Insurance Intermediaries' through which the registration can be verified. Single Information Point website: <http://insuranceregistry.uhc.gr/> .

### **3. Additional Information**

The insurance intermediary does not hold, directly or indirectly, participating interests in any insurance undertaking amounting to or exceeding ten percent (10%) of its voting rights or capital.

The company 'Eurolife FFH Insurance Group Holdings SA', which is the parent company of the Greek insurance companies "Eurolife FFH Single Member Life Insurance Company SA' and 'Eurolife FFH Single Member General Insurance Company SA', indirectly participates, through its participation in the English company 'Wallbid Limited' (which holds 100% of the capital and voting rights of the insurance intermediary), in the insurance intermediary to an extent exceeding ten percent (10%) of the capital and voting rights of the insurance intermediary.

The insurance intermediary:

Has concluded a cooperation agreement with the following insurance companies:

- "Eurolife FFH Single Member General Insurance Company SA", based in Athens (33-35, El. Venizelou [Panepistimiou] Street & 6-10 Korai Street, No. G.E.MI.: 121637360000) for intermediary services aiming to conclude general insurance policies.
- "Eurolife FFH Single Member Life Insurance Company SA", based in Athens (33-35, El. Venizelou [Panepistimiou] Street & 6-10 Korai Street, No. G.E.MI.: 121651960000) for intermediary services aiming to conclude life insurance policies.
- «Newline Europe Versicherung AG », based in Cologne Germany (Schanzenstr. 38,) for intermediary services aiming to conclude insurance policies.

- Provides customers with advice on the insurance products sold.

Represents, under its capacity as insurance & reinsurance broker, its clients.

It does not promote investment products based on insurance.

Has been instructed by the above cooperating insurance company to collect premiums from clients on its behalf.

Receives remuneration from the above cooperating insurance undertaking based on commission, which is calculated on the basis of net premiums collected.

Provides an impartial and personal analysis of the products promoted on the Greek market. For the purpose of providing an impartial and personal analysis, analyzes a sufficiently large number of insurance policies and products available on the market, so as to be able to recommend, with personalized and professional criteria, the insurance contract that best meets his client's requirements and needs.

#### **4. Complaints Submission – Complaints Management**

In accordance with Article 10 of Law 4583/2018, customers and other interested parties (indicatively: consumer associations, etc.) may file a complaint with the Department of Private Insurance Supervision of the Bank

of Greece against the insurance intermediary for any acts or omissions that constitute violations of applicable legislation on insurance intermediation, in accordance with the relevant procedure of the Department of Private Insurance Supervision. In any case, the Supervisory Authority will send a duly reasoned reply to the complainant within a reasonable period of time.

The insurance intermediary has adopted a complaints management procedure which complies with the provisions of Act No 89/5.4.2016 issued by the Executive Committee of the Bank of Greece. The complaint (that is, the written declaration of dissatisfaction addressed to the insurance intermediary by a person in receipt of its services) may be submitted in the following ways:

a) by sending an e-mail to [complaints@wallbid.io](mailto:complaints@wallbid.io).

b) by letter sent by post to 27B, Haimanta Street, Halandri 152 34 Athens, to the attention of the Complaints Management Department

Your complaint should include at least the following information:

- Personal details of the complainant as well as the number of the insurance policy
- Details of the insurance product to which the complaint refers
- Description of the allegation or complaint and the desired solution

The investigation of complaints and the responses thereto should be completed within 50 calendar days of the date they are submitted. Replies will be made in writing and should detail the reasons for the respective decision. If the above period is exceeded in any way, the reasons shall be specifically explained in writing to the complainant and a new estimated date for completion of the complaints procedure will be specified.

If the complainant is not completely satisfied with the outcome of the complaint procedure they retain the right to continue to pursue resolution.

If no mutually acceptable solution is reached, the complainant may seek extrajudicial settlement of the dispute. The complainant may also use the European Commission's online dispute resolution platform at the following address: <http://ec.europa.eu/consumers/odr>.

If the insurance intermediary's reply does not satisfy or deal fully with the complainant's submission, the latter may contact the competent authorities (indicatively):

- **The Bank of Greece**

Department of Private Insurance Supervision  
21, Eleftheriou Venizelou Street,  
102 50 Athens  
Tel.: 210 3205222, 210 3205223  
Fax: 210 3205437-8

- **Ministry of Economy & Development**

General Secretariat for Consumer Affairs  
Kanigos Square, 10181, Athens

Tel.: 1520

Fax: +30 210 3843549

- **Consumer Ombudsman**

144, Alexandras Avenue,

114 71 Athens

Tel.: 210 6460862, 210 6460814, 210 6460612, 210 6460734, 210 6460458

It should be noted that the submission of a complaint to the insurance intermediary via the above procedure does not interrupt the limitation period of your legal claims as determined by applicable legislation.

## **5. Extrajudicial dispute resolution**

In accordance with Article 11 of Law 4583/2018, for the purposes of extrajudicial settlement of their disputes with insurance distributors, customers may appeal to the Consumer Ombudsman, as established by Law 3297/2004, or to another alternative dispute resolution body legally registered in the Register of the General Directorate of Consumer Protection and Market Surveillance, in accordance with Article 18 of Joint Ministerial Decision Ref. No 70330oik./30.6.2015 issued by the Ministers for the Economy, Infrastructure, Shipping and Tourism, and Justice, Transparency and Human Rights.

The aforementioned authorities cooperate with their counterparts in other Member States to resolve cross-border disputes over the rights and obligations arising from applicable legislation pertaining to the distribution of insurance products.