

Notification of damage for group accident insurance



Claim number

HDI Global SE
Claims Department – H-NL-I-S.GU
Riethorst 4
30659 Hannover

Please fill in carefully and completely!
Information about the policy holder

Full Name
Street ZIP / City
Employer
Contract number Positions No.

Information about the injured person

Full Name staff number
Street ZIP / City
Profession Date of birth

Description of the accident

- a. Date of accident Time Place of accident
- b. Type of accident
 way-to-work accident Work accident Official travel accident Leisure accident
- c. **Please give a vivid account of how the accident occurred and its cause (kindly specify the name / addresses of witnesses)**

- d. Was the accident recorded by the police? yes no
Police station / Public prosecution
Police Ref. No. / Prosecutors Ref. No.
- e. Did the injured person consume alcohol, medication or narcotics within the past 12 hours before or immediately after the accident
yes no if so when?
blood sample: yes no Result per mill:

f. Initial treatment / Time /
Physician responsible for initial treatment with address (or name and address of hospital)

g. Physician responsible for continued treatment with address

Period of treatment on admission: from to

h. Type and scope of injuries

Fit for work again: since – as from

i. Was the injured person completely healthy before the accident? yes no

j. Which residual impacts of previous accidents for sicknesses, handicap does/did the victim have?

k. Level of disability (GdB) prior to accident Nursing rating (prior before accident)

l. Does the injured person have any other accident insurances (e. g. Cover note, sports club, Employer, other insurer)? yes no
Name, address and Contract No. / Claims No. of the other accident insurer

m. Was there a previous accident insurance coverage? yes no
Which company? yes no
Where benefits paid in the past? yes no
If yes, which?

n. Was the accident reported to an Occupational Cooperative Society? yes no
Which?
Health insurance of injured person

Payments should be made to the following account:

Name of account owner

Swift

IBAN

Financial Institute

(Name, City)

Important information:

Please observe that false or incomplete statements made consciously (deliberately) will lead to the loss of insurance coverage. This shall also apply even if the insurer suffers no disadvantage from the situation.

Signature

City / Date

Signature of the injured person

Signature of the policy holder (in case of death, the inheritor)

Information for damage cases

Information for damage case:

All items insured with us are described in your insurance policy and in the terms and conditions of insurance. It is important that you provide us information as precisely as possible on how the accident happened and injuries suffered.

In case of damage, there are obligations in your insurance agreement as well as in the Insurance Agreement Act (VVG) that you should observe. Else, you will probably be endangering the validity of your insurance coverage. We wish to draw your attention once again to the most important items.

Invalidity benefit:

Entitlement to invalidity benefit requires that a physical/mental capacity or any of the extremities/one of the human sense organ is permanently impaired through the accident (invalidity). The invalidity must have occurred within one year of the accident, be ascertained in writing by a medical doctor within 15 months of the accident and invoked by you within 15 months even if the accident was previously reported to us.

On individual cases, deadlines may be extended in your favour, as contained in the insurance policy.

Interim (if insured):

Claim to interim benefits shall be invoked by you latest seven months after the occurrence of the accident with a medical certificate as proof. This shall be done independent of the initial reporting of the accident. Missing the deadline for the invocation of rights to benefits may result in the loss of entitlement to interim benefits.

Others types of benefit:

In case of other types of benefit, deadlines specified in the insurance policy must be adhered to unflinchingly.

You are more than welcome to send us your insurance claim via email.

Please note, however, that the content of unencrypted e-mails sent via your provider, are not sufficiently protected. The confidentiality of data sent to us in this format, cannot be guaranteed against third parties.

In order to guarantee secure communication, we therefore recommend using the postal service.

Provisions of the Insurance Contract Law, of the Federal Data Protection Act as well as of other data protection provisions contain no sufficient legal basis for the collection, processing and utilization of health data by insurance companies. In order to compile and utilize your health data for the assessment of indemnification, we, HDI Global SE therefore require your consent concerning legal data protection. Moreover we require your consent for release from professional discretion in order to collect your health-related data from offices like medical practitioners. As a provider of casualty insurance policies we require your acceptance of release from professional discretion obligations furthermore in order to pass on data protected through to Article 203 Criminal Code, like the fact, that there is a contract with you, to other offices, e.g. customer service organizations, other casualty insurance providers or IT service providers.

The following declarations of acceptance and release from professional discretion are indispensable at HDI Global SE for the assessment of benefits.

The declarations concern the handling of your health data and of further data protected by Article 203 StGB [Criminal Code]

- by HDI Global SE themselves (see 1).
- in connection with enquiries at third parties (see 2)
- in transferring to offices outside of HDI Global SE (see 3).

The declarations apply to the persons legally represented by you like your children, in as far as they do not recognize the consequences of this acceptance and who therefore cannot issue their own declarations.

1. Collection, storing and utilization of health data disclosed by you by HDI Global SE.

I herewith agree, that HDI Global SE, collects, stores and utilizes health data disclosed by me for the assessment of claims as well as data disclosed in the future in as far as this is necessary for the assessment of claims as well as for the continuation or termination of this insurance policy.

2. Retrieval of health data at third parties for the assessment of claims obligations

In order to assess our claims obligation it may be necessary, that we examine the data concerning your health conditions which you have provided as a basis of your claims or which derive from documents submitted (e.g. invoices, prescriptions, expert opinions) or from notifications e.g. of a physician or other health professionals and where information has to be retrieved from offices which dispose of your health data.

Examination occurs only to the extent in which this is necessary. For this purpose we require your consent including a release from professional discretion for us as well as for those offices, in the event that health data within the framework of these enquiries or further data protected by Article 203 Penal Code have to be passed on.

You can provide these declarations already here (1) or later for individual cases (2). You can change your decision at all times.

Please choose one of the two following possibilities and tick them off accordingly:

1. Possibility :



I herewith agree that HDI Global SE retrieve my health data - in as far as necessary for the assessment of the claim - from physicians, nurses as well as from employees of hospitals, other health care institutions, nursing homes, providers of personal insurance policies, legal health insurance companies, professional associations and authorities and utilizes them for these purposes.

I release the persons mentioned and employees of the offices mentioned from their professional discretion in as far as my permissibly stored health data from examinations, consultations, treatments as well as from insurance applications and policies from a period of up to ten years prior to filing the application to HDI Global SE are transmitted.

I furthermore agree that in this context - as far as necessary - my health data are passed on by HDI Global SE to those offices and I release the persons acting on behalf of HDI Global SE from their obligation to professional discretion.

I shall be notified prior to each data collection according to the aforementioned sections by whom and for which purpose data are to be collected and I shall be notified that I can object and furnish the necessary documents myself.

2. Possibility :



I wish to be informed by HDI Global SE in each individual case by which persons or offices and for which purpose information is required. I shall then decide in each case, whether I agree to the collection and utilization of my health data by HDI Global SE, release the persons or offices mentioned as well as their employees from their obligation to professional discretion and to the transmission of my

health data to the HDI Global SE or if I shall furnish the necessary documents myself.

I am aware that this can lead to a delay in the assessment of the obligation to provide indemnification.

In as far as the declarations above refer to my statements when filing the application; they shall be valid for a period of five years after conclusion of the agreement. In the event that HDI Global SE find concrete evidence that false or incomplete statements have deliberately been made at the time of application and that risk assessment has thereby been influenced, the declarations shall be valid for up to ten years from the date of conclusion of contract.

Please make sure (!) that one of the two alternatives is ticked in Option 1 and 2!

3. Disclosure of your health data and of further data protected by Article 203 StGB to offices outside of HDI Global SE.

HDI Global SE obliges the following offices by contract to comply with the provisions concerning data protection and data safety.

3.1 Passing on Data for Medical Assessments

In order to assess the obligation to provide indemnification it may be necessary to involve medical experts. We require your consent and your release from professional discretion if, in this context, your health data and further data protected by Article 203 StGB are disclosed. You shall be informed concerning the appropriate data transfer.

I agree, that HDI Global SE disclose my health data to medical experts in as far as this is necessary within the framework of the assessment of the obligation to provide indemnification and my health data shall be utilized there adequately and that the results are transmitted back to HDI Global SE. In view of my health data and of further data protected by Article 203 StGB I herewith release the persons acting on behalf of HDI Global SE and the experts from their obligation to professional discretion.

3.2 Transfer of tasks to other offices (Companies or Persons)

We, ourselves, do not perform certain tasks like risk assessment, processing of claims or customer relations by telephone where collection, processing or utilization of your health data may occur, but transfer the performance to a different company of the TALANX Group or a different office. In the event that your data protected by Article 203 StGB are passed on, we require your release from professional discretion for us and, in as far as necessary, for the other offices.

We maintain a continuously updated list of offices and categories of offices which, by agreement, collect, process or utilize health data for us stating the tasks that have been entrusted to them.

An update list can be viewed on the internet under www.hdi.global or can be ordered from our data protection officer (TALANX AG, Riethorst 2, 30659 Hannover, E-mail: privacy@talanx.com). We require your consent for the transfer to and utilization of your health data by the offices mentioned in the list.

I hereby agree that HDI Global SE transmit my health data to the offices mentioned in the above mentioned list and that the health data shall be collected, processed and utilized to the same extent which would be permitted to HDI Global SE. In as far as necessary I release employees of the TALANX Group and of further offices from their obligation to professional discretion in view of the disclosure of health and other data protected by Article 203 StGB.

4. Collection, storage and utilization of health data disclosed by you

I herewith agree that HDI Global SE collects, stores and utilizes health data disclosed by me for the assessment of this claim as well as data disclosed in the future in as far as this is necessary for the assessment of claims as well as for the continuation or termination of this insurance policy.

In order to assess our claims obligation it may be necessary, that we examine the data concerning your health conditions which you have provided as a basis of your claims or which derive from documents submitted

(e.g. invoices, prescriptions, expert opinions) of from notifications e.g. of a physician or other health professionals and where information has to be retrieved from offices which dispose of your health data.

Examination occurs only to the extent in which this is necessary. For this purpose we require your consent including a release from professional discretion which we shall forward to you if required.

5. Withdrawal

You are free not to give your consent or release from confidentiality or to revoke it at any time for the future at HDI Global SE, HDI-Platz 1, 30569 Hannover, Germany. However, we would like to point out that without the processing of health data it will generally not be possible to make an assessment of obligation to pay benefit.

Place, date
Signature of the insured person
Signature of the legal representative



Data Protection Information Group Personal Accident

With this notice, we would like to inform you of how your personal data are collected and processed when accident claims are handled by the company specified below, and of the rights you enjoy under data protection provisions.

Company responsible for data processing

HDI Global SE
HDI-Platz 1
30659 Hannover

Telephone: 0511/645-0
Fax: 0511/645-4545

You can reach our Data Protection Officer by post at the address specified above by adding — Data Protection Officer / Group Data Protection — or by email at privacy@talanx.com

Legal basis and purposes of data processing

We process your personal data in compliance with the EU General Data Protection Regulation (GDPR), the Federal Data Protection Act (BDSG), the provisions of the Insurance Contracts Act (VVG) of relevance to data protection laws as well as all further definitive laws.

In addition, our company has undertaken to comply with the “Code of Conduct for handling personal data in the German insurance industry” which defines the above-mentioned laws more precisely with reference to the insurance industry. You can download this Code of Conduct on the internet at www.hdi.global/datenschutz.

In the course of handling your claim, we have received your personal data directly from yourself or a party to the accident. This information about the accident is processed by us. For example, this is necessary to enable us to verify whether an accident has occurred and how high the damage is.

It is not possible to handle your claim without processing your personal data.

The legal basis for processing personal data in the event of a claim is given by Art. 6 (1 b) GDPR (Processing for contractual purposes) and/or Art. 6 (1 f) GDPR as such processing is required to safeguard the legitimate interests of the controller or those of a third party.

If special categories of personal data are required such as your health data, we will obtain your consent in accordance with Section 9 (2 a) in conjunction with Art. 7 GDPR. If we prepare statistics using these data categories, this is done on the basis of Art. 9 (2 j) GDPR in conjunction with Section 27 BDSG.

Your data will be processed on the basis of Art. 6 (1 f) GDPR if the purpose is to guarantee IT security and IT operations, review clean-up work or prevent and investigate criminal acts; in particular, we use data analyses to detect clues which may indicate insurance fraud.

We also process your personal data to meet statutory obligations such as regulatory requirements, duties of retention under commercial and tax law or our advisory duties as well as to carry out checks required in law and comply with statutory requirements. In this case, the relevant statutory regulations in conjunction with Art. 6 (1 c) GDPR serve as the legal basis for the processing.

If we want to process your personal data for a purpose not specified above, we will inform you in advance in line with statutory provisions.

Categories of recipients of personal data

Your personal data will be sent to policyholders, insurance brokers, co-insurers or re-insurers, depending on the individual circumstances, to enable them to process accident claims.

Data processing in the Group

Specialist companies or divisions within our Group perform certain data processing tasks on behalf of affiliated Group companies. You will find the companies participating in centralised data processing in our list of service providers.

External service providers

In some cases, we use external service providers to meet our contractual and statutory obligations such as independent assessors, lawyers and loss adjusters.

You can find a list of contractors and service providers used by us with whom we have more than transitory business relationships, in the enclosed overview as well as in the latest version on our website at <http://www.hdi.global/dl-liste>.

Further recipients

We may also send your personal data to further recipients such as authorities to meet statutory duties of disclosure (e.g. social security agencies, financial authorities or law enforcement agencies).

Length of data storage

We will delete your personal data as soon as they are no longer needed for the above-mentioned purposes. To enable us to defend claims, it is necessary to retain personal data for the length of time in which claims can be asserted against our company (statute of limitations of three or up to thirty years). In this case, the period of retention depends on the contractual and/or statutory period of limitation and the corresponding conditions of limitation. We also store your personal data for the period in which we are legally obliged to do so. Relevant burdens of proof and duties of retention can be derived from the Commercial Code, the Tax Code and the Money Laundering Act, to name but some. The retention periods ordained by these measures are up to ten years.

Rights of data subjects

You can request information on the data stored about yourself from the above-mentioned address. On certain conditions, you can also demand that your data be corrected or deleted. You may also have the right to restrict the processing of your data as well as the right to have the data provided by you released in



a structured, conventional and machine-readable format.

Right of objection

If we process your data to safeguard your legitimate interests, you can object to such processing if there are reasons arising from your particular situation which oppose it.

confirmed that the third country has an appropriate level of data protection or if other suitable data protection guarantees are in place (e.g. binding in-house data protection rules or EU standard data protection clauses). You can request detailed information on such guarantees and on the level of data protection at our service providers in third countries using the contact details specified above.

Right of complaint

You have the option of approaching the above-mentioned Data Protection Officer or a data protection regulatory authority with a complaint. The data protection regulatory authority responsible for us is:

Die Landesbeauftragte für den Datenschutz
Prinzenstraße 5
30159 Hannover
Tel.: 0511 120-45 00
Fax: 0511 120-45 99
Email: poststelle@lfd.niedersachsen.de
<https://www.lfd.niedersachsen.de>

Notes and Information System in operation in the insurance industry

Data on the object insured as well as details regarding yourself (name, first name, date of birth, address, former addresses) are sent to informa HIS GmbH as part of the claims handling process (HIS enquiry). On the basis of these data, informa HIS GmbH reviews whether information about you and/or the object insured by you is stored in the "Notes and Information System in operation in the Insurance Industry" (HIS), and whether such information may imply a heightened risk or anomalies in the event of a claim. Such information can only be in the system as a result of an earlier report from an insurance company sent to HIS (HIS report) about which you may have been separately informed by the reporting insurance company. Data stored in HIS on the basis of an HIS report, are sent to us as the insurance company posting the enquiry by informa HIS GmbH. You will find more information on HIS on the following website:

www.informa-his.de.

Contact details:
informa HIS GmbH
Kreuzberger Ring 68
65205 Wiesbaden

You can find the latest, more detailed data protection information on informa HIS GmbH on our website at www.hdi.global/datenschutz.

Credit rating information

If it is necessary to protect our legitimate interests, we will ask a credit rating agency to provide information to enable us to assess your general payment behaviour.

Transfer of data to a third country

Should we transfer personal data to service providers outside the European Economic Area (EEA), such transfers will only be made if the EU Commission has



Overview of service providers of HDI Global SE — Group Accident

in accordance with statutory duty of disclosure and data protection Code of Conduct for the German insurance industry

Note: Personal data are only passed on to service providers provided this is required for data processing purposes in each individual case.

Group company or external service provider with data processing as their main business activity		
Service provider	Service / purpose of commissioning	Health data yes/no
Talanx AG	Centralised functions such as internal audits, legal, data protection, IT coordination	In some cases, yes
Talanx Service AG	Processing post, scanning, payment transactions (collection/disbursement), receivables management, archiving and disposal of data carriers, accounting	In some cases, yes
Talanx Systeme AG	Data centre operation, application development, IT services, print services	In some cases, yes
HDI Vertriebs AG	Consulting and support for ongoing contractual relationship	In some cases, yes
Talanx Reinsurance Broker GmbH	Brokerage of reinsurance business; some claims handling	In some cases, yes
International Insurance Company of Hannover SE	Medical Underwriting / claims handling	Yes
Categories of service providers for which data processing does not constitute the major part of the order or which only operate regionally or on one-off basis		
Category of service provider	Service / purpose of commissioning	Health data yes/no
Sales partners excl. HDI Vertriebs AG	Consulting and support for ongoing contractual relationship; clearing transactions; some claims handling	In some cases, yes
Incident management services	Emergency calls, return transport, supply of medicine, loss adjustment	Yes
Rehab service providers	Medical support	Yes
Lawyers	Debt collection; processing legal cases	In some cases, yes
Translation agencies	Translation of documents	Yes
Independent experts / appraisors	Review and establishment of circumstances of claims, evaluation of claims, preparation of medical reports	Yes
Loss adjusters	External loss adjustment	Yes
Group companies participating in joint data processing of master data		
HDI Versicherung AG HDI Lebensversicherung AG Nassau Assekuranzkontor GmbH HDI Schadenregulierung GmbH		