



General Conditions of Business and Information for Clients according to Art. 45 of the Swiss Insurance Supervision Act

Scope of application

These general conditions of business (incl. information for clients as per Art. 45 ISA) constitute an integral part of the contractual conditions between expatpartners ag and the client. Together with the insurance broker's mandate, they form the basis for cooperation between these two parties.

Part 1 Information for clients as per Art. 45 of the Swiss Insurance Supervision Act (ISA)

1. Details of identity

The following information is provided by expatpartners ag to its clients as stipulated by Art. 45 ISA. It may also be viewed on our website www.expatspartners.ch. expatpartners ag is an independent insurance intermediary duly registered with FINMA, the Swiss Financial Market Supervisory Authority (**Registration Number 24654**) www.vermittleraufsicht.ch.

expatpartners ag
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Email info@expatpartners.ch
Website www.expatpartners.ch

Legal status Joint stock company
Commercial register of the Canton of Zürich, company ID no.: CH-020.3.032.652-8

2. We advise you as an independent and unaffiliated insurance broker

expatpartners ag is an unaffiliated insurance broker and independent advisor in the sector of international employee benefits (international personal insurance, expat insurance solutions). The insurance cover that we offer is always negotiated (wherever possible and meaningful) with several insurance companies, unless only a single insurer offers the corresponding insurance cover or is willing to underwrite the relevant risk. The client is accordingly informed of the insurance company making the respective offers.

3. Complaints about our consulting and brokerage activities

Please address any complaints to one of our Managing Partners:

expatpartners ag
Martin Bühler
Managing Partner
Engimattstrasse 22
CH-8002 Zürich
Email: martin.buehler@expatpartners.ch

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Ralph Endres
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4. Handling confidential client data

In the event that any personal data requiring protection in the sense of the Data Protection Act is inspected or processed in connection with our advisory or mandate administration services, expatpartners ag undertakes to take whatever steps may be needed to ensure that the relevant legal stipulations relating to data protection are observed. This data is accordingly archived on the basis of the corresponding legal regulations. Data requiring protection shall be passed on to relevant agencies only in direct connection with calling-in offers and concluding or executing a contract.

The Data Protection Act entitles you to request information from us as to exactly what data about you is available to us and to what purpose and on what legal basis it is processed. You may also request information about the categories of personal data being processed as well as about those persons involved in acquiring and receiving this data. Moreover, you are entitled to have incorrect data corrected or destroyed or to prohibit it from being made known to third parties.

You can find our data protection statement on our Website (<https://www.expatspartners.ch/en/company-profile/data-protection>).

5. Liability of expatpartners ag in the event of incorrect advice

In the event of negligence, error or incorrect information, expatpartners ag may, as a corporate body, be made liable in accordance with the Swiss legal regulations.

6. Contractual relationships with insurers

expatpartners ag maintains contractual relationships with the following insurance companies, healthcare funds, TPAs (Liability Administrators / Claims Administrators) and MGUs (Managing General Underwriters), but is not linked to these companies in either a legal or commercial sense:

Insurance companies regulated by FINMA:

AIG Europe Ltd., Allianz Worldwide Partners (AWP P&C S.A./Allianz Worldwide Care), AXA Versicherungen AG/AXA Leben AG, Bupa Insurance Ltd., Chubb Versicherungen (Schweiz) AG, Cigna Europe Insurance Company SA, Elips Life AG, Europ Assistance (Suisse) Assurances SA, Europäische Reiseversicherungs AG, Groupe Mutuel-Gruppe, HDI Global SE, Helsana-Gruppe, KPT-Gruppe, Liberty Mutual Insurance Europe Ltd., Sanitas-Gruppe, Swica-Gruppe, Swiss Life AG, Sympany-Gruppe, TSM Versicherungs-Gesellschaft, UNIQA Österreich Versicherungen AG Schweiz, Visana-Gruppe, Zürich Lebensversicherungs-Gesellschaft AG

Insurers NOT regulated (supervised) by FINMA (foreign operations). Insurance cover for persons who have their residence outside Switzerland (insured risk must be outside of Switzerland):

Aetna Insurance Company Ltd., April International (TPA), AXA PPP/AXA Global Protect, AXA Luxembourg, Cigna Global Health, Foyer Global Health (ex Globality Health SA)/Foyer Santé SA, Swiss Life (Luxembourg) SA, Zurich International Life, Expat & Co bvba (TPA), Henner (TPA), MSH International (TPA), William Russell Limited UK (TPA); William Russell Europe SRL (TPA); ALC (MGU), Gallagher Arthur J. (MGU)

[TPA = Third Party Administrator / Claims Administrator; MGU = Managing General Underwriter]

Part 2 General business conditions for performing services as an insurance broker

7. Subject of the contract

The client commissions expatpartners ag to manage his insurance affairs continuously in the sense of a business relationship based on mutual trust by way of a separate insurance broker's mandate.

8. Services as an insurance broker

expatpartners ag is commissioned to negotiate with insurers on behalf of its client, to call in offers and, following approval by the client, to place and manage the relevant insurance policies. expatpartners advises and supports the client in all insurance matters forming part of the broker's mandate, especially in the following sectors:

- International Private Medical Insurance (IPMI)
- International personal insurance policies covering life, invalidity, accident.
- International retirement insurance products (international pension plan); no investment advice.
- International business travel and assistance insurance solutions (incl. medical & security assistance);

The above list is not exhaustive.

expatpartners ag **manages the client's insurance contracts** in agreement with the responsible insurers. In this sense, expatpartners ag also carries out services which relieve the insurers of part of the relevant workload.

The **insurance premiums are collected directly by the insurer** (not by expatpartners ag).

expatpartners ag is the **contact point for clients** in all matters relating to international insurance solutions for international employees (such as expatriates, delegates, TCNs, assignees, local foreign hires, global nomads, business travelers, trainees, etc.). expatpartners ag is responsible for the following tasks and services:

- a. Providing help in questions relating to existing policies;
- b. Providing help in renewing a contract (for general changes, adaptation of benefits, excessive premium increases etc.);
- c. Providing help in the event of any problems arising with the insurer (e.g. service or claim regulation problems), as well as in questions of benchmarking or best practice;
- d. Providing information on the topic of compliance for expat insurance products;
- e. Coordinating Swiss social insurance with international expat insurance products (e.g. KVG obligation for delegates and international healthcare cost insurance);
- f. Providing help in special cases which cannot be covered by the existing group insurance plan (e.g. "locals").

In connection with the insurance products listed above, expatpartners ag is also the **contact point for employees** (and their family members) insured by the company/group plans. In these cases, expatpartners ag will attempt to find solutions to:

- a. Questions on existing policies;
- b. A return to the home country (e.g. leaving the group plan, transfer to a Swiss healthcare fund);
- c. Leaving the group plan abroad and requesting continued individual insurance.

9. Reimbursement

For providing the services described in Point 8, expatpartners ag shall receive **an annual commission at the usual market rate** (or in rare cases a non-recurrent initial commission) **paid by the insurer**. The amount of this commission depends on various factors, such as the type of contract, the insured risk, the volume of the contract, the insurer, workload, etc., whereby we assure full transparency regarding our remuneration for each individual contract at the client's request. In the following section, we list the usual reimbursement options (subdivided into group and individual contracts) of the insurers for each contract type. However, we would like to point out that the effective reimbursement may differ from these percentage rates in exceptional cases.

Commission for company/group contracts:

International healthcare cost insurance solutions (IPMI):

- Small and mid-sized contracts (community rated, book rated): 10 - 13%
- Large contracts (blended rated, experience rated). 1 - 5%, depending on various factors such as the premium volume, insurer, workload/services.
- No reimbursement for the social insurance premiums integrated in the products (e.g. no reimbursement on KVG premiums).

International personal risk insurance solutions (life, invalidity and accident cost products):

- Small and mid-sized contracts: 7 - 10%
- Large contracts. 1 - 5%, depending on various factors such as the premium volume, insurer, workload/services.

International retirement insurance products (international pension plan):

- No reimbursement for savings premiums and pension capital. Only on risk and cost premiums (see above «International personal risk insurance solutions»).

International business travel and assistance insurance solutions (incl. medical & security assistance):

- Between 10 - 15% on net risk premiums or assistance fees.

Commission for single/individual contracts:

- **International life, invalidity, accident and healthcare cost insurance solutions**
Between 10 - 15% on net risk premiums. No reimbursement for social insurance premiums integrated in the products (e.g. no reimbursement for KVG premiums).
- **International travel and assistance insurance solutions** (incl. medical & security assistance):
Between 15 - 25% on net risk premiums or assistance fees.

The client is aware and accepts that expatpartners ag is reimbursed (by way of fees, commissions etc.) by the insurers (third parties) within the scope of its activity as an insurance broker.

The client agrees explicitly that expatpartners ag receives such reimbursements. By signing the insurance broker's mandate (and corresponding agreement to these general conditions of business), the client declares that he relinquishes any claims relating to these reimbursements.

Other forms of reimbursement shall be agreed separately between the contractual parties. For additional services going beyond those listed in these general conditions of business, expatpartners ag shall previously agree a separate fee with the client.

The insurance broker's revenues are not liable to VAT (Art. 21 Paragraph 18 Swiss VAT Act).

10. Applicable law and place of jurisdiction

The broker agreement is subject to Swiss substantive law with the exclusion of any conflict of laws. The exclusive place of jurisdiction is the registered office of expatpartners ag.