

# Remuneration Policy

## General Principles

We respect each one of the following principles with respect to any remuneration negotiated, earned or paid by us in the scope of the insurance mediation services provided:

- With respect to any remuneration, we always put the your interest at the first place. We take care to act always in a loyal, equitable and professional manner for your interests.
- We negotiate, receive and pay exclusively remuneration for services provided or to be provided, including the quality of such services. We determine clearly the nature of our services so that any duplication of remuneration for the same services is excluded.
- We do not negotiate, receive or pay any “contingent” commission or “contingent” remuneration, meaning remuneration determined depending on the volume of policies or clients, produced or retained with an insurer.
- We service you in a transparent manner and shall provide replies at your first request for additional information. We respect the legal rules imposing remuneration transparency.
- We follow strict policies regarding conflicts of interest (See our [Conflicts of Interest Policy](#)). Our code of conduct (“The Greater Good”) also formulates a strict company policy regarding Gifts and Entertainment, for the purpose of excluding any conflict of interest regarding the services provided to you.
- Our Remuneration policy takes into account the diversity of our clients’ base and of our services as well as the importance of providing quality and sustainability of servicing on short, medium and longer term. In the interests of our clients, our corporate policy takes into account investments in continued technological progress, the professional development of our employees and managers as well as the development of knowledge in society.

## Remuneration Principles

Our remuneration may comprise one or a combination of the components listed below. Each remuneration component corresponds to a separate service.

### Fee

A fee is the remuneration of our insurance mediation services with respect to your policies. The fee amount and the fee payment conditions are agreed in a fee agreement concluded between you and us.

### Standard commission

The standard commission is integrated in the premium invoiced to you. The standard commission is a percentage of the premium and is paid by the insurer to us, after payment of the premium by you.

### Reduced commission

If we succeed in negotiating a reduced commission for our insurance brokerage services provided on your behalf, we shall always ensure that this does not affect the quality of our services nor of the policy and that we remain always acting in your best interests as our client.

### A commission higher than the standard commission (increased commission)

It is possible that, after negotiation, one or more insurance offers are proposed having a higher commission than the standard commission, together with one or more other insurance offers proposed at standard commission. In such case, we take care that your interest is always put at the first place: the

premium of such insurance offers is not higher than the insurance offers at standard commission rate and the conditions of such insurance offers are at least as favorable or at least of the same quality as the insurance offers at standard commission rate.

#### **Combination of fee and commission**

In agreement with you, we may be remunerated for part of our insurance intermediary services by way of a fee paid by you and for another part of our insurance intermediary services by way of a standard commission. Such agreement is always formalized in writing and in advance between you and us.

#### **A commission with respect to delegated tasks and services related to your policy**

This commission remunerates tasks and services provided by us as part of our mediation of your policy (policies), but that are delegated to us by the insurer. For instance, the issuance of automobile insurance certificates. This remuneration is determined as a lump sum amount for each administrative file serviced or as a percentage calculated on the premium. This remuneration is paid separately by the insurer to us.

#### **Retrocession of commission**

We may retrocede a part of our standard commission to a service provider introducing us towards you or to a service provider (for instance a co-broker) providing jointly with us insurance mediation services with respect to your policy (policies).

#### **Remuneration for supplementary services**

Mediating insurance programmes requires substantial preparatory interventions, prior to the mediation and application of a programme towards you and/or with respect to your individual risks.

The same principle applies to the actualising of insurance programmes and of servicing concepts related to insurance programmes, before either of these can be proposed to an you.

Moreover, efficiency and quality of insurance mediation requires more general interventions by us towards an insurer, for instance in order to exclude duplication of interventions (for instance in the scope of the processing and administration of the data and information flow between the insurer and us).

The development and implementation of servicing through client friendly and efficient information programs is part of that process.

Servicing and distribution efficiency is also increased by the access to the network of Marsh and McLennan Companies.

For the provision of these services and interventions, including their quality, we may receive a supplementary remuneration from the insurer. This supplementary remuneration corresponds either to a lump sum amount or to a percentage calculated on the premium.

In case the supplementary remuneration is related to your individual policy (policies) we take care that this remuneration is declared to you upon your request in the insurance offer which we propose.