

Electronic communication policy

We communicate with you by electronic mail (e-mail) – ordinary letters and their annexes

We may send any ordinary letter by way of an electronic mail (e-mail) to you or by way of a PDF-document attached to an e-mail if the law imposes such form. We will send this electronic mail to your e-mail address or to the e-mail address of the respective contact person(s) of your company.

We attach each document (a policy, an endorsement, an invoice etc.) as a PDF document to such electronic mail (e-mail).

We will communicate to you or put at your disposal by way of a PDF-document, any information or any document for which the law prescribes that a durable medium should be used.

Just as in case of paper letters and paper documents, you shall archive these e-mails and PDF documents in an unmodified form (on its computer and/or by printing these messages and PDF documents).

We send these e-mail messages and PDF documents to the e-mail address communicated by you. We register these e-mail addresses in our clients' database. You shall forthwith communicate to you any modification of these e-mail addresses.

You communicate with us by electronic mail – ordinary letters and their annexes

In the same manner, you may send to us any ordinary letter and any enclosed document(s) (a signed policy, a signed endorsement etc.), by way of an electronic mail (e-mail). For the purpose of this communication, you will use the e-mail address of your customary contact person(s).

Just as in case of paper letters and paper documents, you shall archive these e-mails and PDF documents in an unmodified form (on its computer and/or by printing these messages and PDF documents).

Your paper letter and annexes sent us becomes a PDF-document

In case you send us a paper letter with possibly one or more annexed paper documents, we shall scan these in an unmodified form as a PDF document. This PDF document is further used as original within our company. We will also use the same PDF-document if it needs to be sent to the insurers, surveyors and/or other parties concerned by your policy.

Your own archiving

We do not provide archiving services to you or to any other party. You should always retain a copy or an original of each document or letter which you receive from us or which you send to us.

Sending of a registered letter

We send registered letters to you, either by paper letter or in electronic form, in accordance with the conditions foreseen by the law.

Use of a our database for the transfer or putting at disposal of your file data

If you and we agree that a specific database of ours will be used for the creation, transfer, putting at the disposal and/or for the sending of documents, file data or other data, the conditions for electronic communication set out in this database will apply and/or the conditions which we may have agreed supplementary to those conditions will apply to such electronic communication.