

Brochure:

Identity Theft, Extended Warranty, Event Ticket Cancellation, and Golfer's cover Insurance for Nordea Black cardholders

The insurance policy is valid for Nordea Black cardholders. The insurance policy includes the 4 above mentioned insurance covers for holders of Nordea Black card. For some of the covers, the insurance validity is subject to the related costs being paid in total with the Nordea Black card's credit function.

Identity theft

Identity theft means the unauthorized and/or illegal use of the insured Nordea Black card holder's name and social security number to open credit accounts and/or bank accounts that the insured person has not authorized. The insurance covers legal expenses, lost wages, obligations to pay, and miscellaneous expenses, resulting from the insured's efforts to resolve the identity theft of the insured card holder.

Extended warranty

Extended warranty provides compensation in the event of breakdown of privately used domestic electrical appliances, consumer electronics, and IT equipment.

All items shall be purchased as new, and paid in total (100%) with the card holder's Nordea Black cards credit function. The purchased item must have a valid original manufacturer warranty and/or seller's guarantee of at least 24 months in the country where the item is located and repairs are to be carried out.

In the event of a breakdown of the insured item, the insurance primarily covers the reparation costs of the insured item.

Event ticket cancellation

The insurance covers the insured person's concert or event ticket left unused, necessary due to for example an acute and serious illness, accident or death of the insured or his or her relative, or due to a serious damage to the insured person's residence, that requires the insured person to be present at the residence on the date of the covered event, or due to the insured person being prevented from attending the show or concert due to a natural catastrophe.

For compensation to be paid, the ticket must be 100% paid in advance using a Nordea Black card's credit function, and the ticket may not be sold or passed on, or be reimbursed and must remain unused.

Golfer's cover

Insurance covers theft to insured's golf equipment or personal effects, while the insured is at any recognized golf course or golf club.

Insurance covers Hole-In-One celebration expenses incurred on the day insured Nordea Black cardholder achieved the hole-in-one, paid in total (100%) with the card holder's Nordea Black card's credit function.

If the insured suffers an acute and unexpected illness or injury that renders him or her unable to play golf, and for which a doctor prescribes sick leave for more than seven (7) consecutive days, the insurance covers unused Club membership fees and Tournament entry fees for that time, paid with the insured card holder's Nordea Black card's credit function.

The losses are covered in accordance to the terms and conditions, and up to the sums insured stated in the terms and conditions. The insured is entitled to one indemnity, even if the insured has more than one card that provide the same insurance covers.

**This brochure does not replace the terms and conditions of the insurance. Please read carefully the attached complete terms and conditions, which describe in detail what the insurance covers and what are the exclusions to the insurance coverage.*

Nordea Black cards complementary insurance covers

Cardholders insurance for Identity Theft, Extended Warranty, Event Ticket Cancellation, and Golfer's cover

Terms and Conditions are valid as of 1 January 2018 and shall be applicable to occurrences on, or after that date.

In case of discrepancies, the Finnish version shall prevail.

OVERVIEW

This document contains the terms and conditions of insurance applied to group insurance agreement. The insurer is Tryg Forsikring A/S (hereafter: Tryg) and the policy holder is Nordea Bank Abp (hereafter: Nordea). Tryg and Nordea have concluded a group insurance contract as defined in the Insurance Contracts Act (Vakuutusopimuslaki 543/94), and its essential contents are set down in the agreement and these terms and conditions of insurance.

THE INSURED

The insurance policy is valid for Nordea Black card holders.

INSURANCE PERIOD

The insurance period begins 1 January 2018.

The Nordea Black card insurance cover will end when the period of validity of the insured's Nordea Black card ends, provided that it is not immediately renewed so as to remain in force as of the end of the last month of the original period of validity.

CONTENT OF NORDEA BLACK CARD INSURANCE

Nordea Black card insurance cover includes the following covers:

- 1. Identity Theft cover**
- 2. Extended Warranty cover**
- 3. Event Ticket Cancellation cover**
- 4. Golfer's cover**

Nordea Black card's insurance provides the above mentioned benefits to the individual holding a Nordea Black card for his or her personal use as a private person.

Validity of the insurance cover for Extended Warranty, Event Ticket Cancellation, and Golfer's cover is subject to the items and/or services claimed for being paid for with the insured person's Nordea Black card's credit function. The detailed scope of the covers is defined below.

DEFINITIONS

The following definitions apply to all parts of this policy:

Bank account

An account for personal use with a qualified financial institution against which the account holder can deposit money and withdraw money.

Concert

Musical entertainment at a specific time and place.

Covered event

The legally organized, planned show or concert printed on admission ticket(s).

Credit account

A credit arrangement, from a qualified financial institution, for personal use, such as credit card account, car/home loan account.

Doctor

A licensed medical practitioner acting within the scope of his / her license, who holds a degree of a recognized institution and is registered by the medical council of the respective country, and is not an insured person or his or her relative.

Golf equipment

Golf-related equipment normally used by the insured persons for playing golf, including clubs, golf shoes, golf bags and other golf accessories.

Natural catastrophe(s)

Fire, land slide, named hurricane, typhoon or cyclone, flood, earthquake, tsunami, volcanic action or eruption, and / or any other natural disaster officially declared by a government agency.

Relative

A spouse, legal civil partner, child, adoptive or foster child, child of the spouse or common-law spouse, grandchild, parents, parents-in-law, adoptive or foster parents, parents of the spouse or the common-law spouse, grand-parents, siblings, half-siblings or stepsiblings, daughter-in-law or son-in-law.

Personal effects

Articles of a personal use designed to be worn or carried and belonging to the insured person.

Pre-existing medical condition

Any ongoing medical condition or conditions which required medical treatment (including consultations or advice) within the 12 months preceding the policy period.

Purchase price

The initial purchase price of the insured item including VAT and excluding any transportation costs.

Recognized golf course

(i) a golf course, or driving range, operated by a private or public club, or, (ii) an organization providing golfing activities in its ordinary course of business.

Repair costs

The costs of spare parts and labor incurred to repair the covered product in case of a covered failure.

Replacement cost

The current price of a similar item, with similar specifications.

Residence

The insured person's principal place of residence, and where his or her personal belongings are kept.

Sick leave

Time for recovery from an acute and unexpected illness or accident, prescribed by a doctor, for a condition that prevents the card holder from playing golf.

Show

A dance, stage performance, sporting event or other entertainment held at a specific time and place.

Suit

(i) a civil proceeding seeking monetary damages as a result of identity theft, or, (ii) a criminal proceeding in which the insured is charged with illegal acts committed by someone else while engaged in the theft of the insured person's identity.

Theft or stolen

The unlawful taking of the insured person's property: (i) without his/her consent, or (ii) due to threatened physical harm to the insured, or his/her spouse, civil partner and / or children under age 21, or (iii) where there are signs of forced entry to the insured's residence.

Ticket

Documentation reflecting a non-refundable, authorized entry admission for a show or concert that was purchased from a recognized and reputable ticket agent or box office.

Vehicle

Insured person's car, truck or motorcycle properly licensed under the insured person's name for which he/she has permission to drive and registered to be used on public roads for private use.

1. IDENTITY THEFT

Identity theft is the unauthorized and/or illegal use of the insured Nordea Black card holder's name and social security number to open credit accounts and/or bank accounts that the insured person has not authorized. The insurance covers, up to the sums insured, legal expenses, lost wages, obligations to pay, and miscellaneous expenses, resulting from the insured's efforts to resolve the identity theft of the insured card holder.

1.1 Covered perils and sums insured

Legal expenses, obligations to pay, and miscellaneous expenses are covered up to EUR 10,000 per claim and per calendar year. Insurance covers expenses incurred up to one (1) year from the insured person becoming aware of the identity theft.

Lost wages are covered up to EUR 1,500 per claim and per year. Insurance covers lost wages up to six (6) months from the insured person reporting a claim for identity theft.

Attorney and court fees incurred covered by the insurance:

- to defend any suit brought against the insured by a creditor or collection agency, or someone acting on their behalf, as a result of the insured's identity theft; and/or
- to remove any civil or criminal judgment wrongfully entered against the insured, as a result of the identity theft.

Obligation to pay covered by the insurance:

- amount(s) the insured becomes legally liable to pay to creditor(s), arising from the unauthorized opening and use of credit account(s) and/or bank account(s), under the insured's name, as a result of identity theft. The coverage is limited to the amount the insured person is held liable for by the financial institution and in no situation shall exceed the maximum cover of EUR 10,000 per claim and per calendar year.

Miscellaneous Expenses covered by the insurance:

- cost(s) incurred by the insured to re-file applications for his or her credit accounts or bank accounts that are rejected solely because the qualified financial institution received incorrect information as a result of the identity theft;
- the cost incurred by the insured to notarize documents related to the identity theft, as well as long distance telephone calls and certified mail reasonably incurred by the insured as a result of his or her efforts to report an identity theft or to correct the financial and credit records that have been altered as a result of the identity theft;
- the cost of a maximum of three (3) credit reports from an entity pre-approved by the insurer; and
- the costs incurred by the insured to challenge the accuracy or completeness of any information in his or her consumer credit report, if such information is inaccurate and falsely provided to the credit agency or financial institution as a result of the identity theft.

Lost Wages covered by the insurance:

- unpaid time the insured card holder takes from work, solely as a result of the insured's efforts to correct his or her financial records altered as result of an identity theft.

1.2 Preconditions for the payment of compensation for identity theft

For compensation to be paid, the following requirements apply:

- The identity theft must be reported to the police;
- The insured must take all reasonable and prudent actions to prevent further damage due to the identity theft, and inform all relevant financial institutions about the identity theft to prevent any further misconduct;
- The insured person must cooperate with the insurer and help the enforcement of any legal rights of the insured or the insurer in relation to the identity theft. This may include the insured

attending depositions, hearings and trials, and giving evidence as necessary to resolve the identity theft; and

- The insured must submit to the insurer any evidence of any false charge or withdrawal from the unauthorized opened bank account and or credit account.

1.3 Exclusions applicable to the identity theft cover

Insurance will not cover loss arising from:

- monetary losses other than the out-of-pocket expenses mentioned in section 6.1 for legal expenses, obligation to pay, miscellaneous expenses, and lost wages;
- costs associated with any physical injury, sickness, disease, disability, shock, mental anguish and mental injury including required care, or death;
- costs associated with requesting credit reports before the discovery of the identity theft;
- time taken from self-employment, or workdays that will be paid by the insured person's employer, in order to correct any financial records that have been altered due to identity theft;
- losses that do not occur within the policy period, regardless of the time of the expenses arising;
- losses that result from or are related to business pursuits including the insured person's work or profession;
- losses caused by the insured person's or his or her relatives' illegal acts; and
- losses that the insured person or his or her relative has intentionally caused, knew of, or planned.

2. EXTENDED WARRANTY

Extended warranty provides compensation in the event of breakdown of privately used domestic electrical appliances, consumer electronics, and IT equipment.

All items shall be purchased as new, and paid in total (100%) with the cardholder's Nordea Black card's credit function. The purchased item must have a valid original manufacturer warranty and/or seller's guarantee of at least 24 months in the country where the item is located and repairs are to be carried out.

A breakdown to be reimbursed means the defective operation caused by the defect in material or workmanship causing a malfunctioning of the domestic electrical appliance, consumer electronics and/or IT equipment, belonging to the sphere of liability of the warranty or of the seller in accordance with the Consumer Protection Act (38/78).

2.1 Insured items

- Domestic electrical appliances, such as washing machines, tumble/washer dryers, dishwashers, cookers, oven, refrigerators, vacuum cleaners, clothes-irons, toasters, electric toothbrushes.
- Consumer electronics such as televisions, LCDs, Plasmas, DVD players/recorders, home cinema, hifi systems, digi boxes, MP3 players, cameras, video cameras and GPS systems.
- IT equipment such as desktop PCs, laptops, photocopiers, fax machines, scanners, game consoles, routers and modems.

2.2 Covered perils and sums insured

In the event of breakdown of an insured item, the compensation provided covers the cost of repairing the insured object or, if the repair cost exceeds the purchase price shown on the receipt, the purchase price shown on the receipt of the insured object up to the amount insured.

Extended warranty is valid for a maximum of two (2) years. The period of insurance will commence on termination of the manufacturer's warranty or seller's guarantee. The warranty or guarantee must be at least two (2) years at the location where the insured good is, and where the repair is carried out. The insurance period for insured item will end, at the latest, four (4) years after the date of purchase.

Compensation for extended warranty shall not exceed EUR 3,500 per item and per insurance event, and EUR 7,000 per Nordea Black card per calendar year. The amount of compensation shall not in

any situation exceed the original purchase price of the insured item charged on the insured's Nordea Black card, and subject to the following conditions:

If the insured item is part of a pair or of a product series, only the amount corresponding to the part in question shall be covered.

In case the repair cost (including transportation cost) exceed the original purchase price of the insured item, the insured item will be replaced with a corresponding product in terms of model and technical specifications and with a value not exceeding the original purchase price of the insured item.

TRYG shall always have the right to provide compensation in the form of the original purchase price.

2.3 Preconditions for the payment of compensation for extended warranty

Extended warranty insurance is valid for Nordea Black card holders. Insured domestic electrical appliances, consumer electronics, and IT equipment must be paid in full (100 %) with the insured person's Nordea Black card 's credit function.

The insured items must be purchased as new, from an authorized seller, and with a purchase price not less than EUR 50.

The Extended warranty cover will end when the period of validity of the insured's Nordea Black card ends provided that it is not immediately renewed so as to remain in force as of the end of the last month of the original period of validity.

2.4 Exclusions applicable to extended warranty

The following items are excluded from coverage:

- Boats, automobiles, motorboats, airplanes, or any motorized vehicles and/or their integral parts;
- Mobile telephones;
- Tablets and tablet computers;
- Electric gardening tools;
- Boilers, furnaces or heat pumps;
- Products without a 24 month original manufacturer's warranty or seller's guarantee and without a serial number;
- Items used for or intended to be used for professional or commercial purposes; and
- Any consumable item including but not limited to batteries, DVD heads, lens, filters, lamps, belts, bags, cartridges and the like.

Extended warranty does not provide compensation in the following situations:

- Damage, which has resulted from external events or as a direct or indirect result of transportation, delivery or installation of domestic electrical appliances, consumer electronics, and communication and computing items;
- Damage which has resulted from accident, neglect, misuse, intentional damage, damage caused by a parasite or insect, incorrect use, theft, sand, fire, earthquake, storm or violent weather, lightning, explosion, the crashing of an aircraft, water damage, corrosion, battery leak or Acts of God;
- Damage which has resulted from a power outage or surges, inadequate or improper voltage or current or faults in any electrical supply/connection or plumbing;
- Property damage, freight costs, consequential damage;
- Servicing, inspection, cleaning and adjustments of the insured item;
- Costs of repairing cosmetic damage where the function of the appliance is unaffected such as dents, paint and product finish, scratches and rust; and
- Any costs arising from or relating to any user replaceable batteries, viral contamination, trackball and pointing devices or loss and/or damage directly or indirectly caused by software, battery, fuse or other consumable product.

3. EVENT TICKET CANCELLATION

The insurance covers the insured person's concert or event ticket left unused, necessary due to:

- acute and serious illness, accident or death of the insured or his or her relative. The necessity is assessed on medical grounds;
- serious damage to the insured person's residence, that requires the insured person to be present at the residence on the date of the covered event;
- the insured person being prevented from attending the show or concert due to a natural catastrophe;
- the insured person's sudden and unexpected business trip abroad that is required by the insured person's employer, resulting in the insured person not being able to attend the covered event;
- the insured person being served with a court order or a subpoena, which requires the insured person to appear in court on the day of the covered event; and
- the insured person's vehicle becomes inoperable while in route to the covered event, provided it is reported to a roadside recovery service, the insured person's primary automobile insurer, or brought to a vehicle service / repair center.

3.1 Covered perils and sums insured

For the ticket being left unused due to one of the above mentioned incidents, the insurance covers the face value of the ticket, or the actual amount the insured person paid to acquire the ticket as shown on the receipt, whichever is the lower, and not more than EUR 500 per claim and per calendar year.

3.2 Preconditions for the payment of compensation for event ticket cancellation:

For compensation to be paid, the following requirements apply:

- The ticket must be 100% paid in advance using a Nordea Black card's credit function;
- The ticket must be unused, and to be covered it may not be sold or passed on;
- The ticket may not be reimbursed by the seller or the event organizer. In case of partial reimbursement, the amount reimbursed from elsewhere is deducted from the compensation paid from this insurance; and
- The insured person must take all reasonable precautions to prevent the claim, and make all necessary arrangements to arrive at the covered event on time.

3.3 Exclusions applicable to the event ticket cancellation

TRYG will not cover loss arising from:

- directly or indirectly from the cancellation or postponement of the show or concert by the organizer for any reason;
- missing a show due to a cancelled or rescheduled airplane flight, unless due to a natural catastrophe;
- tickets the insured person gifts or re-sells to other people;
- missing a show due to any pre-existing medical conditions;
- intentionally self-inflicted harm, by the insured person him/herself or a family member,
- suicide or attempted suicide;
- the insured person's or family member's pregnancy, fertility treatments or childbirth;
- the insured person's or family member's intoxication or impairment from use of alcohol, illegal drugs, narcotics, or medicines which have not been prescribed by a qualified doctor; and
- the insured person's or family member's illegal acts, or intentionally caused reason.

4. GOLFER'S COVER

The insurance cover theft of insured card holder's golf equipment or personal effects, hole-in-one celebration expenses, and unused membership fees or tournament fees.

4.1 Covered perils and sums insured:

Insurance covers theft to insured's golf equipment, while the insured is playing golf at any recognized golf course, or is on the direct journey to, or from, a recognized golf course, up to EUR 1,500 per claim.

Insurance covers theft to insured's personal effects, while the insured is playing golf at any recognized golf course, up to EUR 1,500 per claim.

Insurance covers Hole-In-One celebration expenses incurred on the day insured Nordea Black cardholder achieved the hole-in-one, paid in full (100%) with the cardholder's Nordea Black card's credit function, up to EUR 250.

Insurance covers unused Club membership and Tournament entry fees paid with the insured card holder's Nordea Black card's credit function, if the insured suffers an acute and unexpected illness or injury that renders him or her unable to play golf, and for which a doctor prescribes sick leave for more than seven (7) consecutive days, up to EUR 3,000 per claim and per calendar year.

4.2 Preconditions for the payment of compensation for Golfer's Cover

For compensation to be paid, the following requirements apply:

Theft of insured person's golf equipment or personal effects:

- the theft must be reported to the police, and to the recognized golf course where the theft incurred; and
- if the stolen item is part of a pair or set, compensation is paid for the value of the stolen item, unless the articles are unusable individually and/or cannot be replaced individually. If compensation is paid to replace a pair or set in the event a part of the pair or set is lost as the result of theft, the insurer will be entitled to keep the remaining parts of the original pair or set.

Hole-In-One:

- The Hole-In-One celebration expenses must have occurred on the date the insured card holder achieved "hole-in-one" at a recognized golf course, and must be 100% paid using the insured person's Nordea Black card's credit function, and presented on a single bill; and
- Official certification from the recognized golf course and itemized receipts are required for proof in the event of a claim.

Club-membership and Tournament fees

- The Club membership and Tournament Entry fees must be 100% paid using the insured's Nordea Black card's credit function;
- The insured card holder is prescribed sick leave for more than seven (7) consecutive days due to an acute and unexpected illness or accident, which renders him or her unable to play golf, and in case of a tournament fee, that the insured is physically unable to play in the tournament;
- The golf club certifies that the card holder has not played during the period claimed, and that the golf-club has not refunded any fees; and
- The party organizing the tournament confirms that the card holder has not played in the tournament, and has not been refunded any fees.

4.3 Exclusions applicable to the Golfer's Cover

TRYG will not cover loss arising from:

- theft of golf balls or golf cars;
- theft of glasses or sun-glasses;
- theft of money, coins, securities, atm, charge, debit or credit cards, stamps, watches, jewelry, novelties, medals, articles of gold & silver, precious stones, ;
- theft of mobile phones, portable music players, cameras, or furs;
- theft of business, or professional documents or contracts;
- loss of equipment leased or rented to others by the insured card holder;
- any loss for a card holder who is a professional golfer;
- theft by any relative of the insured card holder;
- membership fees for the first seven (7) days of the insured card holder's sick leave that prevents the playing of golf;
- membership fees or entry fees which the card holder has not paid, and/or which are not paid in full with the insured's valid Nordea Black card;
- the proportion of the joint membership fees of others;

- unused membership or tournament due to injury or illness arising from a pre-existing medical condition;
- any initial one-time fees paid to join the club; or
- unused membership or tournament due to any injury or illness that occurs after the start of the tournament.

5. **GENERAL EXCLUSIONS**

The following exclusions apply to all sections of this policy.

There is no cover for:

- Any loss arising from insured or insured's relative's willful, malicious, unlawful, intentional acts;
- Any consequential loss or damage of any kind;
- Theft from an unlocked car, locker or building;
- Due to, or related to, use of radioactive substances or emissions which either directly or indirectly result in a nuclear reaction, radioactive radiation or contamination, use, escape or release of poisonous biological or chemical substances which have been deliberately used in an act of terrorism,
- Due to manufacturing defects, vermin or insects, termites, mold, wet or dry rot, bacteria, rust cleaning or repairs;
- Losses due to war, invasion, act of foreign enemy, hostilities or warlike operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority or vandalism of any kind; or
- Losses due to the order of any government, public authority, court order, or customs' official.

6. **CLAIM PROCEDURE**

Contacting Tryg Forsikring

E-mail info@tryg.fi

Tel. +358 800 935 55

(Monday to Friday 8am-4pm)

6.1 **Obligations of the claimant**

If the insured wants to make a claim under this Nordea Black card insurance, the insured must contact the Tryg customer service, tel. +358 800 935 55 as soon as possible.

The insured must retain and, if requested by Tryg to do so, send all necessary documents to Tryg in order for the claim notification to be processed.

The insured is obligated to provide at his or her own expense such documentation as will most readily be available to the insured while considering Tryg's opportunities for obtaining clarification in the matter. Tryg is not obligated to pay the claim until Tryg has received all the necessary documentation.

6.2 **The claim notification shall contain at least the following information and appendices:**

A brief description of the loss event with an itemization of expenses incurred, and

For identity theft:

- police report for the identity theft;
- an authorization for Tryg to obtain insured's records and other information, such as credit reports (if applicable);
- insured person's financial reports, including, but not limited to bank statements, as necessary to complete the claim investigation;
- credit reports, when the insured contests the accuracy or completeness of any information contained in his or her credit history as a result of the identity theft;

- evidence of any false charge or withdrawal from the unauthorized opened bank account and or credit account;
- original receipts of any expenses incurred to resolve the identity theft, up to 12 months after the loss is reported to the insurer;
- if claiming for lost wages, proof that it was necessary to take time away from work. This should be a written proof from the insured person's employer, stating he or she took unpaid days off;
- copies of any demands, notices, receipts, summonses, complaints, or legal papers in connection with a covered loss; and
- any other document or information Tryg may request to substantiate the claim.

For extended warranty:

- original or copy of the purchase invoice and copy of the credit card statement proving the purchase date of the insured item;
- original or copy of the purchase invoice showing the insured item was 100% paid with the insured's Nordea Black card's credit function;
- Receipt for the reparation costs;
- In case repairing the item is not possible, a written statement from an authorized repair shop; and
- any other document or information Tryg can request to substantiate the claim.

For event ticket cancellation:

- original un-used ticket of the show or concert;
- confirmation of loss or disaster from the insured's auto or homeowners insurance company, fire department or government authority, if applicable;
- documentation from a qualified roadside service company, vehicle service / repair center or the insured's primary automobile insurer, if applicable;
- employer confirmation letter, if applicable;
- court notice, if applicable;
- medical certificate (free of charge where available), duly dated and signed, with an accurate description of the illness or injury, if applicable;
- a copy of any official police report filed, if applicable; and
- any other document or information Tryg may request to substantiate the claim.

For Golfer's cover:

- original receipts for all expenses incurred;
- in the event of a theft, an official police report;
- where applicable, written proof from a recognized golf club;
- medical certificate (free of charge where available), duly dated and signed, with an accurate description of the illness or injury, if applicable; and
- any other document or information Tryg may request to substantiate the claim.

6.3 Falling of a claim under the statute of limitations

A claim for compensation has to be submitted to Tryg within one year of the date that the claimant was informed of the claimant's entitlement to compensation and no later than 10 years after the occurrence of the insurance event. Submitting a notification concerning an insurance event shall be considered equal to the presentation of a claim. If no claim is made within this time, the claimant will lose the claimant's right to the compensation.

6.4 Tryg's obligations

Tryg shall pay the compensation due to the insurance event or notify the insured that no compensation is paid, without delay and no later than within 30 days from Tryg's receipt of the documents and information necessary for the clarification of TRYG's liability. If the amount of the compensation is not undisputed, Tryg will in any event pay the undisputed part of the compensation within the aforementioned period of time. For delayed compensation payments, Tryg will pay the statutory interest on arrears according to the Interest Act (Korkolaki 633/82).

7. FRAUDULENT PROCEDURE

If the insured has deceitfully provided Tryg with incorrect or incomplete information following an insurance event, such that the said information has a bearing on the insurance event and on determining Tryg's liability, the compensation to be paid can be reduced or the claim for compensation can be rejected in accordance with what is deemed to be reasonable in the circumstances.

8. MULTIPLE INSURANCE

If the insured has more than one insurance policy that provides the same insurance cover, the insured shall not have the right to compensation beyond the amount of the damage. In a multiple insurance situation, the mutual responsibility of the insurance companies shall be determined in accordance with the Insurance Contracts Act.

9. APPEALING AGAINST TRYG'S DECISION

9.1 Self-correction

If the insured suspects an error in Tryg's decision or in another decision, the insured is entitled to obtain more detailed information on the matters leading to such a decision. Tryg shall remedy its decision if new clarifications provide grounds for so doing.

9.2 The Finnish Financial Ombudsman Bureau and the Board's recommendations for decisions in the event of a dispute

If the claimant is dissatisfied with Tryg's decision, he/she may ask the Finnish Financial Ombudsman Bureau for advice and counselling, www.fine.fi. The Bureau is an impartial body whose function is to advise consumers in insurance and indemnity matters. Tryg's decision can be submitted to the Insurance Board operating in conjunction with the Finnish Financial Ombudsman Bureau. The Board's function is to make recommendations for decisions in disputes which concern interpretation and application of the law and insurance terms and conditions in an insurance relationship.

Tryg's decision can also be submitted to the Consumer Disputes Board, which provides recommendations for decisions on the basis of consumer protection legislation.

These boards will not handle a case while it is pending or when a ruling has been given in a court. The counselling services and statements of the boards are free of charge

9.3 Claim action in the District Court

If the insured or the claimant is dissatisfied with Tryg's decision, the insured or the claimant may bring an action against Tryg. The said action against Tryg may be brought in the district court of the insured's domicile in Finland or in the Helsinki District Court.

Any action against an indemnity decision involving the benefit must be brought within three (3) years of when the insured was notified in writing of Tryg's decision and the time limit. Once this time has expired, no further action will be accepted.

9.4 Insurance Supervisory Authorities

This insurance is underwritten by Tryg Forsikring A/S, Klausdalsbrovej 601, 2750 Ballerup, Denmark. CVR-nr. 24260666.

10. CHANGING THE TERMS AND CONDITIONS OF GROUP INSURANCE

The insurer may change the terms and conditions of the group insurance policy. The policyholder must notify the insured of the change in a suitable manner considering the circumstances, electronically or in writing. The change in the terms and conditions will become effective on the date notified by the policyholder, however not sooner than one (1) month after the date on which the notification was sent.

11. TERMINATION OF GROUP INSURANCE

11.1 Notification of termination of group insurance

If the group insurance is terminated due to measures taken by the insurer or the policyholder, the policyholder must notify the insured of the termination of the insurance in a suitable manner considering the circumstances electronically or in writing. The insured's coverage is terminated on the date notified by the policyholder, however not sooner than one (1) month after the date on which the notification was sent or the insured was notified of the termination of the insurance by the policyholder.

11.2 Tryg's right to give notice of termination of the non-life insurance to an individual insured during the insurance period

Tryg has the right to give notice of termination of the insurance during the insurance period if:

1. the insured has willfully or through gross negligence failed to observe the safety regulations,
2. the insured has, after the insurance event, fraudulently submitted to Tryg erroneous or deficient information which is of importance in assessing Tryg's liability.

11.3 Tryg's procedure of termination according to clause 11.2

Tryg shall notify the policyholder in writing of the termination of insurance concerning a person covered by a group insurance. The policyholder shall then notify the individual insured of the notice of termination in writing. Tryg shall give the notice of termination in writing without undue delay, having first been informed about the grounds permitting termination. The insurance contract shall end month after the date on which the notice was sent.

12. APPLICABLE LAW

In addition to these terms and conditions of insurance, Finnish law shall be applied to this insurance policy.