



Shaping the future of underwriting

ANNEX 3

INFORMATION ABOUT THE INSURANCE DISTRIBUTOR

In accordance with Article 56 of IVASS Regulation No. 40 of 2 August 2018

This notice contains information about the insurance distributor, the activity carried out by the insurance distributor, the potential conflicts of interest and the protection instruments of the policy holder.

INSURANCE AND REINSURANCE INTERMEDIARIES

Section I – Information about the intermediary in contact with the client

The identification and registration details of intermediaries can be verified by consulting the Single Register of Insurance and Reinsurance Intermediaries (RUI) on the IVASS website.

- a) SATEC S.R.L.
- b) Registration No. A000111647, Registration Date: March 5th, 2007, Section A – Agents.
- c) Head Office: Viale Ancona 22, 30172 Venezia – Mestre (VE).
- d) Telephone: Venezia: (041) 5322147
Web-Site: www.satecunderwriting.eu
E-mail: info@satecunderwriting.eu
Certified Electronic Mail: satec@pec.satecgroup.eu
- e) Competent supervisory authority: IVASS - Institute for the Supervision of Insurance, via del Quirinale 21, 00187 – Roma.

Section II – Information about the activity of the intermediary

- a) The intermediary has published on its website the list of conduct obligations to which it fulfills indicated in Annex 4-ter of IVASS Regulation no. 40/2018.
- b) In the case of an off-site offer or in the event that the pre-contractual phase takes place using distance communication techniques, the policyholder may request the delivery or transmission of the list bearing the name of the insurance companies with which Satec S.r.l. has business relationships.

R.I. di Venezia – P. I./C.F. 02665800278 - Cap. Soc. € 135.416 i.v. - RUI n. A000111647
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London Office: 78 Leadenhall Street - EC3A 3DH London - U.K. - Office: +44 (0)20 7621 1058 - Companies House UK Branch no. BR010442

Corporate Website: www.satecunderwriting.eu – Certificated mail: satec@pec.satecgroup.eu

La società è sottoposta all'attività di direzione e coordinamento da parte della Società Cattolica Assicurazioni S.p.a.
La società appartiene al gruppo Cattolica Assicurazioni iscritto all'Albo dei Gruppi assicurativi al n. 019.



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Section III – Information about potential conflict of interest situations

- a) Satec S.r.l. does not hold, neither directly nor indirectly, a participation exceeding 10% of the share capital or voting rights of any insurance company.
- b) Società Cattolica di Assicurazione S.p.a. holds an indirect participation of more than 10% of the share capital of Satec S.r.l.

Section IV – Information on the protection instruments for the policyholder

- a) The distribution activity is guaranteed by a civil liability insurance contract that covers damages caused by negligence and professional errors of Satec S.r.l. or by negligence, professional errors and infidelity of employees, collaborators or persons whose work Satec S.r.l. must answer in accordance with the law.
- b) The policyholder, without prejudice to the possibility of contacting the Judicial Authority, has the right to submit a complaint in writing to Satec S.r.l. or to the proposing company. Any complaints relating to the conduct of Satec S.r.l. or its employees can be sent via Certified Electronic Mail (PEC) to:

- Satec Srl - Certified Electronic Mail (PEC): satec@pec.satecgroup.eu

Any complaints against the Insurance Company concerning the management of the contractual relationship or the management of claims may be forwarded in writing to the insurance company at the following addresses:

- Società Cattolica di Assicurazione Spa
Società Cattolica di Assicurazione S.p.A. - Servizio Reclami di Gruppo, Lungadige Cangrande, 16 - 37126 Verona (Italia)
Fax 045 8372 354
E-mail: reclami@cattolicaassicurazioni.it
- TUA Assicurazioni Spa:
Tua Assicurazioni S.p.A. - Servizio Reclami c/o Società Cattolica di Assicurazioni Società Cooperativa
Servizio Reclami di Gruppo, Lungadige Cangrande, 16, 37126 Verona (Italia)
Fax: (+39) 02 2773470
E-mail: reclami@tuaassicurazioni.it
- Chubb European Group SE:
Ufficio Reclami, Via Fabio Filzi, 29 – 20124 Milano
Fax 02.27095.430
E-mail: ufficio.reclami@chubb.com
- Axis Specialty Europe Se:

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Axis Specialty Europe Se - Complaints office - 52 Lime Street, London, EC3M 7AF

Tel: +44-20-7050-9000

E-mail: complaints@axiscapital.com

- Vittoria Assicurazioni Spa

Vittoria Assicurazioni S.p.A. - Servizio Reclami - Via Ignazio Gardella, 2 - 20149 Milano

Fax 02.40938413

E-mail servizioreclami@vittoriaassicurazioni.it

- Lloyd's Insurance Company Sa

Service Manager, Complaints team, Lloyd's Insurance Company S.A., Bastion Tower Marsveldplein 5, 1050 Brussels Belgium

Tel: +32 (0)2 227 39 40

E-mail: LloydsEurope.Complaints@lloyds.com

- Am Trust Assicurazioni Spa

Ufficio Reclami - AmTrust Assicurazioni S.p.A. - Via Clerici, 14 - 20121 Milano

Fax +39 0283438174

E-mail: reclami@amtrustgroup.com

- Liberty Specialty Markets Europe S.A RI

The Complaints Manager - Liberty Specialty Markets - 20 Fenchurch Street, London, EC3M 3AW, United Kingdom

Tel: +44 (0)20 3758 0840

E-mail: complaints@libertyglobalgroup.com

- Argoglobal Assicurazioni Spa:

ArgoGlobal Assicurazioni S.p.A. - Complaints office - Via Guido d'Arezzo, 14 – 00198 Rome

Fax 06-85305707

E-mail: reclami@argo-global.it – reclami@pec.argo-global.it

- c) If the policyholder is not satisfied with the outcome of the complaint or in the absence of feedback from the intermediary or the insurance company within the legal term, the policyholder may contact IVASS, Servizio Tutela del Consumatore, Via del Quirinale n. 21 – 00187 Roma, attaching the documentation relating to the complaint handled by the intermediary or the proposing company, or to the competent foreign system (https://ec.europa.eu/info/business-economy-euro/banking-and-finance/consumer-finance-and-payments/consumer-financial-services/financial-dispute-resolution-network-fin-net_it) and requesting the activation of the FIN-NET procedure. In both cases the documentation relating to the complaint dealt with by the intermediary or the insurance company must be attached.
- d) There is also the right for the policyholder to make use of any other out-of-court dispute resolution systems provided for by current legislation.



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ANNEX 4 - TER

LIST OF RULES OF CONDUCT OF THE INSURANCE DISTRIBUTOR

SATEC S.R.L. - RUI NO. A000111647

In accordance with Article 56 of IVASS Regulation No. 40 of 2 August 2018

Section I – General rules on insurance distribution

- a) Obligation to deliver to the client Annex 3 to IVASS Regulation no. 40 of 2 August 2018, before signing the first proposal or, if not provided for, the first insurance contract, to make it available to the public on the distributor's premises, also through technological equipment, and to publish it on the website, where it exists;
- b) Obligation to deliver Annex 4 to IVASS Regulation no. 40 of 2 August 2018, before signing each insurance proposal or, if not provided for, the insurance contract;
- c) Obligation to deliver a copy of the pre-contractual and contractual documentation provided for by the current provisions, a copy of the policy and any other act or document signed by the client;
- d) Obligation to propose or recommend contracts consistent with the demands and needs of insurance and social security coverage of the policyholder or insured, acquiring for this purpose, any useful information;
- e) If the insurance product meets the demands and needs, obligation to inform the policyholder of this circumstance, giving evidence in a special declaration. In the absence of such a declaration, the insurance product cannot be distributed;
- f) Obligation to assess whether the policyholder falls within the target market identified for the proposed insurance contract and does not belong to the categories of customers for whom the product is not compatible, as well as the obligation to take appropriate measures to obtain from producers the information referred to in Article 30-*decies* paragraph 5 of the Insurance Code and to understand the characteristics and the target market identified for each product;
- g) Obligation to provide objective information on the product in a clear and comprehensible form, explaining its characteristics, duration, costs and limits of coverage and any other element useful to enable the client to take an informed decision.

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