

Information about the insurance agent and registry

The insurance distribution service is provided by the insurance agent AS "Citadele banka" Lithuanian branch, reg. No. 304940934, legal address: Upes str. 21-1, LT-08128, Vilnius, Lithuania, +370 5 221 9091, info@citadele.lt (hereinafter - Agent). The agent deals with insurance distribution in the name and in the interests of Balcia Insurance SE Lithuanian branch (registration no. 304498010, legal address: Ukmergės str. 126, LT-08100, Vilnius, Lithuania). AS "Citadele banka" Lithuanian branch is registered in the register of insurance agents maintained by Balcia Insurance SE Lithuanian branch. The registration of AS "Citadele banka" Lithuanian branch can be checked on the website www.balcia.lt.

Handling of complaints

Every person has the right to submit a complaint for out-of-court resolution regarding the Agent's activity related to the distribution of insurance, using means of communication, as mentioned on the website www.citadele.lt. Complaints are dealt with in accordance with the complaints procedure. If the parties have disagreements after considering the complaint, the customer has the right to request that supervisory authorities or bodies that resolve disputes out of court independently evaluate or resolve the dispute, or go to court. The procedure for handling complaints and the list of supervisory authorities and out-of-court dispute resolution bodies is available on the website www.citadele.lt.

Making recommendations

The agent does not provide recommendations for insurance services.

Conflicts of interest and transparency

AS "Citadele banka" Lithuanian branch, which is registered in the Republic of Lithuania, does not have a directly or indirectly acquired share in Balcia Insurance SE Lithuanian branch and Balcia Insurance SE Lithuanian branch does not have a directly or indirectly acquired share in AS "Citadele banka" Lithuanian branch.

Reward

For all insurance contracts included in the offer, AS "Citadele banka" Lithuanian branch would receive compensation for insurance distribution, which is included in the insurance premium.