



Overview of the HDI Global SE service providers

in accordance with the statutory reporting requirements and data privacy code of conduct of the German Insurance Industry.

Note: Personal data is only passed on to service providers if and insofar as this is required in the individual case for data processing purposes.

Group company or external service provider whose primary object is data processing		
Service provider	Service/Purpose of commissioning	Health data yes/no
Talanx AG	Centralised functions such as Audit, Legal, Data Protection, IT Coordination (for some lines of business)	Partially yes
HDI Service AG	Mail processing, scanning, payment transactions (collection/disbursement), receivables management, archiving and disposal of data carriers, accounting	Partially yes
HDI Systeme AG	Data centre operation, application development, IT services, print services	Partially yes
HDI Vertriebs AG	Consulting and support in the ongoing contractual relationship	Partially yes
HDI Kundenservice AG	Application, portfolio, service and claims processing, IT coordination (for some lines of business)	Partially yes
HDI Schadenregulierung GmbH	Claims processing (Legal protection line of business)	No
Talanx Reinsurance Broker GmbH	Mediation of reinsurance business; some claims processing	Partially yes
HDI Global Specialty SE	Medical underwriting/claims processing (Casualty line of business)	Yes
Categories of service providers for whom data processing is not the primary object of their task or are only active regionally or on a one-off basis		
Category of service provider	Service/Purpose of commissioning	Health data yes/no
Sales partners excluding HDI Vertriebs AG	Consulting and support in the ongoing contractual relationship; billing transactions; some claims processing	Partially yes
Incident managers	Emergency calls, return transport, supply of medicines, loss adjustment	Yes
Rehab service provider (only in the Casualty line of business)	Medical assistance	Yes
Lawyers	Debt collection; processing of legal cases	Partially yes
Telephone-based customer service	Services by telephone	No
Translation offices	Translation of documents	Yes
Experts/assessors	Review and determination of claim issues, evaluation of claims, preparation of medical reports	Yes
Loss adjusters	External loss adjustment	Yes
Group companies that participate in joint data processing procedures involving the master data		
HDI Global Specialty SE HDI Global Underwriting Agency GmbH HDI Lebensversicherung AG HDI Schadenregulierung GmbH HDI Versicherung AG		