

Customer information

for FORMULA motor vehicle insurance

GENERALI General Insurance Ltd., 1260 Nyon

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GENERALI Insurances

Avenue Perdtemps 23
1260 Nyon 1

Tel. +41 (0)58 471 01 01
Fax +41 (0)58 471 01 02
E-Mail: nonlife@generali.ch
Internet: www.generali.ch

This information sheet for customers aims to create transparency and inform clients of the identity of the company and the most essential features of the insurance product.

Details on the insurance cover and the contractual rights and obligations are contained in the insurance policy, the General Policy Conditions (GPC) and the Special or Supplementary Policy Conditions. Only these documents apply. The insurance contract is subject to Swiss law, in particular the Federal Law on Insurance Contracts (VVG).

GENERALI's insurance advisors will be happy to answer any further questions you may have.

FORMULA can include the following four types of cover:

- Third party liability insurance;
- Casco insurance (comprehensive, partial casco or partial-Plus);
- Passenger insurance;
- FORMULA Assistance

Customer information

1. Contracting partner

Your contracting partner is GENERALI General Insurance Ltd. (hereinafter GENERALI) with its registered office at Avenue Perdtemps 23, 1260 Nyon 1. GENERALI is a public limited company under Swiss law.

GENERALI belongs to the GENERALI Insurance Group in Trieste/Italy and also offers life insurance products (GENERALI Insurances of Persons with its registered office at Soodmattenstrasse 10, 8134 Adliswil 1) and legal expenses insurance products (Fortuna Legal Protection Insurance, Soodmattenstrasse 2, 8134 Adliswil).

2. Insured risks and limitations of insurance cover

The following provides a short overview of the various coverage options offered by GENERALI, which enable you to ensure optimum protection for you, your passengers and your vehicle, in line with your own needs. GENERALI offers the following coverage options:

Liability insurance

Third party liability insurance covers you for damage caused to third parties.

GENERALI insures you if a person is injured or killed, or if property is damaged, as a result of the operation of your vehicle. This insurance covers the settlement of justified claims, up to the contractually agreed sum insured, as well as defence against unjustified claims.

You can also address a claim to GENERALI if you, as the vehicle owner, suffer physical injury as a passenger. Cover is not provided if you are the driver or if it cannot be shown that it was the fault of the person driving your vehicle at the time of the accident.

Accidental damage

Partial casco insurance covers damage to your vehicle as a result of: theft, fire, natural hazards, avalanches, glass breakage, collision with animals, marten bites, wilful or malicious actions by third parties, aeroplane crashes or emergency landings and

assistance.

Comprehensive casco insurance covers all damage covered under partial casco insurance plus collision damage.

Partial-Plus casco insurance allows you to convert your partial cover into comprehensive cover once per year for 24 consecutive days.

Further cover: Depending on your needs, you can also include cover for personal items, veterinary treatment of pets, rental of a replacement vehicle and/or damage to parked vehicles (Parking damage or Parking-Plus damage) and you can also opt to have a free choice of garage included in your insurance benefits.

With our **provident insurance**, upon issuance of your insurance certificate and the official permit, you will automatically receive 21 days of comprehensive casco cover for vehicles up to four years old and partial accidental damage cover for vehicles 5-10 years old, provided the list price is not in excess of CHF 150,000. This cover is not only valid in the event of a change of vehicle, but also for new and initial registrations.

Passenger insurance

GENERALI provides insurance cover in the event of death or temporary or lasting disability resulting from an accident involving the insured vehicle. The insurance covers accidents that occur getting into or out of the vehicle, during emergency repairs during a journey or during the rescue of injured persons.

All persons listed in the policy are insured. Cash payments, treatment costs and medical assistance are described in the insurance policy and the GPC. Assistance in Switzerland and abroad is provided by Europ Assistance (Switzerland) SA, based in Geneva.

FORMULA Assistance

Europ Assistance provides assistance services on behalf of GENERALI in the event of breakdown, theft, attempted theft or accidents involving the insured vehicle.

If other insurance policies exist that cover the same benefits, GENERALI provides benefits on a subsidiary basis.

3. Territorial scope

All insurance products (third party liability, accidental damage, passenger and FORMULA Assistance) are valid in the following countries: Switzerland, Liechtenstein, all EU/EEA countries, Andorra and Croatia. An insurance card (green card) for all other countries can be requested at www.generali.ch. No insurance cover shall be provided for the excluded countries/regions indicated on the green card. In some countries, frontier insurance is mandatory. This insurance takes precedence over basic insurance.

GENERALI also provides FORMULA Assistance cover abroad, provided the stay is not for longer than 90 consecutive days.

The insurance relationship ends if you move abroad or if your vehicle is registered abroad.

4. Temporal application

The insurance term is specified in your policy. The insurance relationship starts:

- on the date listed on your insurance certificate for third party liability and precautionary casco insurance;
- on the date listed in your policy for accidental damage and passenger insurance and FORMULA Assistance.

The contract is renewed each year automatically for the period of one year unless terminated by you or by GENERALI at least three months prior to the expiry date.

In the event of loss or damage giving

rise to a claim for compensation, the contract can be terminated with the following notice periods:

- for GENERALI: at the latest when the compensation is paid out;
- for you: within 14 days of receiving notice of the payment.

If the contract is terminated after a claim, insurance cover ends 14 days after notice of the termination is received.

5. Premiums

The premium depends on the insured risks and the limitations of cover selected. It shall become due each year on the date specified in the policy. Premiums can also be paid in instalments with a surcharge.

Depending on the insurance cover, GENERALI operates two premium systems:

- premiums linked to claims: up to 65% discount off the basic premium/penalty restricted to 200% (comprehensive casco, third party liability);
- fixed premiums independent of claims (partial accidental damage, partial accidental damage plus, passenger insurance, FORMULA Assistance).

GENERALI offers the option of protecting your no-claims bonus; this is valid for the first claim in a calendar year.

If the contract is terminated before the end of the insurance year, GENERALI reimburses you for the proportion of the premium covering the unexpired insurance period, with the following exceptions:

- you received insurance benefits for a total loss (elimination of risk);
- you terminated the contract following partial damage during the year following the conclusion of the contract.

In the event of a change to the premium scale or to the deductible, GENERALI is entitled to adjust your contract for the following insurance year. Where adjustments are made,

you may terminate the contract with effect from the end of the current insurance year. If notice of termination is not received by the last day of the insurance year at the latest, it is assumed that you agree to the adjustment of the contract.

6. Deductibles

In the event of a claim, you must pay the deductible agreed in the contract. Additional deductibles apply to claims arising from the following events:

- if, at the time of the incident, the driver holds a provisional, probationary or foreign permanent driving licence that was not converted 12 months after his/her arrival in Switzerland;
- if, at the time of the incident, the driver is not named as one of the drivers in the contract;
- for the repair of broken glass on the vehicle, where the repair was not arranged by GENERALI. In this case, an additional deductible of CHF 200 will be applied to the compensation;
- for repairing collision damage and damage caused by unknown third parties to the parked vehicle, where the repair was not arranged by GENERALI. In this case, an additional deductible of CHF 200 will be applied to the compensation. This deductible does not apply if a free choice of garage is agreed in the contract.

For third party liability, GENERALI does not require the deductible to be repaid in the following cases:

- if there is no proof of the insured person being at fault;
- in the event of the vehicle being stolen through no fault of your own;
- in the event of an accident caused by the usual driver during a driving lesson or driving test.

For comprehensive casco insurance, GENERALI does not require the deductible to be repaid in the event of a collision with a vehicle registered abroad if there is no proof that the insured person is at fault.

7. Late payments and reminder procedure

If you are late paying your premium, you will receive a payment reminder. GENERALI grants you 14 days from receipt of the reminder to pay the outstanding premium. If this deadline is not met, our obligation to pay benefits is deemed suspended. Insurance cover is reactivated when the premium, including interest on late payments and the late payment fee, is received.

If reimbursement of the third party liability deductible is not received within four weeks, GENERALI grants you a further 14 days to make the payment. If this deadline is not met, the whole contract shall be discontinued. The deductible and costs must still be paid.

In the event of third party liability insurance being suspended, GENERALI is obliged to inform the road traffic department responsible for the canton, so that the licence plate can be revoked.

8. Claims

If an insured event occurs, you must inform GENERALI as soon as possible by calling the freephone number 0800 82 84 86. You must help GENERALI to investigate the claim by providing all requested information and documents.

If these obligations are violated or you do not act in good faith, GENERALI is released from its obligations, unless it can be proved that you are not personally responsible for their lack of cooperation and that this did not have any impact on the claim.

Fraudulent actions will result in the refusal of benefits and may lead to the institution of criminal proceedings.

9. Data protection

GENERALI might need to process your personal data when carrying out its insurance activities (risk assessment, claims processing, statistics, marketing). This includes in particular the data contained in the contracts, applications for insurance cover, claims notifications, medical reports

or official documents. This information is kept in files or stored on electronic data carriers.

GENERALI might need to transfer data pertaining to you to third parties such as co-insurers, reinsurers, other GENERALI Group companies, medical officers or persons who prepare expert opinions. GENERALI also reserves the right to obtain information from third parties, in particular with regard to your claims history with previous insurers.

The application for insurance cover contains a clause under which you authorise GENERALI to process the personal data required to assess and implement the contract. GENERALI guarantees the confidential treatment of such data.

In order to combat insurance fraud, GENERALI is entitled, in the event of a claim, to exchange data in the „CarClaims-Info“ information system. This is a centralised database in which vehicle-related information as well as the date and causes of the loss or damage are exchanged following an event. GENERALI uses the „CLS-Info“ database to search data on vehicles insured by GENERALI. Both of these databases comply with data protection regulations and are operated by SVV Solution AG, a subsidiary of the Swiss insurance Association (SIA).