

## SERVICES OFFERED THROUGH THE GENIKES INSURANCE CUSTOMER PORTAL

- Receiving a quotation for Motor and Home Insurance
- Purchase of motor, home, hunters, drivers, and travel Insurance Policy
- Information about in-force insurance policies held with Genikes Insurance (e.g., policy number, premiums, start and end dates of insurance cover, sums insured, information relating to payments and due premiums, printouts of the most recently revised insurance policy table) once one is logged into the Genikes Insurance Customer Portal.
- Update personal information e.g., contact phone, mailing address, email, or any other information which Genikes Insurance may from time-to-time request as part of its contractual relationship with the User.
- Access to other connected platforms through Unique Identification (e.g., on the JCC Gateway website, with automatic transfer of the policy details to the payment screen).
- View and change the payment method to in force insurance policies.
- Modifications to in force motor and home insurance policies. Modifications to coverages are available only in vehicle insurance Policies and Home Insurance Policies with reference code 157 & 158 (the first 3 digits of your Policy number).
  - Vehicle Contracts:
    - Reduction of the insured value of the vehicle up to 15% compared to the insured value indicated in the Table of the last renewal.
    - Declaration of the vehicle as subject of a rental purchase contract.
    - Addition of trailer coverage.
  - Residential Contracts:
    - Increase of the insured value of the building up to 15% compared to the insured value indicated in the last renewal table.
    - Reduction or increase by 15% of the value of the contents and valuables in relation to the insured value indicated in the last renewal table.
    - Addition of a mortgage lender clause.
    - Declaration or removal of an alarm system.
    - Add or remove coverage for photovoltaics.
    - Change of period for which the residence remains uninhabited.

Note: Contract modifications cannot be executed in combination with one request nor can they be executed in case there is another modification you have requested concerning the same Contract being processed or pending. Policy modifications are available up to 65 days before the end of the current insurance period and provided that the Policy is issued in your name.

- Motor and Home claim submission

#### Restrictions for submitting a Vehicle Claim

For a Windshield Claim, there is no restriction on submitting a Claim provided that specific coverage is available in your Policy.

You can submit a Claim for damage to the windshield provided that your Policy provides this coverage.

For an Own Damage Claim, the following conditions must be met:

- The vehicle must be insured with Comprehensive coverage (Comprehensive Superior, Comprehensive Plus, Comprehensive Web),
- The insured value of the vehicle does not exceed €15,000. For vehicles with an insured value exceeding €15,000, call 7777 11 21 so we can assist you.
- No third-party damage has occurred, e.g. damage to other vehicles or damage to property.
- No injuries have occurred.

#### Restrictions for submitting a Property Claim

In order to submit a Claim to any Insurance Policy, it must have been active on the date of the incident and had coverage for the type of Claim you wish to submit.

Submitting a claim through this channel excludes damage to third party property.

Submitting a Claim does not imply acceptance or approval. All Claims are subject to review, evaluation and validation in accordance with the terms and conditions of the Policy.

We will contact you within 2 business days to update you on the progress.

- Answers to Frequently Asked Questions.

The above-mentioned services, which Genikes Insurance may from time to time vary at its sole discretion.