



ING Car Insurance - general

ingauto.be

Identity and contact details of the relevant parties

ING Car Insurance is offered to you by:

Insurance intermediary: ING Belgium SA/NV, an insurance broker, registered with the FSMA under the code number 12381A. Registered office: Avenue Marnix 24, B-1000 Brussels - Brussels RPM/RPR - VAT BE 0403.200.393 - www.ing.be- BIC: BBRUBEBB - IBAN: BE45 3109 1560 2789.

Insurer

NN Non-Life Insurance nv, a Dutch incorporated company, authorised to insure risks in Belgium as an insurance company registered under the green card code number 1449. Registered office: Prinses Beatrixlaan 35, 2595 AK The Hague, Netherlands - Trade register number 27127537, supervised by Nederlandsche Bank.

Representative in Belgium

NN Insurance Services Belgium SA/NV, competent in particular to settle claims for NN Non-Life Insurance nv in Belgium, an insurance company licensed by NBB under the code number 2551 - Registered office: Airport Plaza - Montreal Building, Da Vincilaan 19, B-1831 Diegem, Belgium - www.nn.be - Brussels RPM/RPR - VAT BE 0890.270.750 - BIC : BBRUBEBB - IBAN: BE95 3200 0812 7458.

The product's main features

ING Car Insurance is insurance for passenger cars. It is intended for private individuals aged 18 or over whose main place of residence is in Belgium. It is for private individuals and professionals. Business use is permitted in so far as it does not involve the transportation of goods or persons as a business or the hiring out vehicles.

Subscription

You can take out the insurance on-line or via the website www.ingauto.be or Home'Bank, ING Belgium's

home banking module. You can also subscribe at any ING branch or by calling 02 464 60 04.

Contract

The General Terms and Conditions as well as the special Terms and Conditions together make up the ING Car Insurance contract. The contract has a term of 1 year and is tacitly renewed each year.

Cover

Basic cover

As required by law, car insurance always includes 'Civil Liability' cover, which compensates third parties for any damage caused to them. ING's car insurance also always includes 'Service in the Event of a Claim' cover as standard. In the event of damage, this cover provides a number of services such as towing the vehicle, transporting its passengers to their destination and notifying any contacts.

Additional basic cover

Additional basic cover is provided either in the form of Limited Comprehensive cover or Fully Comprehensive cover. This cover can only be taken out if civil liability is taken out too.

- **Limited Comprehensive:** includes cover for 'Glass Breakage', 'Theft', 'Fire' and 'Damage caused by Animals and Natural Disasters';
- **Fully Comprehensive:** includes 'Limited Comprehensive' cover and also covers any material damage caused to the insured vehicle after an accident in which the driver was at fault. The excess is set by you.

In addition, you may choose any of the following cover options:

- **Legal Aid:** covers the cost of defending your interests after a damage claim (lawyer's fees, for example);

- Driver's Insurance: covers medical and other costs if the driver is injured or dies in an accident where he/she was at fault;
- Breakdown and Foreign Assistance: provides assistance the event of a vehicle breakdown or accident, both within Belgium and abroad;
- Premium Protection Following a Claim: prevents your future premiums from going up as a consequence of a first at-fault claim or an own damage claim.

Cover exclusions and limitations

- If cover is being transferred from another insurer, you should let us have a no-claims certificate. If we do not receive this certificate on time, we will terminate the policy.
- ING Car Insurance does not cover vehicles used for professional purposes (regardless of whether they are used for transporting goods or people).
- To enjoy the cover we have agreed, you must correctly state the usual driver of the vehicle.
- Civil liability coverage does not cover the medical costs of the liable driver. If you would like this covered, Driver's Insurance should be taken out.
- Civil liability coverage does not cover own damage to the insured vehicle. If you would like this covered, Fully Comprehensive cover should be taken out.

Please refer to the general terms and conditions to view the applicable terms and conditions, exclusions and limitations.

Management of the contract

You can directly adjust your policy through 3 channels:

- on-line via Home'Bank (the policy details are accessible at any time);
- by calling 02 464 60 04;
- at any ING branch.

The contract is amended free of charge and you will always receive confirmation of the amendments by post.

Filing a claim or requesting assistance after an accident

Call the ING Assist'line:

- in Belgium on 02 550 06 00;
- in other countries on +32 2 550 06 00.

The ING Assist'Line is open 24 hours a day, 7 days a week.

What determines whether you can be or can remain insured, what the insurance cover includes, and what you pay?

An insurance policy is drawn up based on your individual situation and characteristics. They are taken into account to offer you tailor-made rates. The information you provide is not only important when you take out the insurance policy, but also during the term of the insurance contract.

The following characteristics are determinative for accepting the Third-party liability insurance, the object and scope of the insurance and the price you will pay for it.

- The characteristics of the vehicle, such as its make, power, fuel, catalogue value and accessories, have an impact on the insurance premium of the cover you select. For example: higher insurance premiums are applied to more powerful vehicles.
- The vehicle's use: the number of kilometres you will drive or the reason for which you will use the vehicle also contribute to the amount of the insurance premium. The more a vehicle is used, the higher the risk of loss or damage and therefore the higher the premium. If you only use the vehicle for professional purposes: the professional transport of goods, people or materials or the rental of vehicles may not be insured in the framework of ING Car Insurance.
- Your claims history. For example: a driver who suffered a lot of damage in recent years will pay a higher premium than a driver who has not suffered any damage. The price is calculated so that suits the driver as far as possible. The application of persons who have had too many claims in recent years may also be refused by the insurer.
- Your driving experience. For example: a driver who has had their driver's license for over 10 years will pay a lower premium than someone who has just obtained their driving license. The price is then calculated based on the driver's driving experience.
- The place of residence plays a role in determining the premium. For example: a city-dweller runs a greater risk of damage than a person who resides in a more rural area.
- Owner or tenant. There may be a difference in premium between owners and tenants of a property, because owners move house less often. This means that they are more familiar with their neighbourhood and cause fewer accidents.

- A combination of the age of the usual driver and the type of car. For example: a younger driver with limited experience but who owns a powerful car runs a greater risk of damage. This factor is therefore determinative for the premium and the drawing up of the insurance policy.
- The amount of the deductible. For example: when you choose a deductible of EUR 400 instead of EUR 0, you may benefit from a more advantageous premium for your comprehensive insurance.
- Declarations from the policyholder with regard to the policyholder and the other drivers in the household: the insurance history of the drivers, traffic offence convictions of the drivers, limitations that influence driving behaviour, and the claims history play a role in the acceptance of the insurance.

The costs, charges and taxes are taken into account in the price offered in a premium simulation. They are mentioned separately in the policy documents.

You can pay your premiums with a credit card (Visa or MasterCard) or by direct debit from an ING Current Account. You can also decide on the frequency of the payments, i.e. monthly, every three months, every six months or once a year. (Monthly payments may not be made by credit card). Paying the premiums in instalments is completely free of charge.

Procedure for taking out the insurance

1. You choose the channel through which you wish to take out your ING Car Insurance policy: Home'Bank, www.ing.be, phone or at an ING branch.
2. You enter the necessary information to generate a premium simulation. This includes details of the policyholder and driver, the vehicle to be insured and the desired cover.
3. The premium simulation is only valid on the day on which it is generated.
4. If you wish to take up our offer, enter the information required by the insurer to assess the application and draw up a policy.
5. Before confirming the application, you are always given a full overview of your details and our offer for you to check over again.
6. When taking out an ING Car Insurance policy, you declare that you have printed out the insurance proposal, this product sheet and the General Terms and Conditions or have saved them to a permanent medium (e.g. a hard drive) that is available and accessible to you, that you have noted their contents and that you accept them. The General Terms and Conditions can be

consulted on the ING website, at any ING branch and in Home'Bank. You will receive a copy of them together with the Special Terms and Conditions.

7. In most cases, ING will inform you immediately whether your insurance application has been accepted. If immediate acceptance is not possible, we will examine the application as quickly as possible. If we are unable to approve your application, you will receive a written confirmation of our decision.
8. If your application is approved, you will receive the Special and General Terms and Conditions of ING Car Insurance by post or if you wish, by e-mail.
9. If you are terminating another insurance policy to take out ING Car Insurance, we will help you to terminate it if you wish. With your policy you will receive a letter of termination for you to sign and return to us. ING will then take care of further processing.

All the documents concerning the taking out and implementation of your ING Car Insurance will be stored for a period of at least 5 years after the end of the contract. During this period, you can retrieve the data from ING Belgium by sending a letter to its registered office at the address under 'Identity and personal details of the parties concerned'.

Languages used between you and ING

This sheet and the General Terms and Conditions of ING Car Insurance are available in 4 languages: Dutch, French, German and English. You can view them in Dutch, French and English via www.ing.be. You can also visit a branch to receive a copy in the language (Dutch, French or German) of the region in which the branch is situated.

Cancellation right

You have the right to inform NN Non-Life Insurance nv that you are cancelling the "ING Car Insurance" agreement without any penalty and without having to provide any justification within 14 calendar days. This period commences on the day on which you receive the terms and conditions of the contract. The policyholder may exercise this right by sending a registered letter to: ING Car Insurance, Cours Saint-Michel/Sint-Michielswarande 60, 1040 Brussels.

Cancellation by the policyholder becomes effective as soon as notification is given. If you cancel the agreement and the agreement had already commenced prior to cancellation, you shall be obliged to pay the premiums in proportion to the period during which risk cover was provided. These sums constitute payment for the services that have already been provided by the insurer.

Conflict Of Interests Policy: Summary

Summary of the main elements of the conflict of interests policy of NN Non-Life Insurance nv.

Article 1 - Objective

NN Non-Life Insurance nv must take those measures which are required to perform its activities in an honest and fair way and in accordance with the interests of its Clients. One of the ways to achieve this objective is to be continually attentive to any conflicts of interests which could hamper the optimal provision of services. Pursuant to Belgian law, NN Non-Life Insurance nv is obliged to take all the required and administrative measures to identify, prevent and manage conflicts of interests. Below you will find a summary of the conflict of interests policy of NN Non-Life Insurance nv as well as information enabling Clients to understand what measures are being taken by NN Non-Life Insurance nv to protect its Clients' interests to the greatest extent possible.

Article 2 - What is a conflict of interests?

A conflict of interests is a conflict that occurs when the interests of two or more persons or entities are incompatible with one another and could lead to detrimental consequences for the Client.

Possible conflicts of interests can also arise due to the interaction of the various responsibilities taken on by NN Non-Life Insurance nv (insurer, claims manager, subsidiary of NN Group)..

This type of conflict could arise, for example, between any of the following parties:

- one or several Client(s);
- NN Insurance Services Belgium SA/NV (claims manager);
- one or several employee(s) of NN Non-Life Insurance nv;
- ING Group;
- one or several unaffiliated intermediaries.

Article 3 - Potential conflicts of interests, including a few examples

The management team of NN Non-Life Insurance nv has identified potential conflicts of interests or sources of conflicts that could harm the interests of one or several Client(s) and included them in a conflict of interest register. This register will be updated further to changes within departments or to include incidents as they occur.

The following is a (non-exhaustive) list of examples in which a conflict of interests could arise:

- Representatives of NN Non-Life Insurance nv could use confidential information obtained from one Client to the detriment of another Client and/or for the benefit of a few select Clients.
- When administrative staff and/or managers of NN Non-Life Insurance nv receive gifts (including non-monetary gifts) which in turn influence their behaviour (i.e. the granting of preferential treatment to one or more Clients and/or group(s) of Clients).
- Receiving an inducement in the form of cash, goods or services from someone other than the Client for a service performed for the Client which differs from the fee or payment usually provided for this service.

Article 4 - What measures is NN Non-Life Insurance nv taking to prevent conflicts of interests?

NN Non-Life Insurance nv has taken the measures necessary to manage each conflict that is identified and to prevent the negative consequences of these conflicts from affecting its Clients. These measures are specifically tailored to address the types of problems that might occur. For each individual conflict of interests, one or (if necessary) more of the following solutions are put forward:

1. Internal policy/procedures concerning conflicts of interests

An internal policy intended for employees as well as procedures required for resolving conflicts of interests have been implemented within NN Non-Life Insurance nv.

2. Protection of the confidentiality of data

The employment regulations of NN Non-Life Insurance nv prohibit all employees from abusing their positions by intervening in matters which concern - either directly or indirectly - their own interests or those of their relatives.

Organisational measures have been taken by NN Non-Life Insurance nv in order to ensure the confidential handling of sensitive information. These measures provide for the physically separate handling of information (also known as Chinese Walls).

If you exercise your right to cancel, the insurer shall refund you all the premiums you have paid and all other amounts it has received from you in connection with the "ING Car Insurance" policy within 30 calendar days at the latest, subject to deduction of the aforementioned payment for the services already provided. This period shall commence on the day on which the insurer receives notice of cancellation by registered letter.

The full terms and conditions for cancellation of the agreement are stipulated by law. For more information please read Articles 28 and 29 of the General Terms and Conditions of ING Car Insurance..

Right of termination

After the 14-day cancellation period, you can terminate the contract on the next main expiry date, without giving any reason, provided you observe the required 3 months' notice period.

You are entitled to inform ING that you are terminating the "ING Car Insurance" agreement. The policyholder may exercise this right by sending a registered letter to: ING Car Insurance, Cours Saint-Michel/Sint-Michielswarande 60, 1040 Brussel..

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Complaints and disputes

Any comment, question or complaint may be submitted via auto@ing.be. You can of course also go to any ING branch for that purpose. Any complaints concerning the "ING Car Insurance" agreement may also be sent by post to: ING Customer Service, Cours Saint-Michel 60, B-1040 Brussels.

While the contract is in force the policyholder may also contact the non-profit Insurance Ombudsman Service (of Assuralia), Square De Meeûsquare 35, 1000 Brussels. Complaints must be made in writing and do not exclude the possibility of legal action being taken by the policyholder.

Jurisdiction and competent courts

Belgian law applies to any dispute relating to the relationship between you and ING for the conclusion, application, interpretation and implementation of the "ING Car Insurance" agreement, without prejudice to cases where the applicable legislation is superseded by other legal or statutory provisions of an imperative or public order nature.

Code of conduct and competent bodies

ING Belgium is - as an insurance intermediary - supervised by the Financial Services and Markets Authority (www.fsma.be).

ING Belgium has signed the following codes of conduct:

- Code of conduct of the Belgian Bankers' Association (Association Belge des Banques/Belgische Vereniging van Banken - ABB/BVB) available at www.ing.be.
- Rules of conduct for insurance intermediaries of the Union professionnelle des entreprises d'assurances/Beroepsvereniging der Verzekeringondernemingen/Professional Association of Insurance Enterprises, available at www.assuralia.be.
- Code of conduct concerning electronic trading of the Federation of Enterprises in Belgium, available at www.vbo.be.

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Appendix: Conflict Of Interests Policy – Insurance Policies:

- **Death insurance (natural death and accidental death)**
- **Indemnity insurances policies**

(except SAVINGS AND INVESTMENT INSURANCE POLICIES for which the conflict of interests policy is explained in Articles 146 to 162 and Section 2 of Appendix 2: Conflict of Interests Policy for Special Regulations for Trading in Financial Instruments)

Summary of the main items in the conflict of interests policy in terms of ING's activities as an insurance intermediary.

Art. 1 – Purpose

ING must take the necessary measures to ensure its business relationship is honest and fair and in accordance with its customers' best interests. One of the ways to achieve this is for ING to constantly pay attention to any conflicts of interests that may interfere with its endeavour to provide the best possible service to its customers.

As an insurance intermediary, ING is obliged by Belgian law to document, implement and maintain its conflict of interests policy.

Please find below a summary of ING's conflict of interests policy and the necessary information to allow customers to understand what measures ING is taking to safeguard the interests of its customers to the greatest extent possible..

Art. 2 – What is a conflict of interests?

A conflict of interests is a conflict that arises when a group of two or more persons or entities have conflicting interests that may result in a loss for the customer.

Such a conflict could exist between the following parties, for example:

- ING and its customers;
- ING and the insurer(s);
- several customers;
- several insurers;
- several employees or authorised agents, departments and entities of ING, the ING Group and its various subsidiaries.

Art. 3 – Possible conflicts of interests with some examples

A number of possible conflicts of interests within the context of ING's activities as an insurance intermediary have been set out below so that

the necessary measures can be taken in terms of prevention and effective management. Possible conflicts of interests may arise due to the interaction between the various responsibilities taken on by ING::

1. ING's interests

- ING's role as a credit institution in general;
- ING's role as a trader;
- ING's role in investment activities;
- ING's role as a guarantor;
- ING's role as a lender or supplier of other financial products;
- ING's role as the executing party for financial transactions requested by the customer;
- ING's role as an insurance intermediary;
- ING's interest in attracting new business;
- ING's interest in maintaining good relationships with existing customers.

2. Customers' interests

- the customer's interest as a policyholder;
- the customer's interest as an insured party;
- the customer's interest as a beneficiary of an insurance contract;
- the customer's interest in an insurance claim;
- the customer's interest as a user of other services/facilities supplied by ING.

3. Interests of the employees involved

- the employee's interest in the execution of his/her task or job;
- the employee's interest in business development;
- the employee's interest in the achievement of his/her objectives;
- the employee's interest in improving his/her professional status, salary and possible bonuses;
- the employee's interest in developing external business/operations.

4. Non-exhaustive list of situations where, without adequate preventive measures, a possible conflict of interests could theoretically arise

- ING could obtain financial gain or avoid financial loss at the customer's expense;

3. Disclosure of conflicts of interests

If it appears that the measures taken are inadequate to protect the interests of a Client with a reasonable degree of certainty, this Client is provided with explicit and detailed information regarding the general nature or cause of these conflicts of interests so that it is able to make a well-informed decision.

4. Explicit agreement of the Client

If NN Non-Life Insurance nv enters into a verbal agreement with the Client regarding the settlement of a possible conflict of interests, NN Non-Life Insurance nv will keep a record of this agreement.

5. Maintaining a conflict of interests register

Conflicts of interests that have actually arisen and which pose a real risk of harming the interests of one or more Clients are listed in a conflict of interests register and communicated to the Client in question. Any required changes will be made to procedures in order to improve the management of the risk.

Article 5 - Inducements paid by NN Non-Life Insurance nv

Clients wishing to obtain further information on the inducements paid by NN Non-Life Insurance nv can contact their insurance broker.

Article 6 - Additional information

Clients wishing to obtain additional information on the conflict of interests policy can contact their insurance broker and request the complete policy of NN Non-Life Insurance nv concerning the prevention/management of conflicts of interests with Clients.

Additional information will be provided to the Client upon first request. Clients may direct such requests to the contact centre: +32 2 407 70 00.

Insurance intermediary

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- ING's interests in the result of an insurance intermediary service provided to the customer or a transaction executed on the customer's behalf are not the same as the customer's interests in this result;
- ING has a financial or other incentive to favour the interests of another customer or customer group instead of those of the customer in question;
- ING is in the same business as the customer;
- as part of an insurance intermediary service to the customer, a person other than the customer provides ING with a benefit in the form of money, goods or services different from the usual commission or fee for this service, or is planning on doing so in the future.

Art. 4 – Which measures does ING take to prevent any conflict of interests?

ING has taken the necessary measures to manage all identified conflicts and to prevent any possible negative consequences for its customers. These measures have been adjusted to the nature of potential problems. Every specific conflict of interests is dealt with using one of the following solutions, or several if necessary:

1. Policy of independence

ING's policy ensures that its various departments and entities and their staff act independently to defend their own customers' interests.

2. Conflict of interests procedures

Various procedures for handling conflicts of interests have been implemented at ING.

3. Communication of conflicts of interests

If any potential conflict of interests is detected, the customers involved are informed in a standardised manner that a conflict of interests may arise at ING. Based on this information, customers can then decide whether they wish to continue working with ING. This information may be provided verbally or in writing.

4. Customer consent

Verbal agreements with customers relating to conflicts of interests shall be documented.

Art. 5 – Further information

ING's conflict of interests policy shall be reviewed at least once a year and customers shall be informed of any changes. Customers wishing to receive further information about this conflict of interests policy can get in touch with their usual contact at ING.

Art. 6 – Inducements

ING receives fees, commissions and/or non-monetary benefits from third parties in the context of its service provision specifically:

a) Basic commission

When an insurance policy is taken out, the insurer pays ING a commission to cover the cost of the services provided and the transactions carried out upon subscription. The commission received by ING is different for every product.

b) Non-monetary benefits

Under certain conditions (in terms of value and frequency) described in ING's policy, ING staff may receive non-monetary benefits from third parties in connection with their professional activities, such as being invited to participate in workshops or training courses or receiving gifts.

All customers can request further information in this respect from their branch or by e-mail (inducements.ingbelgium@ing.be).