

PRIOR GENERAL INFORMATION ABOUT INTERMUNDIAL XXI, SLU INSURANCE BROKER

In accordance with the provisions of articles 172 and 173 of Royal Decree-Law 3/2020, of February 4, on urgent measures by which various directives of the European Union in the field of public procurement are incorporated into the Spanish legal system in certain sectors; private insurance; pension plans and funds; of the tax field and tax litigation ("BOE" no. 31, of February 5, 2020), the purpose of this document is to convey to the client the legal information that identifies INTERMUNDIAL XXI, SLU CORREDURÍA DE SEGUROS (hereinafter, "INTERMUNDIAL") in legal traffic; the regime of activity and remuneration of mediation services; the procedures for dealing with your complaints and claims and the confidential treatment of your personal data.

IDENTIFICATION DATA OF INTERMUNDIAL XXI, SLU

Name: INTERMUNDIAL XXI, SLU

Address: Calle Irún, núm.7, 1º left, 28.008 Madrid

CIF: B-81577231.

Registration data in the Mercantile Registry: Mercantile Registry of Madrid, in Volume 11,482, Folio 149, Section 8, Sheet M 180294, 1st Entry.

Registration keys in the administrative registry of insurance and reinsurance distributors of the General Directorate of Insurance and Pension Funds: J-1541 and R-J0070.

INVESTMENTS OF INTERMUNDIAL XXI, SLU IN INSURANCE ENTITIES AND VICE VERSA

Investments of insurance entities in INTERMUNDIAL: INTERMUNDIAL is not directly or indirectly owned with 10% or more in the voting rights or capital by a specific insurance entity or parent company of said insurer.

Investments in insurance entities: The brokerage does not have a direct participation of 10% or more of the voting rights or the capital of a certain insurance entity, but it does indirectly.

ACTIVITY AND REMUNERATION SYSTEM FOR MEDIATION SERVICES

Activity regime: INTERMUNDIAL carries out the insurance mediation activity subject to the principles of honesty, fairness and professionalism, for the benefit and representation of the interests of its clients before the insurance companies.

Based on the information obtained from the client, always respecting their demands and needs, INTERMUNDIAL provides, directly or through its complementary insurance brokers and/or external collaborators, independent advice based on an objective analysis of a sufficient number of insurance contracts offered in the market, so that you can formulate a personalized recommendation, following criteria

professionals, regarding the insurance contract that would best suit the client's needs for adequate coverage of the risks requested by the latter.

If, after the conclusion of the insurance contract or any of its extensions, the client makes any payment other than the periodic premium or premiums, if applicable, derived of the modification of the risk or of the sums insured or for any other circumstance, INTERMUNDIAL provides the corresponding information in relation to each of these payments. The same informative activity is carried out on the occasion of the modification or extension of the insurance contract, changes have occurred in the information initially supplied.

Remuneration system: The remuneration of the brokerage for the mediation activity of the insurance contract will consist of the perception of a commission, which is included in the insurance premium and which will be paid directly to INTERMUNDIAL or through its complementary insurance mediators and / or external collaborators, or by the insurance company, according to the terms agreed in the specific case.

DISPUTE RESOLUTION MECHANISMS

Customer service: In compliance with the provisions of article 166 of Royal Decree-Law 3/2020, of February 4, INTERMUNDIAL has a Customer Service at its disposal in our offices, which is outsourced to INADE , **INSTITUTO ATLÁNTICO DEL SEGURO, SL**, with address in the town of Vigo, Province of Pontevedra, postal code 36202, Calle La Paz, 2 bajo, and atencioncliente@inade.org, where they will attend and resolve your complaints and claims.

The activity and powers of the Customer Service are regulated in the INTERMUNDIAL **Customer Defense Regulations** , which can be accessed through our website <https://www.intermundial.es/>.

In the event that the decision of the Customer Service Department was dismissive and the client maintained disagreement or two months had elapsed (one month if the client is a consumer) from the presentation of his complaint or claim document and he had not received notification any, you can file your complaint or claim with the Claims Service of the General Directorate of Insurance and Pension Funds.

Administrative customer protection: When submitting complaints and claims to the General Directorate of Insurance and Pension Funds, it will be essential to prove that you have previously filed the complaint or claim with customer service.

Complaints and claims may be submitted by writing to the Service of Claims from the General Directorate of Insurance and Pension Funds, Paseo de la Castellana 44, 28046 Madrid, or electronically with an electronic signature, through the website of the General Directorate of Insurance and Pension Funds,

<http://www.dgsfp.mineco.es/>.

PERSONAL DATA PROTECTION

In accordance with the provisions of article 6.1 of Organic Law 3/2018, of December 5, Protection of Personal Data and guarantee of digital rights and in the General Regulation of Data Protection, (UE 679/2016) and Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights, the client is informed that the requested personal data will be processed by INTERMUNDIAL in its capacity as data controller.

The purpose of the treatment is necessary for the complete execution of the insurance contract and, in particular, for the maintenance of the relationship established between INTERMUNDIAL and the client, advice and information on the conditions of insurance contracts and financial products, assistance in the event of a claim and the sending of commercial communications, only in relation to insurance products intermediated by INTERMUNDIAL.

The legitimizing basis of the treatment is the contractual consent given by the client for the possible subscription of a certain insurance product and the legitimate interest of the person in charge to send commercial communications about products similar to those that may be contracted at the time.

INTERMUNDIAL will transfer the client's personal data to the insurance company, for the sole purpose of guaranteeing the full development of the insurance contract.

The client can exercise the rights of access, rectification, opposition, limitation of treatment, deletion and portability of their data by contacting **C/Irún 7, 1º A Izquierda, Madrid, CP 28.008** for which purpose they must provide a copy of their ID along with the request of the right in question, or at the email address lopd@intermundial.es.

The client can consult the additional and detailed information related to INTERMUNDIAL's data protection policy, in the following section of our website <https://www.intermundial.es/>.