
Premija Plus d.o.o. Društvo za posredovanje u osiguranju

Kralja Petra br. 32/3, 11000 Beograd, Srbija, tel: +381 11 202 84 63, +381 11 202 84 65, e-mail: info@premijaplus.rs

Insurance Brokerage Company Premija Plus d.o.o. Belgrade

Address: Kralja Petra Prvog 32/III, Belgrade

Reg. No.: 20492767

Tax id. No.: 105924725

Contact tel.: +381112028465

INFORMATION FOR THE POLICY HOLDER/THE INSURED

BEFORE CONCLUDING THE INSURANCE CONTRACT AND DURING ITS VALIDITY

Pursuant to Art. 111 of the Insurance Law („The Official Gazette of the Republic of Serbia“ No. 139/14), the Policy Holder is hereby informed as follows:

1. Registers of competent authorities where the Insurance Brokerage Company Premija Plus d.o.o. Beograd (hereinafter referred to as the Company) is registered and the method of checking the registration:

- Competent authority: National Bank of Serbia, Kralja Petra 12, 11000 Beograd
- Decision No.: G No. 9332 dated 31/12/2008
- Registration check: National Bank of Serbia – in writing or on internet address: www.nbs.rs
- Register of business entities: Business Registers Agency, Brankova 25, 11000 Beograd, Decision BD 1705/2009 dated 19/01/2009
- Registration check: Business Registers Agency - in writing or on internet address: www.apr.gov.rs

2. The Company has concluded contracts with the following insurance companies:

1. DUNAV INSURANCE COMPANY ADO, BELGRADE;
2. JOINT STOCK INSURANCE COMPANY DDOR NOVI SAD;
3. WIENER STADTISCHE OSIGURANJE A.D.O., BELGRADE;
4. UNIQA INSURANCE, BELGRADE;
5. JOINT STOCK INSURANCE COMPANY GENERALI OSIGURANJE SRBIJA, BELGRADE;
6. JOINT STOCK LIFE INSURANCE COMPANY MERKUR OSIGURANJE ADO BELGRADE;
7. JOINT STOCK INSURANCE COMPANY AMS OSIGURANJE A.D.O., BELGRADE;
8. JOINT STOCK INSURANCE COMPANY MILENIJUM OSIGURANJE ADO, BELGRADE;
9. JOINT STOCK INSURANCE COMPANY TRIGLAV OSIGURANJE, BELGRADE;

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10. SAVA NEŽIVOTNO OSIGURANJE JOINT STOCK INSURANCE COMPANY, BELGRADE;
11. SAVA ŽIVOTNO OSIGURANJE JOINT STOCK INSURANCE COMPANY, BELGRADE;
12. JOINT STOCK INSURANCE COMPANY GRAWE, BELGRADE;
13. OTP OSIGURANJE ADO, BELGRADE;

3. Connection with insurance companies:

The qualified stake of the insurance brokerage company in the capital of the insurance company with which the insurance contract will be concluded or the possession/possibility to exercise 10% or more of the voting rights in that insurance company:

_____ NONE _____

Indicate the name of insurance company

The qualified stake of the insurance company with which the insurance contract will be concluded or of the parent company in the capital of the insurance brokerage company or the possession/possibility to exercise 10% or more of the voting rights in the insurance brokerage company:

_____ NONE _____

Indicate the name of insurance company/parent company

4. In case of the infringement of right or interest in connection with the insurance brokerage company operation, or if the insurance beneficiary is dissatisfied with the services of the Company, the insurance beneficiary can lodge a written complaint in the premises of the Company at the following address: Kralja Petra Prvog 32/III, Beograd, or by post or to the e-mail address: prigovori@premijaplus.rs.

The complaint must contain:

- name, surname and address of the person lodging the complaint in case of physical person, or company name and the registered office of legal person and the name and surname of its legal representative or authorized person if the complaint is made in the name and for the account of legal person;
- reasons for complaint and the demands of the person lodging the complaint;
- proofs substantiating the allegations from the complaint;
- date of lodging the complaint;
- signature of the person lodging the complaint or its representative or attorney, except in case when the complaint is lodged in electronic form;
- power of attorney for representation if the complaint was lodged by attorney.

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The insurance brokerage company will give a written reply to the person lodging the complaint not later than 15 days from the date of the receipt of complaint (exceptionally within 30 days). The reply must contain a statement regarding the allegations from the complaint, an explanation, the assessment of the grounds for complaint and the signature of the person authorized by the Company.

5. Supervision over the Company operations is carried out by the National Bank of Serbia, Kralja Petra No. 12, 11000 Beograd.

The insurance beneficiary can lodge a complaint to the National Bank of Serbia if he had previously made a written complaint to the insurance brokerage company and was not satisfied with their reply, or if the Company has not given a written reply to that complaint within 15 days from the date of receipt of the complaint (exceptionally within 30 days). The complaint to the National Bank of Serbia will be lodged in a written form, by post or by e-mail to the e-mail address of the National Bank of Serbia shown on its internet page. The insurance beneficiary's complaint will be accompanied by his complaint lodged with the Company, their reply (if any) and the documentation based on which the allegations from the complaint to the National Bank of Serbia can be assessed.

The insurance beneficiary can lodge a complaint to the National Bank of Serbia within six months from the date of receipt of the insurance brokerage company's reply or the expiry of the period for reply.

The National Bank of Serbia will send its final reply to the insurance beneficiary not later than three months from the date of the receipt of complaint, while in more complex cases this deadline can be extended for not more than three months, whereof the National Bank of Serbia will inform the insurance beneficiary in writing before the expiry of three months' period from the date of the receipt of complaint.

If the insurance beneficiary is dissatisfied with the reply of the insurance company or if that reply was not submitted within the period stipulated by this decision, the disputable relationship between the insurance beneficiary and the insurance company can be settled by mediation, according to the law regulating the mediation in the resolution of disputes.

The National Bank of Serbia does not charge any fee for conducting the mediation procedure, but any costs which may be incurred during the procedure shall be borne by the parties themselves (travel, accommodation costs, unpaid leave, etc.).

6. Processing and Storing of Personal Data – for Natural Persons

For the purpose of mediation in the conclusion of insurance contract and the fulfillment of the obligations from the insurance contract, in accordance with the law on personal data protection, before concluding the contract, the insurance broker collects and processes the data about the policy holder/or the insured.

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Without personal data collecting and processing, the insurance broker is not in a position to mediate in concluding insurance contracts.

In accordance with the law, the insurance broker processes personal data and forwards them to his employees as well as to the insurers with whom he has concluded a contract on business cooperation and to other parties who by the nature of their work have access to personal data or who process them in accordance with the law.

The insurance broker keeps all the processed data in electronic form and in physical form.

The policy holder/the insured has all legal rights in case of unauthorized data processing i.e. any processing contrary to the purpose of the insurance contract, as well as the right to receive notifications about the processing and storing of personal data, access to data and copying.

This document constitutes an integral part of the insurance offer.

In Belgrade

4th March, 2020

Insurance brokerage company

„PREMIJA PLUS“ d.o.o. Belgrade



Borislav Ilić, Director

Policy Holder – received by:

Date of receipt:
