



General Terms and Conditions

January 2019

Scope and Application

The purpose of this document is to describe the terms for the cooperation between the client and Willis Towers Watson I/S (hereinafter “we”, “us” and “our”).

This document is valid from January 1st 2019 and replaces any previous general terms and conditions.

Introduction

We are a leading insurance intermediary and risk management consultancy and our experiences covers every industry and company across the world.

Our ultimate parent is Willis Towers Watson PLC, a company incorporated in the Republic of Ireland and listed on NASDAQ. In this document, Willis Towers Watson PLC, its subsidiary and joint venture companies are each referred to as a **“Willis Towers Watson Company”** and collectively as **“Willis Towers Watson Companies”**.

We advise on and develop solutions within risk management and offer specialized advisory services on pension, health, prevention, rehabilitation, senior schemes and schemes regarding incapacity for work and workplace injury insurances. Our insurance brokers in Denmark are authorised by the Danish Financial Supervisory Authority.

We are committed to acting in the client’s best interests at all times in providing services to the client. The specific services agreed upon and additional general terms are regulated in the cooperation agreement between the client and us.

We do not offer advisory services on tax, accounting, regulatory or legal matters (including sanctions) and therefore the client must seek separate advice on such matters.

Electronic Communication

The primary form of communication between the client and us will be electronic consisting of emails with attachments. This form of communication is considered legally binding.

By using this form of communication, the parties accept the potential risks linked hereto, including, but not limited to, unauthorized access and virus.

We will, where practicable, encrypt outgoing electronic mail through the use of opportunistic Transport Layer Security (TLS) and we are able to receive messages sent using TLS. However, if both the client’s and our systems are not configured to support TLS, electronic mail will be sent unencrypted or may not be delivered. Where applicable, emails will be secured in other ways if it is not possible to setup a forced TLS connection.

Notwithstanding that we have reasonable virus checking procedures on our system, the client will be responsible for virus checking all electronic communications sent to the client. The client will also be responsible for checking that messages received are complete.

Our systems security devices block certain file extensions, including but not limited to: .rar, .text, .vbs, .mpeg, .mp3, .cmd, .cpl, .wav, .exe, .bat, .scr, .mpq, .avi, .com, .pif, .wma, .mpa, and .mpg. Emails attaching such files will not get through to us and no message will be sent to tell the client they have been blocked.

Market-Derived Income

We or other Willis Towers Watson Companies may have contracts with various insurers under which we provide certain services, such as those under binding authorities, managing general agency and lineslip arrangements (for example, providing statements of the business accepted and the issuance of certificates of insurance cover).

We may also provide broking services in connection with the placement of insurers' reinsurance.

We or other Willis Towers Watson Companies may enter into service agreements with certain insurers to design and develop insurance products for our clients. Under these arrangements we may be paid by the insurers for the services we provide to them.

Payment for handling administrative tasks

Willis Towers Watson Companies may accept certain types of payment from insurers for the handling of administrative tasks in countries where such payment is legal and complies with market standards preventing conflicts of interest. Since the insurers include administrative costs when determining their premium, the premium that is presented to the client remain the same – even though the Willis Towers Watson Company receives payment for the handling of such administrative tasks. If the client does not wish for the Willis Towers Watson Company to receive payment from the insurers for handling administrative tasks on the client's insurances, the Willis Towers Watson Company will ask the insurer to exclude the client's insurances from such arrangement.

Due to the commission ban in Denmark, we (Willis Towers Watson I/S) will never accept any type of payment from an insurer (national as well as international) regarding the client's insurances. Any payment to us is a invariable part of the cooperation agreement between the client and us.

FATCA

The Foreign Account Tax Compliance Act (FATCA) is a U.S. law aimed at foreign financial institutions and other financial intermediaries (including insurance companies and intermediaries such as brokers) to prevent tax evasion by U.S. citizens and residents through offshore accounts.

FATCA only applies if the client is a U.S. company or individual or a non-U.S. insurance company paying premium via a U.S. insurance broker to a non-U.S. insurer.

In order to comply with FATCA, insurance companies and intermediaries must meet certain legal requirements. Insurance placed with an insurance company that is not FATCA compliant may result in a 30% withholding tax on the client's premium. Where FATCA is applicable to the client, in order to avoid this withholding tax, Willis Towers Watson will only place the client's insurance with FATCA-compliant insurers and intermediaries for which no withholding is required unless the client instruct us to do otherwise and provide its advance written authorization to do so.

If the client does instruct Willis Towers Watson to place its insurance with a non-FATCA compliant insurer or intermediary, the client may have to pay an additional amount equivalent to 30% of the premium covering U.S.-sourced risks to cover the withholding tax. If the client instructs us to place its insurance with a non-FATCA compliant insurer but does not agree to pay the additional 30% withholding if required, we will not place the client's insurance with such insurer.

We kindly ask the client to consult its tax adviser for full details of FATCA.

Provision of Information and Intellectual Property

“Intellectual Property” – shall mean any data, patent, copyright, database right, moral right, design right, registered design, trade mark, service mark, domain name, metatag, know-how, methodologies, concepts, technique, report, utility model, unregistered design or, where relevant, any application for any such right, or other industrial or intellectual property right subsisting anywhere in the world.

The ownership of the Intellectual Property of the client or us (where created before the date of this Agreement) is unchanged by this document.

Whilst the client shall retain ownership of all physical (re)insurance contract documents, slips and any other documents created by us in the performance of the Services (“Placing Documents”), ownership of all Intellectual Property Rights in any Placing Documents shall vest in and remain with us. We hereby grant the client a non-exclusive, perpetual, royalty-free licence to use and reproduce the Placing Documents for the client’s own internal business purposes.

All activities undertaken by us as outlined in this document are provided by us for the client’s exclusive use and all data, recommendations, proposals, reports and other information provided by us in connection with our services are for the client’s sole use. The client agrees not to permit access by any third party to this information without our express written permission. We reserve our right to take action to protect proprietary information.

Money Flows

Payment is made in full discharge to the insurance company where premium is charged by us. Information will be provided at the placement of risk if an insurer has not submitted a declaration of liberation to us.

We are not obliged to pay premium on behalf of the client if payment of premium is not received in time. The payment date to us is 10 days.

Any payment can only be submitted via our official payment channels, and premium paid to us are handled as client money according to the regulation. Refund of premium and/or remuneration is conducted via bank transfers.

If needed, we can request for further documentation of the payer’s identity according to the anti-money laundering directive.

Exclusivity

All information, analyses, presentations, recommendations, reports and additional materials produced by us as a part of our services are confidential and only for the client’s own use.

The client is obliged to not pass on material produced by us to a third party without prior written consent from us. We reserve the right to make arrangements to protect confidential information.

Data Protection and Confidentiality

Where this section uses a term which is defined in the General Data Protection Regulation (Regulation (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC) (“Regulation”), then the definition set out in the Regulation shall apply.

We will at all times treat all confidential information we hold about the client as private and confidential and protect it in the same way we would protect our own confidential information and use that information in the ways contemplated by this Agreement.

We will not disclose any confidential information we hold about the client to others without the client's prior consent except:

- i. to the extent we are required to do so by law or where requested or required to do so by a regulator;
- ii. to insurers, surveyors, loss adjustors, IT service providers, administrative support service providers, and other like persons to the extent necessary to provide our services to the client in a timely manner;
- iii. to loss assessors, lawyers, and other like persons to the extent necessary to enable such third parties to provide information or services the client has requested;
- iv. to premium finance companies to the extent necessary to enable them to provide the client with greater choice in making premium payments; and
- v. to other Willis Towers Watson Companies to the extent necessary to facilitate the effective management, administration and/or operation of our services.

By way of exception to the foregoing, the client agrees that we may:

- i. use any information the client provide (whether personal data or otherwise) to create anonymised industry or sector-wide statistics which may be shared with third parties, on the condition that unless we have obtained the client's consent, information confidential to the client will not be revealed other than on an anonymised basis;
- ii. share information concerning the client's insurance arrangement with insurers or their agents where this is necessary to enable insurers to decide whether to participate in insuring the client's risk or to participate in any arrangement made by Willis Towers Watson whereby participating insurers agree to insure (wholly or partly) a portfolio of risks without necessarily making underwriting decisions on a case by case basis for individual risks;
- iii. collect and use the client's risk, loss, reserve and claims data in the creation, marketing and commercial exploitation of loss databases, analytical or statistical reports, models, tools and (re)insurance; and
- iv. use any information the client provides, without further notice to the client, for the purpose of the insurer's potential use of reinsurance in connection with negotiation concerning reinsurance contract. Since we deliver these services on behalf of the insurers as part of their role as our clients, we will receive remuneration from them for the placement and the services provided of such reinsurance.

The client agrees that we may use its company name and logo in marketing materials and for internal Willis Towers Watson use.

If the client provide us with, or make available to us, any information which constitutes 'personal data' (including any 'sensitive personal data' or 'Special Category' data), we will treat such information at all times in accordance with any applicable data protection legislation, and the Regulation in the manner described within our privacy notice, which can be found online at <https://www.willistowerswatson.com/dk/Notices/persondata>

The client agrees that we and other Willis Towers Watson Companies may hold and process such information:

- i. in order to provide our services to the client;

- ii. to facilitate the effective management, development or operation of the Willis Towers Watson Companies;
- iii. in any country – including countries outside the European Economic Area, which may not have comparable data protection laws. We only transfer personal data to other Willis Towers Watson Companies if it is necessary in order for us to fulfil our contract with the client (e.g. if the client has business units in several countries). If we transfer personal data to other Willis Towers Watson Companies outside of the EU, the transfer is based on a Data Transfer Agreement, which is entered into by the relevant Willis Towers Watson Company. Such agreement require that the receiving party complies with article 28 of the Regulation. Therefore, when personal data is transferred to countries outside the EU, which do not have comparable data protection laws, we ensure an equivalent security level; and to comply with applicable laws, prevent and detect fraud, and cooperate with regulators where appropriate, as outlined in the Willis Towers Watson Privacy Notice, which can be found online at: <https://www.willistowerswatson.com/da-DK/Notices/persondata>

The client will ensure that all personal data has been collected and provided to us in compliance with the Regulation and all other applicable laws and, where required by law, the client will obtain data subjects' consent prior to providing personal data to us. The client will notify data subjects of the fact that their personal data (including sensitive personal data and 'Special Category' data) will be provided to us, and the purposes for which we will use such data and obtain their explicit consent to us processing such sensitive personal data and 'Special Category' data.

The client will ensure that all personal data provided to us is accurate and, where appropriate, kept up to date, and will notify us if the client becomes aware that such data is inaccurate.

The client will provide us with reasonable assistance, upon request, in dealing with any requests, inquiries or complaints that we receive from data subjects and/or supervisory authorities in relation to any personal data processed under the cooperation agreement.

Ethical Business Practice

We do not tolerate unethical behaviour either in our own activities or in those with whom we seek to do business. We will comply with all applicable laws, rules, regulations and accounting standards. We also shall not take any action which facilitates the evasion of taxes anywhere in the world or which is contrary to any applicable tax evasion facilitation legislation (including, but not limited to, the UK Criminal Finances Act 2017).

Compliance

It is our policy that we and our employees know and comply with present laws, regulation and ethical standards. Therefore we work on the basis of a compliance program to ensure our impartiality, high quality in our services and to protect our reputation.

The compliance program is supported by the following:

- Code of Conduct
- Placement Policy – Willis Towers Watson Excellence Model
- Anti-Bribery and Corruption Policy
- Conflicts of Interest Policy
- Gift Policy

Anti-Money Laundering

To comply with applicable anti-money laundering regulation there are times when we may ask clients to confirm (or reconfirm) their identity. We may need to do this at the time the client becomes a client or have been one for some time or for example, when checking details on proposal forms and transferring claims payments. This information may be shared with other Willis Towers Watson Companies and where we deem necessary with regulatory or law enforcement bodies. Please note that we are prohibited from disclosing to the client any report we may make based on knowledge or suspicion of money laundering, including the fact that such a report has been made.

We have systems that protect our clients and ourselves against fraud and other crime and we may utilise the services of third parties in order to identify and verify clients. Client information can be used to prevent crime and trace those responsible. We may check the client's details against financial crime databanks. If false or inaccurate information is provided, we may be obliged to pass such details to relevant regulatory agencies that may use this information.

Sanctions

Certain countries, individuals and areas are governed by sanctions and Export Control regulation. We cannot provide advisory services to neither clients nor insurance companies, and we cannot guarantee or in any other way warrant for the insurance companies' position on current or future sanctions policies.

Compliance with present sanctions and Export

Control regulation will always be the client's matter, and therefore the client should seek legal advice as needed. The client should inform us of potential insurance conditions that relate to sanctioned countries.

We will always comply with all present sanctions and regulation, both current and future. We can take measures based on obligations arising from present sanctions or regulation, e.g.:

- freeze of money;
- reject to handle or administrate claims for damages assigned to a sanctioned entity or individual, either directly or indirectly, unless we obtain approval from the authorities; and
- reject to handle renewal of an existing insurance assigned to a sanctioned entity or individual, either directly or indirectly, unless we obtain approval from the authorities.

We are not liable for the actions of a third party governed by sanctions policies or other limitations (including but not limited to banks or currency exchangers).

Conflicts of Interest

Circumstances may arise where we may find we have a conflict of interest or otherwise have a material interest in or related to a matter in respect of which we are acting. For example, we may be asked to act on behalf of an insurer in the appointment of a loss adjuster, or, we may find that the interests of two of the clients for whom we act conflict.

We have conflict management procedures and we seek to avoid conflicts of interest but where a conflict is unavoidable we will explain the position fully and manage the situation in such a way as to avoid prejudice to any party.

The insurance market is complex and there could be other relationships not described here which might create conflicts of interest. Whatever the circumstances, we will act in the client's best interests; and, if a conflict arises for which there is no practicable solution, we will withdraw unless the client wish us to continue to act for the client and provide us with a written consent to that effect.

Complaints Manager

Our Complaints Procedure follows the complaints procedure set out by Executive Order no. 1219 of November 20th 2019 on the Complaints Manager and Financial Institutions' Handling of Claims.

Willis Towers Watson constantly aspires to ensure that our clients are satisfied and that they receive correct advice, however, in the event that a client is dissatisfied with the services rendered by Willis Towers Watson, please direct the complaint to our Complaints Manager. Go to www.willistowerswatson.com to locate the contact details.

Willis Towers Watson (NASDAQ: WLTW) is a leading global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth. With roots dating to 1828, Willis Towers Watson has 45,000 employees serving more than 140 countries and markets.

We design and deliver solutions that manage risk, optimize benefits, cultivate talent, and expand the power of capital to protect and strengthen institutions and individuals. Our unique perspective allows us to see the critical intersections between talent, assets and ideas – the dynamic formula that drives business performance.

Together, we unlock potential.

Willis Towers Watson

Nærum

Rundforbivej 303
2850 Nærum
+45 8813 9600

Middelfart

Nyvang 16
5500 Middelfart
+45 8813 9300

Holstebro

Nupark 49F
7500 Holstebro
+45 8813 9400

Aarhus

Tangen 17
8200 Aarhus N
+45 8813 9400

Aalborg

Østre Havnepromenade 24
9000 Aalborg
+45 8813 9200