

**Information notice to policyholder - prepared in accordance with Art.185 of Italian Legislative Decree no. 7.9.2005 no. 209 and in compliance with the provisions of ISVAP Regulation no. 35 dated 26 May 2010**

This "Information Notice" is intended to provide to the Policyholder (individual or entity which signs the insurance contract), to the Insured and to all stakeholders in the insurance cover, all preliminary information required in order to reach a reasoned opinion on the contractual rights and obligations, in accordance with Art. 185 of Italian Legislative Decree dated 7.9.2005 no. 209. This notice is prepared in Italy in the Italian language, subject to the right of the Policyholder to request its provision in another language.

**1) Information on the Company**

**Company Name and legal status of the Company (Insurance Company)**

The Insurance Company is **AWP P&C S.A.**

**Registered Office**

37, Rue Taitbout, 75009 Paris - France  
 French Company and Business Registration Office no. 519490080  
 Subscribed Share Capital €17,287,285

**Authorisation to provide insurance**

Authorised to provide insurance by the Autorité de Contrôle Prudentiel (ACP) on 1 February 2010

**General Agent for Italy**

Viale Brenta 32, Postcode 20139, Milan ITALY  
 Tax Code, VAT number and registration at the Companies Register of Milan no. 07235560963 - Economic & Administrative Index no. 1945496

**Telephone Number - Internet Website - E-mail address**

02/23.695.1 - [www.allianz-global-assistance.it](http://www.allianz-global-assistance.it) – [info@allianz-assistance.it](mailto:info@allianz-assistance.it)

**Authorisation to provide insurance**

Company authorised to exercise Insurance activity permanently in Italy, registered on 3 November 2010, at no. I.00090, of the appendix of the Insurance Company register, List I

**2) Information on the Contract**

**Legislation applicable to the contract**

The legislation applicable to the contract is that of Italy; the Parties have, however, the right, prior to the conclusion of the contract itself, to choose different legislation.

The Company suggests choosing Italian legislation.

This is without prejudice to the application of the mandatory rules of Italian law.

**Limitation of rights resulting from the contract**

Any right of the Insured towards AGA International S.A. resulting from this contract is limited to two years from the day of the event upon which the right is based, in accordance with Art. 2952 of the Italian Civil Code.

**Complaints in relation to the contract**

Any complaints regarding the contractual relationship or handling of claims should be sent in writing (post, fax and e-mail) to the Company:

Quality Service

**AWP P&C S.A. – GENERAL AGENT FOR ITALY**

Viale Brenta 32 - 20139 MILAN (Italy)

fax: +39 02 26 624 008

e-mail: [reclamiAWP@allianz.com](mailto:reclamiAWP@allianz.com)

Where the complainant is not satisfied by the outcome of the complaint or in the absence of a response within the maximum term of forty-five days, he/she may contact [IVASS](http://www.ivass.it), User Protection Service, Via del Quirinale, 21 - 00187 Rome (RM), accompanying the complaint with the documentation relating to the complaint handled by the Company.

To submit complaints to IVASS the form found at the website [www.ivass.it](http://www.ivass.it), in the section "[For the Consumer - How to submit a complaint](#)" must be used.

For disputes relating to the quantification of the performances and the attribution of liability, the Judicial Authority has exclusive jurisdiction. Before bringing action before the Judicial Authority it is, however, possible, in some cases, to seek to reach an amicable settlement by way of alternative dispute resolution systems, such as:

- Mediation (Italian Law 9/8/2013, no.98): it can be launched by making an application to a Mediation Body from those found in the list of the Ministry of Justice, which can be consulted on the website [www.giustizia.it](http://www.giustizia.it).
- Assisted negotiation (Italian Law 10/11/2014, no.162): it can be launched by a request of your lawyer to the Company.

For the resolution of cross-border disputes, the complainant with domicile in Italy may submit the complaint to IVASS or directly to the foreign system with jurisdiction for activating the FIN-NET procedure, by accessing the [following internet website: http://ec.europa.eu/finance/fin-net/](http://ec.europa.eu/finance/fin-net/)

**3) Information during the contract**

Where, during the contractual duration, changes are made relating to the information on the Company and/or that relating to the contract, the Company undertakes to communicate them promptly to the Policyholder, as well as to provide any necessary specification.

**Privacy Policy on Distance Communication Techniques (pursuant to Italian Legislative Decree no. 196 dated 30/6/03)**

In order to comply with the law on privacy, we hereby inform you of the use of your personal data and on your rights.

Our company must acquire some data relating to you, also by collecting the data from other entities, for the purposes of providing services relating to the insurance products purchased by you or of which you are the beneficiary. The data provided by you or by other entities will be processed in order to manage the insurance data also with the aim of combating fraud, by **AWP P&C S.A.** - General Agent for Italy, the processing controller, by companies and by third parties to which it will be communicated in order to provide you with the information requested by you also by use of fax, telephone, including mobile telephones, e-mail and other distance communication techniques.

Your personal data will be used only by the methods and procedures strictly necessary to provide you with the services and information that may be requested by you.

In the absence of your data, we may not be able to provide you with the service, in whole or in part.

Our company will use the distance communication techniques referred to above also when we communicate, for the purposes provided by the policy, some of that data to other companies in our industry, in Italy and abroad and to other companies in our Group, in Italy and abroad.

In order to provide some services, we use entities trusted by us which perform on our behalf tasks of a technical and organisational nature. Some of these entities operate abroad.

Some of these entities are our direct collaborators and perform the function of our data processing manager, or they operate in complete autonomy as external providers and are separate data processing controllers.

These are, more particularly, entities forming part of the Allianz S.E. group: service companies to which the management, settlement and payment of claims is entrusted; IT and electronic service companies or archiving companies; postal services companies identified on the parcel.

The list of all these entities is constantly updated and can be easily obtained, free of charge, by contacting **AWP P&C S.A.** – General Agent for Italy - Privacy Service – Viale Brenta 32, 20139 Milan or on fax number 02 26624019, e-mail: [privacyawpitaly@allianz.com](mailto:privacyawpitaly@allianz.com) where the list of existing Managers can also be obtained.

You are entitled to know, at any time, of your data and how it is used.

You also have the right to have it updated, supplemented, rectified or deleted, to ask for it to be blocked or to object to its processing.

In order to exercise your rights, please contact **AWP P&C S.A.** – General Agent for Italy, Privacy Service, Viale Brenta 32, 20139 Milan, or at fax no. 02 26624019, e-mail [privacyawpitaly@allianz.com](mailto:privacyawpitaly@allianz.com).