

OUR POLICY ON REMUNERATION

Our company's top priority is our willingness to act honestly, fairly and professionally in the best interests of our customers.

In this context, and in accordance with the current legislation (*), our company has taken appropriate steps to ensure transparency concerning the different types of income that are generated in the context of its activities.

In view of the above and the characteristics of our activities, our company has written a policy on remuneration, which is summarised in this document. On request you can receive additional information, which will be provided on a durable medium.

(*) REFERENCE TO THE APPLICABLE LEGAL FRAMEWORK:

- FSMA Regulations version 18/08/2014 – Remuneration policy

1. WHAT DOES 'REMUNERATION' MEAN IN THIS POLICY?

The policy relates to the following types of remuneration:

- Any remuneration, commission or non-monetary benefit paid or provided to the customer or by the customer to or by a person acting on the customer's behalf.
- Any remuneration, commission or non-monetary benefit paid or provided to or by a third party or to or by a person acting in the name of the third party, when the following conditions are all met:
 - The customer should be clearly informed of the existence, nature and amount of the remuneration, commission or benefit or, if this amount cannot be determined, of how it is calculated. This information is provided in a way that is complete, precise and understandable before the insurance mediation service is provided.
 - Payment of the remuneration or commission, or provision of the non-monetary benefit, must improve the quality of the service in question which is provided to the customer and must not harm the obligation of the service provider to act in the customer's best interests.
- Appropriate forms of remuneration which allow the insurance mediation services to be provided or which are necessary for that service, such as legal duties, court costs and reinsurance premiums which, by their nature, cannot give rise to any conflict with the obligation on the service provider to treat its customers in an honest, fair and professional way which is in their best interests.

2. WHAT STEPS DO WE TAKE IN RELATION TO REMUNERATION?

Under the rules of conduct on markets in financial instruments (MiFID), service providers, including S.A. Léon Eeckman, must take appropriate steps to ensure that they have an appropriate policy on remuneration for insurance mediation services provided to a customer.

To that end, we communicate the main conditions governing arrangements involving remuneration, commissions or non-monetary benefits in a summary form, and we also undertake to provide the customer with additional details if the customer requests these.

3. MAIN CONDITIONS FOR ARRANGEMENTS INVOLVING REMUNERATION, COMMISSIONS OR NON-MONETARY BENEFITS

- In our capacity as an insurance broker and for services provided in that context, our company is remunerated in the form of commissions or in the form of fees. Our company may also receive remuneration related to services provided to insurers or for general purposes, including remuneration associated with the settlement of claims.
- In its capacity as an underwriter our company receives a management fee from its client insurers based on the premiums for the insurance contracts which it concludes on behalf of the said insurers. This management fee is not related to the insurance mediation services provided to a customer, but it represents reimbursement for the operating costs relating to management of the policy and claims which the client insurer usually pays out.
- In addition, and also in the context of our underwriting activity, we work with a limited number of insurance brokers. Our agency pays broker commissions to these at market rates, based on the premiums for the insurance contracts that they bring in and which are concluded through us. Before the insurance service in question is provided, the broker in question is obliged to inform the customer clearly of the existence, the nature and the amount of his broker commission.