

# Terms of Business

**Please read this document carefully.** It sets out the terms upon which we, Cover Genius, agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of yours, the customer's responsibilities. Please contact us immediately if there is anything in these Terms of Business that you do not understand. Your policy documents will be sent by email only.

## About our company

Cover Genius Europe B.V. ["the agent"] which is authorised and regulated by the Netherlands Authority for the Financial Markets ('AFM') to intermediate non-life insurance and act as authorised agent in non-life insurance. Our AFM registration number is 12046177. You can check this information on the AFM's register by visiting their website or by contacting the AFM on +31(0)20-797 2000. We are registered at the Dutch Chamber of Commerce ('KvK'). Our KvK number is 73237426.

## Our address

Our registered address is: Vijzelstraat 20 3rd floor, 1017HK, Amsterdam, The Netherlands.

## Our products and services

We offer this cover which is suitable for those who wish to insure their shipments against various risks, such as loss, theft and damage during transit. Please note that this statement does not constitute advice or a personal recommendation.

This policy is underwritten by Helvetia Global Solutions AG, which is authorised and regulated by the Financial Market Authority (FMA) Liechtenstein. FMA registration number 110091, Commercial Register No. FL-0002.191.766-9. Their registered office is located at Äulestrasse 60, 9490 Vaduz, Liechtenstein. These details can be verified on the Financial Market Authority's website at: [https://www.fma-li.li](https://www.fma.li.li)

## Capacity in which we are acting

In arranging your insurance, we will act as agent of the insurer at all times. Cover Genius does not have a holding, direct or indirect representation of 10% or more of the voting rights or of the capital in the insurer. The insurer does not have a holding, direct or indirect representation of 10% or more of the voting rights, or of the capital in Cover Genius.

## Our Remuneration

When we sell you a policy the insurer pays us a percentage commission from the total premium. Further information on remuneration is available upon request.

## Disclosure

It is very important that information given to us when buying a policy, when completing a claims form and giving declarations to the insurer is correct. If a policy is purchased, or a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete. You are advised to keep copies of any correspondence you send to us or direct to the insurer.

## Insurance premiums

We collect and hold insurance premiums as an agent of the insurer.

## Quotations

Unless stated otherwise, all quotations provided for new insurances are valid at the time of quote only.

## Cancellation right

You can cancel your policy at any time. If you cancel your policy before your shipment is in transit, you'll receive a full refund.

## Treating our customers fairly

We aim to provide a first-class level of service at all times, and welcome feedback from our customers. If, for any reason, you feel that our service is not of the standard you would expect, please tell us.

## Complaints procedure

Should there be an occasion when we do not meet your expectations, we are equally committed to dealing with any complaint in a thorough and professional manner.

For any complaints, you can contact the friendly XCover Complaints Team at any time. Include your reference number (ending with "INS") for a formal review of your claim. We'll respond within 5 days. Please email us at [complaints@xcover.com](mailto:complaints@xcover.com)

If you're not satisfied with the handling of your dispute by us or in the event of disagreement or dissatisfaction with the insurance policy, you may refer your complaint (in Dutch or in English) to the Dutch Institute for Financial Disputes:

By post:

Klachteninstituut Financiële Dienstverlening (Kifid)

Postbus 93257

2509 AG

Den Haag

By telephone: 0900 – 3552248

Via online form: <https://www.kifid.nl/file-a-complaint/>

For the resolution of cross-border disputes, it is possible to submit a complaint to the competent foreign system by requesting the activation of the FIN-NET procedure, which can be found by accessing the website [https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country\\_en](https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country_en)

Or

If you are still not satisfied with the handling of your dispute by us or in the event of disagreement or dissatisfaction with the insurance policy, you can also refer your complaint to an external dispute resolution entity in your home country which can be a supervisory authority, an ombudsman service or another type of external dispute resolution.

A complete list for every EEA country can be found on: <https://www.xcover.com/help/eea-ombudsman-contact>