

LEGAL INFORMATION

mawyc insurance

Contact details

mawyc insurance is the trade name associated with Wyckaert-Comarit NV, and refers to the legal entity Wyckaert-Comarit NV, with its registered office at:

Afrikalaan 287
9000 Ghent
Belgium

T: +32 9 223 35 42

E: compliance@mawyc.be

Company registration number (CBE): 0400.076.795

VAT number: BE0400.076.795

Register of Legal Entities: Ghent

mawyc insurance, as well as any affiliated entities that are legally linked to mawyc insurance in the context of the professional exercise of the business activities, are all considered to fall within the scope of these provisions without limitation.

Legal form and business activity

Our client relationships are based on a service commitment by mawyc insurance, a public limited liability company (Public Limited Company -PLC-) under Belgian law.

The company's purpose consists of providing independent insurance intermediation services — i.e., activities involving advising on, proposing, or carrying out preparatory work for the conclusion of insurance contracts, or concluding such contracts, as well as assisting in the management and execution of insurance contracts, particularly in the event of a claim — as well as related ancillary services in the field of risk management.

Financial supervisory authority

The register of insurance intermediaries is maintained by the FSMA (Financial Services and Markets Authority), located at Congressstraat 12-14, 1000 Brussels (Belgium) and can be consulted at www.fsma.be.

Wyckaert-Comarit NV complies with the applicable registration and sectoral requirements in accordance with authorisation number 013104.

General terms and conditions, applicable law and jurisdiction

Our general terms and conditions apply to all our insurance intermediation services. These general terms and conditions are available in Dutch, French, and English, and can also be provided to our clients free of charge upon first request. In the event of any differences in interpretation and/or discrepancies between the respective translations of the applicable provisions and the original Dutch version, the Dutch text shall at all times prevail. The Dutch version shall be solely and exclusively decisive for the correct interpretation and application of these provisions.

Only Belgian law applies to all aspects of our services, and the Belgian courts and tribunals have exclusive jurisdiction to settle any disputes related to our services.

Communication

You can communicate with our office by e-mail, letter (post), telephone, or you can always schedule a physical meeting. By providing your e-mail address as a means of communication, you agree/accept that mawyc insurance may send you all letters, information, and documents electronically or make them available via its website.

You can communicate with us in Dutch, French, or English. You may indicate your preferred language for communication. You may change this preference at your discretion.

Complaints handling

For all your questions and issues, you may first contact our office at compliance@mawyc.be.

In line with our internal policies and procedures, our office has established a complaints management policy for its clients. The aim of this procedure is to investigate complaints relating to an insurance contract or a service provided in the context of insurance distribution in a professional and fair manner. Any detailed complaint may be submitted by e-mail or regular mail. Our office undertakes to respond within a reasonable period.

If you wish or if the handling of your complaint by our office does not meet your expectations, you may also contact the Insurance Ombudsman at:

Ombudsman van de Verzekeringen
de Meeûssquare 35
1000 Brussels
Belgium

T: +32 (0)2 547 58 71

E: info@ombudsman-insurance.be

Contact

If you have further legal questions, you can always contact us at:

mawyc insurance
Afrikalaan 287
9000 Gent
Belgium

E: compliance@mawyc.be

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