

## General Information of Insurance Intermediary

The insurance intermediary is the company Raiffeisenbank Austria d.d., Zagreb, Magazinska cesta 69 (hereinafter: the Company).

The Company provides no counselling on the insurance products it sells.

## Information on Placing Compliments, Suggestions and Complaints

Providing a complete financial service of the highest quality is our primary goal. Send us your proposals, complaints and compliments and contribute to the high quality of the Raiffeisen service. Your satisfaction with the service we extend is exceptionally important to us!

Should you like to express your compliment, suggestion or complaint in connection to the Company as an insurance intermediary, **please contact the Company employees in the business network or dial the RBA INFO telephone 072 62 62 62**. In a large number of cases the Company staff will resolve a suggestion or complaint immediately in the verbal communication, to mutual satisfaction.

If a complaint cannot be resolved immediately, please submit a **written complaint** without any delay, to the effect of an efficient solution to the situation at hand, to which written complaint we shall reply to you within 15 days from receiving such complaint.

If you find that the Company has not been acting in keeping with its obligations in the capacity of an insurance intermediary, you are free to submit a complaint thereof to the Croatian Financial Services Supervisory Agency (Hrvatska agencija za nadzor financijskih usluga), who will act in accordance with their competences.

Information on all available channels to submit a compliment/ complaint is available on the Company's website: <https://www.rba.hr/>

The Company is registered in the Court Registry of the Commercial Court in Zagreb, Reg.No./MBS 080002366, PIN/OIB 53056966535, which is verifiable by inspection of the respective Court Registry or via the website.

The Company acts in the name and for the account of the insurance company UNIQA osiguranje d.d., Zagreb, Planinska 13 A, PIN/OIB 75665455333.

Raiffeisenbank Austria d.d. and UNIQA osiguranje d.d. have no mutual shares in their respective equity.

RZB Versicherungsbeteiligung GmbH holds a 10.9% share in the parent company of the insurance company UNIQA Insurance Group AG, and UNIQA Insurance Group AG holds a 1.7% share in Raiffeisen Bank International AG.

Pursuant to its contractual obligation, the Company is subject to performing the activities of insurance distribution exclusively with UNIQA osiguranje d.d., Zagreb, Planinska 13 A, PIN/OIB 75665455333.

The Company receives a commission fee from the insurance company for performing of the activities of insurance distribution (the fee is included in the insurance premium).