

# Service Guide

(including the Client Service Document)

What you can expect from us!



Laan van Nieuw Oost-Indië 123  
Postbus 85931  
2508 CP Den Haag

Phone: (070) 3422 400  
Fax: (070) 3460 552  
E-mail: [info@kroller.nl](mailto:info@kroller.nl)

[www.kroller.nl](http://www.kroller.nl)

Table of contents

<b>INTRODUCTION</b>	<b>3</b>
<b>WHO WE ARE</b>	<b>3</b>
<b>OUR SERVICES</b>	<b>3</b>
<b>RECONSIDERATION PERIOD</b>	<b>4</b>
<b>FINANCIAL SERVICES</b>	<b>4</b>
<b>WHAT WE EXPECT FROM YOU</b>	<b>5</b>
<b>OUR AVAILABILITY</b>	<b>5</b>
<b>THE PREMIUM</b>	<b>6</b>
<b>OUR RELATIONSHIP TO INSURERS</b>	<b>6</b>
<b>OUR REMUNERATION</b>	<b>6</b>
<b>OUR QUALITY</b>	<b>8</b>
<b>TERMINATION OF RELATIONSHIP</b>	<b>8</b>
<b>COMPLAINTS</b>	<b>8</b>

This Service Guide is provided to you by Kröller Assurantiën B.V., Laan van Nieuw Oost-Indië 123, 2593 BM The Hague.

We would like to introduce ourselves and inform you on our working method. If you decide to avail of our services, you will know where you stand and what we can expect from each other.

#### Introduction

The government feels very strongly that good information is essential when it comes to insurance, mortgages and other financial services. This is manifest in the Financial Services Act (Wft) which came into effect on 1 January 2007. Under this Act, the provision of information such as is included in this Service Code is obligatory. The law prescribes to which topics attention must be paid by the insurance companies when advising clients. We endeavour to fulfil this obligation to provide information when advising our clients.

#### Who we are

We are advisers in the area of insurance, mortgages and other financial services. Our role, as we see it, is to make an inventory, together with you, of the risks relevant to your situation. We will then advise you which risks you should insure against and which risks you could probably take. We will then advise you which products we think are best-suited to your requirements and personal circumstances and mediate in the purchase of these products. Aside from this advice we will also act as an intermediary between you and the insurance companies with whom you take out insurance. We are agents for a number of insurance companies. This means that we have been given the authority to accept insurances and deal with claims in the name of these companies, for the benefit of our clients. On our notepaper you can see for which companies we act as an agent.

#### Our services

We can offer our clients a wide range of financial services. The areas in which we can offer advice include:

- Non-life insurance (fire and casualty)
- Life insurance
- Pensions
- Mortgages
- Current and savings accounts

We will have information about you as a client on account of our work. This information is treated in accordance with the Personal Data Protection Act.

If you engage our services to take care of your **insurance** interests, you can expect the following services:

1. At your request, we will make an inventory of the risks relevant to you, based on the data you provide us, and we will assess your current insurance package. We will then advise you which risks you should insure against and which risks you could probably take.
2. We will help you with the timely cancellation of your insurances with other firms.
3. We will give you tips and advice to reduce the chance of damage by fire or theft and to avoid unnecessary risks.
4. If desired, we will explain the major differences in conditions between similar, rival insurance products. The aim of our advice is to help you decide which conditions are best suited to your requirements and circumstances.
5. We will help you to apply for insurance if you so wish. At a later stage we will check that the policy has been drawn up in accordance with your application.
6. If required, we will assist with the completion of the medical examination procedure.
7. If necessary and required, we will also provide provisional insurance. This is important when it concerns a risk that can occur in the period between applying for insurance and the insurance agreement taking effect. Not all insurance companies are prepared to offer insurance for this period.
8. We will check the premiums for which you are charged.
9. We will record all documents relevant to your situation in a personal file.
10. The time may come when you will need to make an insurance claim. That may be following damage, an accident or a death. As soon as we have been informed of the situation we will take the necessary measures on your behalf to ensure the insurance companies can pay out the money to which you or your dependents are entitled in accordance with the insurance policy.
11. In a number of cases we will discuss with you, at the end of an insurance period, what your preferences are: to continue the insurance, to adapt the insurance or to transfer to another insurance company.
12. Life insurance is taken out for a longer period. Due to a change in circumstances you may wish to terminate this insurance prematurely. In this event we will explain the consequences of premature termination of this insurance, wherever possible.
13. If required we can also assist in settling the transfer of accrued pension in the event of divorce or change of job.
14. If the date is known on which life insurance should be paid out, we will discuss with you how payment should be made.

If you engage our services to take care of your **mortgage**, you can expect the following services:

1. We will make an inventory of your family situation and check which (financial) insurances you already have.
2. We will analyse your financial position including your income and recurring expenses.
3. We will make an inventory of your options with respect to the amount of mortgage credit required. We will then assess whether it is wise to enter into a loan agreement in your situation.
4. We will explore which types of mortgage are suitable to your situation and discuss with you which to choose. We will also inform you of the advantages and disadvantages of the various mortgages types. .
5. In our advice to you we will also take into consideration any fiscal aspects that may be relevant to your situation.
6. We will inform you of the differences in products, rates and conditions.
7. We will inform and advise you about the possibilities to cover the level term insurance in order to pay off the debt in the event of premature death.
8. We will inform and advise you on the possibilities of covering the level term insurance in order to pay off the monthly expenses in the event of occupational disability.
9. We will inform you about the various possibilities to pay off the mortgage loan.
10. We will check that the loan agreement has been drawn up correctly and in accordance with your request. If necessary we will mediate with the lender with respect to onerous conditions.
11. We will help you to check that the file contains all the documents and enclosures required by the lender.
12. In the case of a mortgage loan we will ensure that the value of the collateral, the mortgage interest, is surveyed. The valuation expenses will be charged to you. We can advise you on surveyors.
13. We will do our utmost to ensure that the mortgage is unconditionally accepted by the bank before the expiry of any possible resolutive conditions in the contract of sale. The expiry of the resolutive conditions remains your responsibility.
14. In the case of a mortgage loan we will check that the lender submits the documents required by the notary to draw up the deeds, on time.
15. We will record all the documents relevant to your situation in a personal file.
16. If any relevant changes are made in social or fiscal legislation we will inform you (wherever possible) of these changes. If you so wish we will examine the relevance of these changes to your individual situation.

#### **Reconsideration period**

If you submit your application and/or your non-life insurance via Internet, by telephone or fax, then a reconsideration period applies. In other words, after you have received the policy you are entitled to terminate the insurance. The reconsideration period is 14 days and commences on the day you receive the policy. This condition does not apply to insurances with a contract period of less than one year or to insurances whereby it is expressly agreed and understood that these are executed before the period of reconsideration has ended. If you make use of this "reconsideration period" it is assumed that the insurance has never existed. In the case of life insurance the reconsideration period is 30 days following receipt of the policy.

For the sake of completeness: insurance contracts dependent on developments in the financial market and/or agreements whereby mortgage interest is granted are not eligible for this condition.

Do you wish to make use of your right to revoke your insurance? Return all the insurance documents (contact details can be found under "Our availability").

#### **Financial services**

As financial services often span a wide spectrum of financial products, you can expect an integrated approach tailored to your specific situation. Our business is focused on your requirements and personal situation. We can offer the required knowledge, expertise and contacts with financial product suppliers.

At Kröller Assurantiën B.V. you are free to make the (final) choice regarding the supplier(s) and the product(s). We will tap our professional knowledge and experience to support you in making this choice.

This includes the following:

1. compiling inventories of requirements, needs and risk preparedness, establishing your client profile, in order to eventually judge your knowledge of the subject and experience with complex financial products;
2. furnishing information on the available financial constructions and financial products that might suit your requirements and situation;
3. submitting alternatives and calculations based on various products and suppliers;
4. clarifying consequences of the decisions to be made;
5. explaining and justifying the advice given;
6. specifying in writing and signing the advice.

We then assist you in concluding agreements with the financial institution of your choice. We subsequently continue to guide you with our advice. If necessary and desirable, we will manage your relations with the suppliers of these financial products on your behalf.

#### **What we expect from you**

You may have high expectations of our advice and services but we also expect a few things from you:

1. That you at least provide the correct data. This is in your own interest. If it is apparent, in retrospect, that you provided incorrect or incomplete information, then we or the insurer may be entitled, by virtue of the policy conditions and/or the law, to withhold compensation in whole or in part in the event of damage.
2. It is important that we are informed about insurances elsewhere. This information is necessary to be able to advise you correctly based on your own personal situation.
3. If your personal situation changes or if there are any changes in items insured we expect to be informed. This is important to ensure important risks are insured. Changes in personal situation include the following: births, cohabitation, marriage, divorce, death, change in the designated use of your house, change of job, relevant change in income or capital, termination of employment, acquisition of valuables, replacement of an insured object (e.g. a car), extension and renovation of your house, moving house and termination or alteration of insurances elsewhere. If we advise you on financial products we expect you to keep us informed of any changes to your income and/or work situation.
4. We will maintain all contact with the insurer. If you wish to contact the insurer we will inform him of such. Please inform us of any direct contact with the insurer.
5. We request that you check the information in the documents you receive, for correctness and completeness and that you notify us as soon as possible of any incorrectness or incompleteness.
6. If you provide any information by telephone (e.g. a change in your situation), we might request that you also confirm this by post, fax or email.

#### **Our availability**

We want to be available for our clients. You can contact us as follows:

Kröller Assurantiën B.V.  
Laan van Nieuw Oost-Indië 123  
PO Box 85931  
2508 CP The Hague  
Tel.: 0031 (0)70 3422 400  
Fax: 0031 (0)70 3460 552  
E-mail: [info@kroller.nl](mailto:info@kroller.nl)  
Website: [www.kroller.nl](http://www.kroller.nl)  
Registered office: The Hague

Our office is open on weekdays from 08.00 - 17.30. We are connected to an emergency call centre. Please dial the usual office number. This means that your call will be answered 24 hours a day, 7 days a week.

### **The premium**

The premium can be paid in several ways. Each policy will specify the method of payment. If the premium is collected by the insurer then this will be done according to the method of the insurer concerned. If we collect the premium on behalf of the insurer then you can usually choose between the payment methods below:

- a) You can authorize payment via direct debit from your bank or giro account. The premium is usually withdrawn on a previously agreed date.
- b) You can also transfer the premium by bank or giro or via a giro collection form.

### **Insurance**

In principle, premiums are paid annually. On consultation, you may in many cases choose to pay per 6 months, per quarter or per month. If any costs are involved in periodic payment of the premium you will be informed of this in advance. In some cases you may have to pay an additional premium for spreading payment. Once you have paid your premium to us you are relieved from payment to the insurer.

It is important that you pay your premiums on time. If you do not pay the premiums on time the insurer can, in certain circumstances, refuse to pay a claim. The premium due can then also be legally collected. Any expenses incurred in this process can also be charged to you. If you anticipate that you cannot pay on time, let us know in advance so that we can find a possible solution. In the event that you are entitled to a complete or partial premium refund in accordance with the insurance conditions, we will contact the insurer on your behalf or –where we are an authorized agent – pay out the amount concerned.

### **Mortgages and loans**

You have to pay all payments that you owe the creditor(s) for concluded mortgage or loan agreements directly. You will periodically receive deposit-transfer cards or invoices from the respective creditor for this or payment is remitted via direct debit. You can sometimes choose the method of payment yourself when concluding the mortgage or loan, although this is not common practice. We advise you to make timely payments or to ensure sufficient funds in your current account. Arrears in payment result in high catch-up payments, or even problems with the creditor.

### **Our relationship to insurers**

We can offer a policy for a great number of insurances with attractive conditions. These conditions are continuously tested against the market and adjusted where necessary. In this case we act as agents for a select group of insurers; we act on their behalf. We accept the risk, draw up the policy ourselves and deal with claims as much as possible ourselves.

We can also place your insurance with one or more carefully selected insurers whereby we act as intermediary; we broker between you and the insurer. We give independent advice. This means that we are at liberty to offer you the products of all the insurers for whom we are agents or intermediaries. A list of the names of insurers with whom we have a relationship or for whom we are agents can be sent to you on request.

Our firm is part of Unirobe Meeùs Groep (UMG), which in turn is part of AEGON.

### **Our remuneration**

#### **Remuneration for non-life insurance based on commission**

We receive remuneration, part of the premium you pay, from the insurer(s) or financial institutions with whom you take out insurance or a mortgage. You do not have to pay any extra costs. We will inform you in advance of any extra service for which you will be expected to pay.

#### **Remuneration for financial products**

As regards remuneration for our services, you have a choice between various methods.

#### **Remuneration by commission:**

<u>Products</u>	<u>Percentage payment: Procurator fee</u>
Interest-only mortgage	0 - 1.45%
Annuity mortgage	0 - 1.45%
Level repayment mortgage	0 - 1.45%
Endowment mortgage	0 - 0.72%
Savings mortgage	0 - 0.92%
Investment mortgage	0 - 0.92%
Life insurance (periodic premiums)	0 - 9.6%
Life insurance (single-premium)	0 - 7% of the lump sum
Investment / savings accounts	0 - 2.5% of the investment
Severance pay insurance	0 - 7%

	<u>Percentage payment:</u>
	<u>Continuous commission</u>
Interest-only mortgage	n/a
Annuity mortgage	n/a
Level repayment mortgage	n/a
Endowment mortgage	0.072% for max. 10 years
Savings mortgage	0.092% for max. 10 years
Investment mortgage	0.092% for max. 10 years
Life insurance (periodic premiums)	0 - 7%
Life insurance (single-premium)	0.00%
Investment / savings accounts	0 - 2.5% of the balance
Pension insurance	0 - 8%
Severance pay insurance	0 - 0.3% of the balance
Incapacity insurance	0 - 20%
Funeral insurance	0 - 21%

**Remuneration based on hourly fee:**

<u>Products:</u>	<u>Maximum hourly rate:</u>
- mortgages	€ 150 per hour
- life insurance	€ 150 per hour
- pensions	€ 150 per hour
- Severance pay	€ 150 per hour
- financial planning	€ 150 per hour
- annuity / bank savings / divorce	€ 150 per hour
- incapacity insurance	€ 150 per hour

In order to give an indication of the work involved in the services we provide in connection with the products we manage, the following table gives examples of the average number of hours involved for the various types of advice offered.

<u>Product / advice:</u>	<u>Indication of the average number of hours, incl. administration and after-service:</u>
Mortgage advice on purchasing	25 hours
Mortgage advice on renovating	12 hours
Mortgage advice on divorce	30 hours
Mortgage advice on purchasing (expats)	30 hours
Advice on 2nd mortgage / remortgaging	12 hours
Advice on transfer of existing mortgage	20 hours
Advice on an expiring life insurance policy	12 hours
Pension advice	12 hours
Severance pay advice	12 hours
Financial planning	20 hours
Financial planning on divorce	40 hours
Risk analysis of financial situation in the event of death	10 hours
Risk analysis of financial situation in case of incapacity for work	10 hours
Advice on incapacity insurance	10 hours

The majority of our staff are remunerated on the basis of a fixed, competitive salary. Depending on the task and on the basis of evaluation, our staff may receive a partial, variable remuneration. This is capped at a maximum of 4 months' salary. We expect our staff to be honest, thorough and customer-oriented, with the focus on the interests of our clients and of the firm over the long term. Evaluation on the basis of these expectations of conduct determines the amount of both the fixed and the variable remuneration of our staff.

### **Our quality**

It is our job to make sure that the products we deliver are continuously suited to your personal situation. We will contact you on a regular basis to this effect. We will therefore inform you regularly about the amounts you have insured and/or the status of your insurance or financing. If necessary we will contact you by telephone or letter.

Our firm has a permit in accordance with the Wft (Financial Services Act). This permit is a statutory obligation in order to act as an insurance broker. Our firm is registered with:

- a) AFM (Authority Financial Markets) nr.12012744
- b) NVA (Dutch Association of Insurance Advisers and Financial Services)
- c) NVGA (Dutch Association of Authorised Agents)
- d) KiFid (Complaints Authority Financial Services)
- e) SEH (Institute Mortgage Advisers)
- f) SKFD (Institute Quality Mark Financial Services)
- g) KvK (Chamber of Commerce) nr.27019527

This means that we are registered with a number of organisations that demand a certain level of quality from their members. This norm applies to the advice, the manner in which advice is given and the way in which the professional knowledge of employees is maintained. We possess the diplomas required by the Wft. Our insurance advisers keep up-to-date through continuous professional training. We have professional liability insurance.

### **Termination of relationship**

You are entitled to terminate the relationship with our firm whenever you choose. You can ask your insurer to transfer your insurances to the adviser of your choice. We may also take the initiative in terminating our relationship with you. This will not affect your current insurance agreements. We remain responsible for your insurance policies until another intermediary assumes that responsibility.

### **Complaints**

If you have a complaint about our services please inform us immediately and preferably in writing. The management will treat your complaint with careful consideration and in accordance with our complaints procedure. If we are unable to reach a satisfactory solution you can file your complaint with one of these authorities:

#### Klachteninstituut Financiële Diensten (KiFid)

PO Box 93257  
2509 AG The Hague  
Tel.: 0900 355 22 48  
E-mail: [info@kifid.nl](mailto:info@kifid.nl)  
Website: [www.kifid.nl](http://www.kifid.nl)

#### Stichting Erkenningsregeling Hypotheekadviseurs (SEH)

PO Box 1321  
1000 BH Amsterdam  
Tel.: 020 428 95 73  
Fax: 020 428 95 74  
E-mail: [bureau@seh.nl](mailto:bureau@seh.nl)  
Website: [www.erkendhypotheekadviseur.nl](http://www.erkendhypotheekadviseur.nl)

If a suitable agreement cannot be reached you can contact the civil court.