

INFORMATION SHEET OF VANDENI KINDLUSTUSMAAKLERID AS

1. The insurance distributor is an insurance broker Vandeni Kindlustusmaaklerid AS (code 10613620, hereinafter “Broker”) that has been included in the list of insurance intermediaries of the Financial Supervision Authority at <https://www.fi.ee/>.

The seat and postal address of Vandeni Kindlustusmaaklerid AS is Tornimäe 7, PO Box 149, 10145 Tallinn, tel +372 6164 550, email: info@vanden.ee, website <https://vanden.ee/>.

2. The Broker distributes insurance by providing the service of insurance broker based on the client’s interests, mediating the insurance contracts thereto on the basis of an independent analysis, meaning that Vandeni Kindlustusmaaklerid AS is the client’s representative in relations thereof with the insurance undertaking, and cooperates with insurance undertakings only to the extent necessary to distribute insurance, including request insurance offers, mediate the entry into an insurance contract, and assist the client in case of a loss event. The Broker may also act as the manager of the insurance contracts in the interest of the client.
3. The brokerage fee of the Broker is based on the percentage of the insurance premium or a fixed rate established for the insurance contract. The Broker also has the right to demand the brokerage fee for additional services.
4. The Broker may receive the brokerage fee from both the policyholder and also in a manner that the insurance undertaking pays the brokerage fee on behalf of the policyholder, or by combining these methods. The Broker always discloses the amount to be received from the client thereto and the person that pays the brokerage fee, as well as the principles for forming the brokerage fee based on the insurance contract.
5. The insurance premiums are paid to the insurer through the Broker. Depending on the terms and conditions of the insurance contract, the insurer has the right to demand payment of the insurance contract conclusion and cancellation fee, as well as indemnification for early cancellation of the insurance contract or other costs. The fee and costs are presented in the offer or invoice of Vandeni Kindlustusmaaklerid AS, the statement of the insurer or the indemnification decision. From the insurance indemnity, the insurer has the right to withhold outstanding insurance premiums and deductible for the insurance period. As a rule, the payable VAT is not reimbursed to the VAT payer for the restoration and replacement of an insured object. Usually, state fees and charges, as well as expert fees are not reimbursed either.
6. Principles of indemnification and jurisdiction
If the client has concluded an appropriate insurance contract, the indemnification obligation in the insurance contract or legislation (compulsory insurance) lies with said insurer. In case of an insured event, the insurer compensates for the damage suffered on the basis of the following legislation and contractual documents:
 - a) the insurance contract concluded with regard to the insured item, including the general and special terms and conditions of the insurance contract;
 - b) the Law of Obligations Act and other legislation.



The client has the right to contact the Conciliation Body of the Estonian Insurance Association for extrajudicial adjudication of a dispute concerning the insurance contract (<http://www.eksl.ee/>). Notwithstanding the foregoing, the client may demand that the claims arising from the insurance contract be settled at the location of the insurer or the court agreed upon in the insurance contract. The statutory limitation period is 1 (one) year from the decision to refuse or reduce the indemnification.

7. The complaints concerning the activities of the Broker are settled according to the procedure for resolving client complaints established by Vandeni Kindlustusmaaklerid AS that is available upon request through info@vanden.ee. Complaints against the activities of the Broker may also be presented to the consumer complaints committee of the Consumer Protection Board (complaint conditions are published at <https://www.tarbijakaitseamet.ee/>) or the Financial Supervision Authority ((<https://www.fi.ee/>) or the court (<https://www.kohus.ee/>).
8. The broker's liability insurance company is NUAL AB, c/o Navigators Lloyds Syndicate 1221 Ingmar Bergmans gata 2, 114 34 STOCKHOLM, email: apatel@navg.com.
9. Given that the client has provided the Broker with his/her or his/her representative's email address, the Broker forwards this information sheet and the information documents of the insurers to the client electronically to the aforementioned email address or through other web application, the use of which the client has affirmed or confirmed with his/her activities. If the client wants to additionally receive the information sheet and information documents on paper or cannot use the Internet, it is necessary to inform the contact person(s) provided in clause 1 of the information sheet. The Broker considers the absence of such notice as the agreement with the client to forward the aforementioned documents via email or web application.
10. The Broker distributes the insurance contracts on the basis of the general terms and conditions of the brokerage contract of Vandeni Kindlustusmaaklerid AS and other terms and conditions of the brokerage contract, which are available at <https://vanden.ee>.

