

**Insurance Agent's information prepared in accordance with the requirements of the Act on
Insurance Distribution of December 15, 2017**

Polskie Linie Lotnicze "LOT" S.A., a joint-stock company (hereinafter PLL LOT) with its registered office in Warsaw, address: ul. Komitetu Obrony Robotników 43, 02-146 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the capital city of Warsaw, 14th Commercial Division of the National Court Register, under KRS number 0000056844, NIP: 522-000-23-34, with the share capital of PLN 203,214,923.28, *acts as an Insurance Agent performing agency activities for the benefit of PZU SA. In addition, PLL LOT reports that:*

- (1) it is entered in the register of insurance agents kept by the Financial Supervision Authority (KNF), under number 11239991/A, available at the address: <https://rpu.knf.gov.pl/>; the entry can be verified by submitting a request to the Financial Supervision Authority (orally or in writing, in particular electronically or by phone), on the official websites of the Financial Supervision Authority as well as by personally accessing the information at a dedicated computer station during the working hours of the Financial Supervision Authority (in accordance with the Regulation of the Minister of Finance of September 18, 2006 on the maintenance of the register of insurance intermediaries and the manner of making available information and from this register),*
- (2) on account of its agency activities, PLL LOT receives remuneration of a commission nature included in the amount of the insurance premium,*
- (3) customers have the opportunity to file a complaint or grievance and resolve disputes out of court. A complaint or grievance may be filed:*
 - (a) in writing – either in person or via mail, for example, in writing to: PZU SA ul. Postępu 18A, 02-676 Warsaw (mailing address only),*
 - (b) in writing – sent to the electronic delivery address of PZU SA,*
 - (c) orally – by phone, for example, by calling the hotline at 801 102 102 (charge according to the operator's tariff) or in person for the record during a visit to any PZU unit serving the customer,*
 - (d) in electronic form – by sending an e-mail to reklamacje@pzu.pl or by filling out the form on www.pzu.pl.*