

Procedure for (possible) conflicting situations

Within our group, we perform the function of both broker and authorised agent. Our business is set up in such a way that the business processes of our brokerage activities and activities as an authorised agent are separate from each other. Our brokerage activities and activities as an authorised agent are housed in different legal entities, with separate annual accounts.

Although the business processes and responsibilities are clearly separate, there is no clear splitting of tasks between our brokerage activities and activities as an authorised agent, that would harm our intended efficiency benefit. The business processes and responsibilities are described in our electronic Knowledge Portal.

In spite of the measures taken by us, it is possible that a conflicting situation may arise between our function as an authorised agent and our function as a broker. For that reason, we have formulated the following policy:

- The managing director is ultimately responsible for the underwriting policy;
- If the procedures, work instructions and other documents listed in our electronic Knowledge Portal do not provide clarity on the action to be taken in a certain situation (with regard to the authorisations granted), the managing director will decide;
- Decisions to deviate from the procedures, instructions and other documents listed in the electronic Knowledge Portal will be taken:
 1. Within the powers of the authorisations granted subject to (written) consent from the managing director;
 2. Outside the powers of the authorisations granted subject to (written) consent from the managing director and from the authorising party;
- The decision or consent granted by the managing director, and if necessary the consent granted by the authorising party, will be recorded and archived.