

Information about the insurance company in accordance with the requirements of the Act on Insurance Distribution of December 15, 2017

Powszechny Zakład Ubezpieczeń Spółka Akcyjna, hereinafter referred to as “PZU SA”, with its registered office in Warsaw (address: Rondo Ignacego Daszyńskiego 4, 00-843 Warsaw), entered in the register of entrepreneurs kept by the District Court for the capital city of Warsaw, 13th Commercial Division of the National Court Register under KRS number 0000009831, REGON 010001345, NIP 5260251049, share capital PLN 86,352,300 (fully paid up)

reports that it performs activities in the field of distribution of insurance “PZU ASSISTANCE IN TRAVEL BY LOT”.

Persons performing distribution activities of PZU SA in connection with the conclusion of the insurance contract “PZU ASSISTANCE IN TRAVEL BY LOT” receive remuneration under the employment relationship.

In addition, PZU SA reports that customers have the opportunity to file a complaint, grievance and resolve disputes out of court.

A complaint or grievance may be filed:

- (1) in writing – either in person or via mail within the meaning of the Postal Law, for example, by writing to the address: PZU SA ul. Postępu 18A, 02-676 Warsaw (mailing address only);
- (2) in writing – by sending a letter to the electronic delivery address of PZU SA within the meaning of the Act on Electronic Deliveries, starting from the date of entry of this address in the electronic address database;
- (3) orally – by phone, for example, by calling the hotline number 801-102-102, or in person for the record during a visit to any PZU SA unit serving the customer;
- (4) in an electronic form – by sending an e-mail to reklamacje@pzu.pl or by filling out a form at www.pzu.pl.