



The procedure for sending and resolving petitions

Contact details for obtaining information related to the status of the resolution of petitions concluded through ASIGEST Broker de Asigurare-Reasigurare SA:

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The procedure regarding the receipt and resolution of petitions addressed to the company ASIGEST Broker de Asigurare-Reasigurare SA

This procedure is applicable to petitions submitted by any natural or legal person who has the capacity of insured, beneficiary, contractor or injured person as defined by the legislation in force, regarding the activity of the company ASIGEST Broker de Asigurare-Reasigurare SA

Definitions

Petitioner – natural or legal person who has the capacity of insured, contractor, beneficiary, injured person or their representatives, as defined by the legislation in force;

Petition - request, complaint, notification, formulated in writing or by electronic mail, through which a petitioner expresses his dissatisfaction with the activity of insurance companies and brokers.

I. General Provisions

The measures resulting from the application of this procedure are intended to:

- the application of the legal provisions regarding the respect of the rights of individuals;
- ensuring a climate of trust of the company's existing clients and potential clients regarding the seriousness, promptness and quality of the services offered by ASIGEST Broker de Asigurare-Reasigurare SA

According to the legal provisions, any natural or legal person, if he considers himself injured in his rights:

- recognized by law or stipulated by the insurance contract, or
- through the unjustified refusal to have his request regarding a right resolved, he can turn to the company for the recognition of the right and the reparation of the damage.



The petition will be signed by the petitioner or his legal representative; in the case of legal entities, it must also bear the stamp.

Proof of the quality of representative of the petitioner, natural or legal person, is done by power of attorney in the case of lawyers, or by notarized power of attorney, in the case of other persons. The natural person representative also presents a copy of the identity document.

In support of the formulated petition, the petitioner can submit documents that were not considered initially.

The petition cannot have claims other than those established according to the legal provisions, the general contractual conditions, the declaration document(s) signed by the petitioner, or claims subsequent to the signing of the declaration of waiver of other claims.

The PETITION must contain at least the following:

- o the name/surname of the applicant/designation,
- o identification data: CNP/CUI, full address
- o contact details
- o the name and address of the entity against which the petition is formulated,
- o a brief description of the problem under attention,
- o the reasons for submitting the petition

Regardless of the content of the petition, the broker is obliged to respond to the petitioner within the legal term.

Careful!

Complaints are not accepted by phone.

Anonymous petitions or those in which the petitioner's identification data are not entered (name, surname, address, contact details) are not taken into account.

II. The stages of resolving petitions

1. The petition can be sent:

- a) through the online form: <https://asigest.ro/petitiil/> ;
- b) by e-mail sent to the address: contact@asigest.ro ;



c) by physical deposit or communication by post/courier to the address of the registered office of ASIGEST Broker de Asigurare-Reasigurare SA (Str. Duiliu Zamfirescu, no. 8, Sector 1, Bucharest) or at any of the work points in the country. You can find the work points in the country here: <https://asigest.ro/contact/>

2. The petitions received will be registered in the unique register of petitions of ASIGEST Broker de Asigurare-Reasigurare SA by the person designated for this purpose.

3. The executive management of the broker will order research measures, detailed analysis and quick and thorough resolution of all aspects reported by petitioners, with strict compliance with the legal and contractual provisions in force.

4. The petition analysis and resolution team will undertake all the measures ordered by the executive management, in strict compliance with the legal provisions, and will prepare the final answer to the petitioner, which it will send for approval to the executive management of the ASIGEST Broker de Asigurare-Reasigurare company TO.

5. After obtaining the approval from the executive management of the brokerage company, the group for analysis and resolution of the petitions will send the answer to the petitioner within the legal term of a maximum of 30 days from the registration, regardless of whether the solution is favorable or unfavorable.

6. The executive management of the brokerage company and the coordinator of the collective analysis and resolution of petitions ensure:

- a) good organization and development of the reception activity, highlighting and solving the petitions addressed to them;
- b) the legality of the adopted solutions;
- c) communication of the adopted solutions, accompanied by the complete documentation related to the cases, within the legal term to the A.S.F. or to the petitioners, as the case may be;
- d) ensuring participation in alternative dispute resolution procedures, such as conciliation through SAL - FIN, mediation or arbitration, as the case may be, when requested by the consumer.

7. The answer is communicated by post/ e-mail, depending on the communication method used by the petitioner.