



CLAIMS DIRECTORATE, Claims Centre _____
Claims Service _____

Claim no. _____

With regard to a traffic accident that occurred on _____._____ at ____ hours at the location of _____ I file a claim for indemnity under the Motor Third Party Liability Policy no. _____ that covers the vehicle of the registration plates no. _____, make and model: _____ that was on the occasion of the accident driven by (name, surname and address of the driver) _____ telephone no. _____

Registration no. of the damaged vehicle..... type of the vehicle.....
make and model

Surname and name-title of the claimant/owner of the vehicle.....
Personal ID NO/Registration no.....Address.....telephone..... E-mail.....

Surname, name and address of the driver.....
telephone no. of driver's licence for the category of valid until.....

Has the traffic accident been reported to the competent authority of the Ministry of the Interior? no, for the following reason yes, the police has composed minutes and referred us to complete the European report
yes, the police conducted the investigation

Were there any injured persons in the traffic accident (state names and surnames)?
.....

Describe in detail the time, place and circumstances of the traffic accident and draw a sketch:

Description of damages to the vehicle:

Vehicle is movable? yes no, it is located at the address of

Have you sustained any other damages in addition to the damage to the vehicle? no
yes (describe).....

Please determine the amount of indemnity: based on the submitted repair invoice without submitted repair invoice

Please pay out the indemnity at the following account no.: owned by me owned by a third party
(state name, surname, personal ID and address of the party)

By affixing my signature hereunder, I confirm that I have received the Information on the terms and conditions for the collection and handling of personal data.

Also, with my signature hereunder, give my explicit consent to the Dunav Insurance Company j.s.c. for collecting and handling of my special personal data - data on my health condition, in order to fulfil the obligations from the Insurance Contract. I have been informed of the fact that I am at any time entitled to revoke the consent given hereunder for the processing of my special personal data - data on my health state, as well as that the revocation of the consent shall not affect the approval for the handling performed on the basis of consent prior to the revocation. The Company shall stop handling the special personal data based on the revoked consent, as soon as possible after receiving the revocation. If the injured party-claimant has not consented to the handling of special personal data or has revoked the consent previously given, the Company shall not be able to meet the liabilities under the Insurance Contract.

I shall be morally and materially responsible for the accuracy of the data on the cause of damage and other information stated in this claim for indemnity and bear all the consequences arising thereunder and I accept that the Insurer can conduct the procedure of advertising damaged vehicles in order to assess the actual market value at an auction.

If determined by the competent authorities or otherwise that under I am not entitled to indemnity under the Terms and Conditions for Compulsory Motor Third Party Liability Insurance and Law on Compulsory Traffic Insurance, I shall undertake to return to Dunav Insurance Company j.s.c. the amount received by way of indemnity within 30 days from the date of the statement that under the mentioned Terms and Conditions and/or the Law I am not entitled to any indemnity for the damage incurred.

The Claimant/Damaged Party

In20..... Personal ID document no. Competent police station.....

Data from the Policy of the Insured – party causing the damage validated by: On behalf of Dunav Insurance Company j.s.c.
..... 20.....

Information on Conditions for Collection and Handling of Personal Data

Bearing in mind that the protection of your personal data is our priority, please read carefully the Information below.

This Information is provided in accordance with the Law on Personal Data Protection solely for Your guidance and includes the terms and conditions of collection and handling of personal data by the Dunav Insurance Company j.s.c. Belgrade, Makedonska 4, registration number 07046898, public joint stock company registered for transacting the insurance business.

It is important that you know that the Company collects and handles only the personal data, including special types of personal data (biometric data for unique identification of persons and data on health condition) as are required for: conclusion, implementation and execution of contracts on insurance, co-insurance and reinsurance and/or other contracts, collection of outstandings under such contracts, settlement of claims and recourse claims, control of indemnity payment and complaints settlement, protection of legitimate interests of the Company and/or fulfilment of legal obligations of the Company. We also handle your personal data for the purpose of concluding an insurance contract through an internet application (on-line). In case you do not provide the necessary information required for a particular type of a contract, we will not be able to conclude and fulfil such a contract. The handling of special types of personal data is based on the consent and/or the direct act of consent with the handling of your personal data that are required for the conclusion, implementation and execution of the contract.

We shall also have an access to your personal data during the participation in our promotional events, visits to our website, from third party sources such as the policyholder, publicly available sources, other insurance companies, associations.

When you contact us by telephone, the telephone conversation with the contact centre may be recorded for the purpose of improving our services. By agreeing to talk with the Company's operator, we shall deem you consented to the recording of the conversation.

We shall protect your privacy by handling your personal data in compliance with personal data protection regulations and only in connection with the purpose for which the data were collected. If necessary for the implementation of the contract, your data will be accessed by: insurance sellers, reinsurers and co-insurers for the purpose of excess risk assignment, other insurance companies for the purpose of preventing fraud or fulfilling the obligations under international agreements and conventions, government authorities in accordance with the legal obligations of the Company (NBS, The Association of Serbian Insurers, Ministry of Finance of the RS, Tax Administration, judicial and other government authorities or audit firms), financial institutions (banks) and payment institutions, IT solution providers, assistance service providers, service claims processing, health care institutions, lawyers, technical consultants and experts such as assessors, appraisers, service shops, providers of printing, delivery, storage services or services of business documents abolishment, marketing and other business partners, handlers that handle the personal data on behalf of the Company, exclusively in accordance with the contract we have concluded with them. Your personal data shall not be available to anyone who is not authorized by the Company.

The Company shall process your personal data for the purpose of protection of their legitimate interests:

- detection and prevention of insurance fraud, attempted insurance fraud and other criminal offenses when concluding insurance contracts, resolving compensation and recourse claims in an amicable or court proceedings;
- information about the Company's services - direct advertising, based on publicly available data, about the benefits of our insurance products, market research and customer satisfaction in connection with the provision of the Company's services.

With regard to the collection and handling of your personal data, you are entitled to:

- access personal data - whether and which personal data are handled,
- correct and amend the data - the inaccurate and incomplete data,
- anonymize / delete data and restrict data handling process - subject to prior fulfilment of legal requirements,
- revoke a consent - this shall not affect the validity of handling that was carried out on the basis of consent given prior to revocation,
- file an objection to handling,
- lodge a complaint to the Commissioner,
- transfer the data,
- not be subject to a decision made solely on the basis of automated handling, including profiling.

You can exercise your rights regarding the personal data handling, including the revocation of consent for the handling, at any time, in person, exclusively in writing (either on the Form available on the Company's website or in free form), with a valid confirmation of your identity. Revocation of consent shall not affect the admissibility of processing carried out on the basis of consent prior to the revocation.

We shall only keep your personal data to the extent reasonably necessary to fulfil the purpose for which we collected them or comply with the applicable legal requirements. When your personal data are handled upon your consent, as the legal precondition, we shall keep the data until you have withdrawn your consent.

We shall take all necessary measures to protect Your personal data from disclosure, alteration, unauthorized access and misuse, loss and destruction and/or any appropriate technical and organizational information safety measure to protect the information systems on which we store your data, the data access control measures, control of transfer and availability of personal data. By signing a contract with our data handlers, we shall regulate that they also protect your personal data. The protection of personal data in the event of the need for reinsurance, in accordance with the Law on Insurance, shall be regulated by concluding a special contract with the reinsurer who further assigns the risk locally or abroad. In rare cases, when personal data are transferred into foreign countries, such transfer shall be made in accordance with applicable laws and international agreements, applying appropriate protective measures (standard contractual clauses, certificates, contractual provisions between the controller and the handler subject to the approval of the Commissioner).

If you have any questions about the use of your personal data or believe that the Company has violated legal and other regulations governing the protection of personal data in the process of handling your personal data, you can contact us by telephone, e-mail or through a post office at:

- free of charge no. 0800 386 286
- e-mail: zastitapodataka@dunav.com
- in writing at the address of: Kompanija „Dunav osiguranje“ a.d.o.Beograd, Makedonska 4.

In order to protect your basic rights and freedoms in relation to the processing of personal data, you may file a complaint with the Commissioner for Information of Public Importance and Personal Data Protection:

- address: Bulevar kralja Aleksandra 15, 11120 Belgrade
- e-mail: office@poverenik.rs
- telephone: +381 11 3408 900.