



Information for Customers



according to Act No. 170/2018 Coll., on Insurance and Reinsurance Distribution and the Act No. 89/2012 Coll., the Civil Code, as amended

Name, legal form, Company's ID of the Insurance Company	INTER PARTNER ASSISTANCE S. A., registered in the Commercial Register administered by the Greffe de Tribunal de Commerce de Bruxelles under the registration number 0415591055, acting by INTER PARTNER ASSISTANCE, branch office, Company's ID: 282 25 619, registered in the Commercial Register administered by the Municipal Court in Prague under the File Reference Section A, entry no. 59647
Address of the Insurance Company	Address of the INTER PARTNER ASSISTANCE S. A.: Avenue Louise 166, 1050 Bruxelles, Belgium.
Address of the Insurance Company's branch office	Address of INTER PARTNER ASSISTANCE, branch office: Hvězdova 1689/2a, 140 62 Prague 4, Czech Republic.
The Insurance Company acts in the role of	As the Insurer
Name and address of the supervisory body (authority)	In the Czech Republic, the Insurance Company is supervised by the Czech National Bank, address Na Příkopě 28, 115 03 Prague 1.
Handling of complaints	<p>A complaint can be filed in writing to the address of the insurance company or the Czech National Bank (address Na Příkopě 28, 115 03, Prague 1, Czech Republic).</p> <p>Out of court resolution of disputes is with the Czech Commercial Inspection.</p> <p>An action, if any, may be filed with the matter-of-factly and locally competent court in the Czech Republic.</p>
Governing Law for the Insurance	Legal relations under the Insurance shall be governed by the law of the Czech Republic.
Option to withdraw from an insurance policy concluded distantly, and practical instructions for such withdrawal	<p>A form for withdrawal from an insurance policy can be downloaded at the address: https://www.axa-assistance.cz/rady-a-tipy/materialy-ke-stazeni/.</p> <p>The form contains, as well, instructions for withdrawal, including the address of the place to which a notice of withdrawal is to be sent.</p>
A statement of solvency and financial standing	www.axa-assistance.com , www.axa.com
A data concerning existence of a guarantee fund	There is not any guarantee fund.
Method of determining the amount of insurance benefit or of another benefit under the Insurance	It is specified in the respective Insurance Terms and Conditions and in the provisions of the Civil Code.
Consequences for a client in case the duties under the Insurance are breached	They follow from the respective Insurance Terms and Conditions and the provisions of the Civil Code.
Payments under the Insurance Agreement exceeding the insurance premium	There are not any payments exceeding the insurance premium.