



CONSUMER PROTECTION POLICY OF ASSOCIATION OF HUNGARIAN INSURANCE COMPANIES

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AHIC and its member organizations considers helping the utmost emergence of consumer protection aspects within the complete insurance sector its priority. The insurance companies enforce the aims of financial consumer protection through the organization and bodies of AHIC. AHIC and its member organizations are dedicated to a long-term responsible supplier approach based on mutual benefits and stable partnership within the complete insurance sector.

AHIC and its member organizations not only uphold the relevant legislations but also acts proactively to make sure that the sector enforces consumer protection aspects as efficiently as possible. Besides having developed and operating efficient consumer protection solutions, the insurance sector considers taking the aspects of consumer protection into account an integral part of corporate culture.

In favor of the utmost emergence of the mentioned aspects, the insurance companies consider the following principles mandatory:

1. Complaint management

- a) Insurance companies consider the further enhancement of financial consumer protection a priority, and to do so they cooperate with every concerned authority, especially the Directorate of Consumer Protection of the Central Bank of Hungary, the Center of Financial Consumer Protection and the Secretary of Consumer Protection of the Ministry of National Development.
- b) Insurance companies are doing all they can to raise client awareness. In order to make sure that clients are well-informed, insurance companies provide the most detailed information possible (frequently a compilation of previously asked questions and other easy-to-understand guides consisting of general information) on their online surfaces.

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- c) AHIC constantly follows the European directions of the development of consumer protection and tries to proactively work out solutions which match or even extend beyond European regulations.
- d) Insurance companies do their best to develop and operate a client-friendly, efficient and professional client service system.
- e) Insurance companies communicate politely and in plain and understandable language with their clients both orally and in writing, while always keeping the deadlines.
- f) Insurance companies develop their internal regulation systems so that they take the aspects of financial consumer protection into consideration at all fields of the operation of the insurance company. AHIC Consumer Protection Policy - 2015 2 / 3
- g) Insurance companies eliminate the inappropriate and non-optimal consumer protection practices ascertained by internal monitoring or a supervisory authority in the shortest possible notice and aspire to correct the insufficient function.

2. Complaint management

- a) Insurance companies do their best to avoid situations which might lead to complaints.
- b) Insurance companies intend to manage complaints in a fast, precise, prudent way led by a responsible supplier attitude. They form their principles according to these aspects which are mandatory to all associates and contracted partners.
- c) All complaints should be handled professionally, providing clear information and with full commitment by all associates and contracted partners.
- d) An opportunity to file a complaint is provided through all possible channels (in person, via phone, fax, email or letter).
- e) Insurance companies develop their efficient, fast, transparent and client-friendly complaint management process in their complaint management regulations which correspond to operative law and supervisory recommendations.

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- f) While developing their complaint management practices, insurance companies consider the best practices and requirements listed in EIOPA's Guidelines.
- g) All associates and contracted partners should be familiar with the complaint management regulations in order to be able to inform clients if needed. The regulations are available on each insurance companies' website and premises open to clients.
- h) Complaints are investigated in a client-friendly way without any further costs.
- i) All associates and contracted partners should listen to complaints carefully, record them and take action in order to solve them.
- j) Given that the complaint cannot be handled with immediate action and supplied information, it should immediately be transferred to the organizational unit responsible for complaint management.
- k) Associates and contracted partners who cannot be expected to act objectively for any reason cannot take part in the complaint management process.
- l) In order to provide quality service and acquire high client satisfaction, the organizational unit responsible for complaint management cooperates with all competent organizational units and their executives. It indicates in regular reports the raised and noticed problems and the flaws and defects in complaint management in each individual case. AHIC Complaint Management Policy - 2015 3 / 3
- m) The organizational units responsible for complaint management cooperate with each other and the Customer Service of AHIC in cases which affect multiple insurance companies.
- n) Insurance companies aim to profit from every complaint and use their experience to constantly improve their complaint management processes.

Current Consumer Protection Policy and the list of insurance companies who accepted it is made available on the website of AHIC.