



Customer information

Art. 45 ISA / Data protection and customer communication / Version: November 2023

Dear valued customers,

Beginning January 1, 2024, a revised Insurance Supervision Act (ISA) and its executive regulations come into effect. We would like to take this opportunity to inform you, in accordance with Art. 45 para. 1 ISA, as to the following points:

1. Identity

Neutrass AG is a public company located in Risch (Rotkreuz), ZG and registered as an **untied insurance intermediary** (No. 12181) at the Swiss Financial Market Supervisory Authority (FINMA).

(www.finma.ch/en/authorisation/insurance-intermediaries/vermittlerportal/suche/)

The majority of business activities is conducted at the following address: Schöngrund 26, 6343 Rotkreuz. In addition, a variety of cantonal and extracantonal locations are available. An overview of the employees, their qualifications, experience and register numbers can be found on our website www.neutrass.ch.

2. Cooperation with insurance companies, pension funds and financial institutions

As a neutral and untied insurance intermediary, Neutrass AG is able to freely choose the best insurer and risk carrier to fit the needs of its customers. There are no reciprocities and/or dependencies from any particular insurer, risk carrier, or financial service partner, neither financial-wise nor otherwise whatsoever. We work in cooperation with all relevant Swiss insurance partners, risk carriers, and financial service partners. A current and regular updated list of partners can be found at www.neutrass.ch/insurancepartners.

3. Compensation

Neutrass AG is compensated directly by its various insurance and financial service partners according to the standard market rate, which can be found at www.neutrass.ch/compensation. We attach great importance to serve all our customers with the same level of committed and customer oriented service. In order to offset the expenses incurred by smaller and/or more demanding customer relations, it is possible that additional fees may apply. These will always be contractually arranged in advance.



4. Liability

Any claim potentially resulting from carelessness, oversights, or false information should be directed to: Neutrass AG, Schöngrund 26, 6343 Rotkreuz. The legally required insurance cover is in place.

5. Data protection

Beginning September 1, 2023, a revised data protection law came into effect. We wish to point out that data protection and privacy have always been, and will remain, a top priority at Neutrass AG.

Furthermore, we would like to inform our customers that the processing of business transactions will occur primarily via email, unless another form of communication has been agreed upon in advance. Electronic communications will be conducted using unencrypted email unless otherwise specified.

Neutrass AG takes care to follow all applicable data protection regulations anytime. Any questions or corrections regarding personal data, as well as requests for a copy of your personal file must be submitted, in writing, to the following address: datenschutzanfragen@neutrass.ch

Regards,
NEUTRASS AG

Pascal Walthert
CEO / Owner

Email: pascal.walthert@neutrass.ch