



COMPLAINT OR CLAIM SHEET

COMPLAINTS AND CLAIMS DEPARTMENT
Paseo de las Doce Estrellas, 4. 28042 – MADRID
e-mail: reclamaciones@generalion.es

Claimant

Name/Business name

National Id/Corporate Tax Id (DNI/CIF)

Residing in

Municipality

Province P.C.

Policy number Branch Claim No.

Telephone Email

Insured party

In the capacity of: Insured party/Policyholder Beneficiary Injured party
 Successor Delegate

Reason for complaint or claim

Requests

The claimant states that he has no knowledge that the subject matter of the complaint or claim is being dealt with through an administrative, arbitral or judicial procedure.

Place Date

The data you provide us with are compulsory and essential in order to be able to process the complaint or claim filed and to carry out the necessary communications relating to it, the legitimate basis for this processing being the execution of a contract and compliance with the obligations derived from Law 44/2002 of 22 November, on Financial System Reform Measures; Order ECO 734/2004, of 11 March, on the customer service departments and services of financial institutions and Order ECC/2502/2012 of 16 November, regulating the procedure for lodging complaints with the complaints services of the Bank of Spain, the National Securities Market Commission and the Directorate General for Insurance and Pension Funds.



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For these purposes, personal data may be shared with the categories of recipient specified below. Some of these recipients may be located in third countries (such as the USA). In such cases, appropriate guarantees (such as the standard clauses and adequacy decisions approved by the European Commission) shall be adopted. Your data may be shared with other companies in the Generali Group, for the purposes of internal administrative management; with providers of services to Generali, pursuant to the provision of technological or customer services; and with the Insurance Ombudsman, in accordance with the Insurance Ombudsman Regulation (the text of this regulation is available on the Generali website). If you would like a copy of the aforementioned guarantees, please send an e-mail to the Data Protection Officer at **dpo@generalion.es**.

We hereby inform you that you may access, rectify, erase, object to or restrict the processing of the data you have shared with us, or request a copy of said data (data portability), by sending an e-mail to **ejercicioderechos@generalion.es**. Additionally, you may file a claim with the Spanish Data Protection Agency if you feel you have not been able to exercise your rights to your satisfaction.

Generali shall store your data while the contractual or business relationship or corresponding legal obligation remains ongoing, and for the duration of the limitation period for the applicable criminal, civil, fiscal or commercial regulations. Afterwards, your data shall be deleted.