

## Basic information for new customers

### Travel Insurance Unlimited

Dear customers and interested parties:

We are the leading expert in insuring private and business travel as well as stays abroad. As your reliable partner, we offer you:

#### Real human contact

We place a high value on the relationship with you. That's why you will always have a personal contact at Dr. Walter – instead of calling an anonymous call center. Our staff of more than 70 is there for you and your questions. Especially in case of a claim, a personal conversation is both vital and useful.

#### Experience and safety

From holiday travel to crisis situations – we are the leading expert for your international insurance policies. For more than 55 years, we have developed and brokered insurance policies for private and business stays abroad. Thanks to our long-term cooperation with more than 40 insurance companies, we can provide you with worldwide insurance cover.



#### Contact us:

For all general inquiries as well as questions on our products and the conclusion of a contract: +49 (0) 2247 9194 -0  
 For questions on existing contracts: +49 (0) 2247 9194 -41  
 For questions on claims and notices of claim: +49 (0) 2247 9194 -31

Dr. Walter GmbH  
 Insurance Brokers  
 Eisenerzstrasse 34  
 53819 Neunkirchen-Seelscheid  
 Germany

F +49 (0) 2247 9194 -40  
 info@dr-walter.com, www.dr-walter.com  
 Managing Director: Dipl.-Kfm. Reinhard Bellinghausen  
 Commercial register: Siegburg HRB 4701, USt.-Id-Nr.: DE 212252105



Yours sincerely  
**Reinhard Bellinghausen**  
 Managing Director

#### Status information pursuant to § 11 Insurance Mediation Directive

Dr. Walter GmbH has received the permission to act as an insurance broker from the competent Chamber of Industry and Commerce (IHK Bonn/Rhein-Sieg) pursuant to § 34d par. 1 Industrial Code (Gewerbeordnung), §§ 55-68 German Insurance Contract Act (VVG) and Insurance Mediation Directive (VersVermV).

Competent authority: IHK Bonn/Rhein-Sieg, Bonner Talweg 17, 53113 Bonn, T +49 (0) 228 2284 -0, F +49 (0) 228 2284 -170, info@bonn.ihk.de, www.ihk-bonn.de, of which we are a member.

Dr. Walter GmbH is registered in the Register of Insurance Brokers (Versicherungsvermittlerregister) under number D-QAMW-L7NVQ-57. This entry can be reviewed online at [www.vermittlerregister.info](http://www.vermittlerregister.info) or in the Register of Insurance Brokers (Versicherungsvermittlerregister) at Deutscher Industrie- und Handelskammertag (DIHK) e. V., Breite Strasse 29, 10178 Berlin, T +49 (0) 30 20 308 -0, F +49 (0) 30 20 308 -1000.

The respective professional regulations can be found and downloaded at [www.gesetze-im-internet.de](http://www.gesetze-im-internet.de), a homepage run by the German Federal Ministry of Justice together with juris GmbH.

Dr. Walter GmbH has no direct or indirect interest of more than 10% in voting rights or capital of any insurance company. No insurance company or parent company of an insurance company has a direct or indirect interest of more than 10% in voting rights or capital of Dr. Walter GmbH.

Unless otherwise agreed, our insurance policies are governed by German Law.

The complaint management of Dr. Walter GmbH is based on the Report on Best Practices by Insurance Undertakings in handling complaints of EIOPA (European Insurance and Occupational Pensions Authority).

You have the possibility to contact for complaint the respective departments, the complaint manager (karnstedt-panienka@dr-walter.com) or you could use the contact form.

In case of appeal, the responsible supervisory authority is the Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht, Bereich Versicherungen, Graurheindorfer Str. 108, 53117 Bonn). In case of appeal, you are furthermore entitled to apply to an extra-judicial arbitrator:

Versicherungsombudsman e. V.,  
 Postfach 08 06 32, 10006 Berlin,  
[www.versicherungsombudsman.de](http://www.versicherungsombudsman.de)  
 (insurance ombudsman)

Ombudsman Private Kranken- und Pflegeversicherung, Postfach 06 02 22, 10052 Berlin,  
[www.pkv-ombudsman.de](http://www.pkv-ombudsman.de) (ombudsman for private health and long-term care insurance)