

## CUSTOMER INFORMATION

Customer information due to the legal regulation of § 15 of the regulation for the insurance broking and consulting (VersVermV) we provide you with the following information in written form:

### **Name and address of the insurance broker:**

LEUE & NILL GmbH + Co. KG, 44135 Dortmund, Hohenzollernstr. 2-6 - hereinafter LEUE & NILL - is an insurance broker according to § 34d Abs. 1 of the Trade Regulation Act The insurance broker has registered his business with the Dortmund District Court, HRA 6442.

Personally liable partner: Nill Verwaltungs- und Beteiligungs-GmbH, HRB 3619. Nill Verwaltungs- und Beteiligungs-GmbH is registered under the number D-60VX-2F12H-84 in the intermediary register at the Chamber of Industry and Commerce in Dortmund.

LEUE & NILL has no direct or indirect interest in voting rights or the capital of insurance companies of any relevant size. Also, no insurance companies are directly or indirectly involved in the company.

LEUE & NILL cooperates with all well-known insurers active on the German market (if they cooperate with brokers, e.g., no direct insurers). Advice are therefore based on an objective and balanced analysis of the respective market situation.

LEUE & NILL is in constant contact with the insurance companies. Through continuous observation of the market and also with the inclusion of current information from the trade press, negotiations with the insurers are conducted on an ongoing basis. Employees regularly take part in further training courses and seminars as well as information events in the insurance industry. This ensures that the Council is based on a sufficient number of insurance concepts. From this, LEUE & NILL preselects the insurances eligible for the customer. Key criteria for this preselection are the insurance conditions, premium rates, service of the insurer, good experience in claims settlement and a good rating.

LEUE & NILL create an individual offer for the customer from the eligible insurer concepts.

### Complaints management:

If you have any complaints about our activities, please do not hesitate to contact our complaints office:

[beschwerde@leueundnill.de](mailto:beschwerde@leueundnill.de) or by phone +49 231 5404 218

As an insurance broker, we offer advice to our clients. The remuneration – Courtage called – for our consulting, - mediation, - and care activity carries the insurance company under customary law. The brokerage fee is part of the insurance premium. Deviating from this must be expressly agreed between us and the client. In particular when arranging so – called net products, a separate remuneration is generally agreed, which obliges the client to pay the remuneration. Net products are products, in which the mediation fee is not included in the insurance premium. Remuneration in the form of other benefits is not available to our company.

### **Information on the complaint and conciliation procedure with the Ombudsman If you are not satisfied with our service:**

In the event of disputes arising from the activity of brokering an insurance contract, the Customer may initiate the complaint and dispute resolution proceedings against the insurance broker before an ombudsman in accordance with the Rules of Procedure (Verm VO).

1. As an arbitration body in the sense of § 214 para. 1 No. 2 of the Insurance Contract Act (VVG) and recognised and appointed by the Federal Ministry of Justice is the Insurance Ombudsman.
2. The ombudsmen referred to in paragraph 1 shall be independent in their replies and decisions and shall not be subject to any instructions.
3. The ombudsmen shall establish rules of procedure and fees for the performance of their duties as dispute resolution and arbitration bodies. They are entitled to charge the insurance intermediary or the insurance company a fee appropriate to the expenditure on the basis of the scale of fees. In case of obvious abusive complaints, the complainant may also be required to pay a fee.
4. The ombudsmen are obliged to reply to any complaint about an insurance intermediary.

Addresses:

Versicherungsbund e.V. P.O. Box 080 632, 10006 Berlin, [www.versicherungsbund.de](http://www.versicherungsbund.de)

Ombudsman Private Kranken- und Pflegeversicherung Kronenstraße St. 13, 10117 Berlin, [www.pkv-ombudsmann.de](http://www.pkv-ombudsmann.de)