INFORMATIVE NOTE PRIOR TO SUBSCRIBING MULTI-RISK BUSINESS INSURANCE

1. COMPANY NAME AND LEGAL FORM

REALE SEGUROS GENERALES S.A.U. has its registered office at Calle Príncipe de Vergara, 125 - 28002 Madrid.

2. PRODUCT NAME

REALE SHOPS AND OFFICES.

3. TIPO DE SEGURO

3.1. INSURANCE TYPE

Multi-risk commercial insurance for establishments whose purpose is the sale of commercial products and services, in which 14 families or segments are distinguished on subscribing the product, which offer basic and optional coverages adapted the specific activity:

1 - Reale Food.

2 - Reale Animals and Plants.

3 - Reale Sport and Leisure.

4 - Reale Electricity, Electronics and Mechanics.

5 - Reale Education.

6 - Reale Beauty and Pharmacy.

7 - Reale Catering.

8 - Reale Building Materials.

9 - Reale Furniture and Decoration.

10 - Reale Offices.

11 - Reale Stationery, Gifts and Jewellery.

12 - Reale Health.

13 - Reale Textiles and Accessories.

14 - Reale Textiles and Accessories.

Additionally, REALE SHOPS AND OFFICES allows you to subscribe a main activity along with another additional one in the same premises, as well as a Warehouse for the insured business, located in the same town but in a different risk situation.

3.2. INSURABLE ASSETS AND LOSSES

Building:

This is the set of constructions where Sthe insured activity takes place, including:

- Foundations, structures, floors, walls, ceilings, roofs, doors, windows, sanitary fixtures.
- Signs, posters, illuminated signs and awnings.
- Fixed water, electricity, telephone, air conditioning, solar energy installations, radio and television antennas, elevators and freight elevators, fire prevention and extinguishing systems.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

- Decorative elements permanently attached to floors, walls or ceilings, such as paint, vinyl, paper, tiles, carpet, parquet, wood and similar materials.
- Annexed premises and constructions, such as fences, walls, garages and basements.
- Trees, shrubs, plants and lawns in the garden, if any, and provided that the Tree and Garden Replanting cover is subscribed.
- This includes annexed constructions that form part of the terraces of the insured premises, such as outdoor seating areas or gazebos, provided that they have characteristics similar to those of the insured risk, and that the distance from it does not exceed 25 metres, with a maximum limit of 10% of the sum insured for the Building. Fire, Theft and Third-Party Liability is covered, provided that it has been subscribed.

Contents:

This all the furniture, stock, machinery, electronic equipment, assets owned by third parties entrusted or leased to the Insured for their use, handling or custody, which are located in the insured premises.

Furniture located on terraces or outside the premises is included, provided that the distance from it does not exceed 25 metres, with a maximum limit of 10% of the sum insured for furniture.

The following items of special value are also included: carpets, tapestries, paintings and decorative objects with a maximum limit of 10% of the sum insured for furniture and with a unit value of €18,000.

Jewellery and wristwatches are not covered.

External Data Carriers and the information contained therein are included, provided that periodic duplicates of the information are made and stored in different locations. Information contained in internal data carriers is not included, meaning hard drives, fixed or removable, as well as any other type of electronically powered information storage unit.

The following will not be considered Contents, unless expressly agreed otherwise:

- Live animals, motor vehicles, trailers, caravans and boats and their accessories, unless they are the marketed by the insured business.
- Money, stamped paper and any document representing value, except for those coverages that are expressly included.

Other insurable items:

- Renovation works: building work carried out on the premises by the insured tenant.
- Vehicles parked in the garage of the insured premises.
- Trees and garden.
- Loss of profits in the event of total or partial stoppage of activity at the insured premises due to a covered incident.
- Employee accidents.
- Non-contractual third-party liability that may be claimed from the insured, in accordance with current legislation, for material or personal damage, and the direct losses arising therefrom, caused unintentionally to third parties by acts or omissions of the insured and of persons for whom the insured is responsible, as a result of events arising from the business activity, and by virtue of the liabilities indicated in the coverages subscribed.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

3.3. INSURED AMOUNT

This is the amount set in the policy that represents the maximum limit to be paid by the entity in each claim (Article 27 of the Insurance Contract Law).

4. BASIC INFORMATION PRIOR TO SUBSCRIBING THE INSURANCE

4.1. RISK DESCRIPTION AND INSURED AMOUNT

Accuracy of information

The risk assessment and determination of the insurance premium is based on the information provided to the Company by the insured in the questionnaire, in any other document or verbally, so it must be truthful and include the insured amounts as adjusted to each of the coverages it is intended to subscribe, taking into account the form of insurance and the valuation of the assets or losses that are included in the insurance, as any inaccuracy or insufficiency may result in the loss of the right to the benefit, if there has been wilful misconduct or gross negligence, or the compensation may be reduced in proportion to the difference between the agreed premium and the premium that would have been applied had the true nature of the risk been known, by application of the Rule of Equity or the Proportional Rule (arts.10 and 30 of the Insurance Contract Law respectively).

4.2. REMEDYING OF DIFFERENCES

The insured must check that the scope of coverage meets their expectations, and where applicable, that there are no differences between the information provided and what is set out in the policy regarding the description of the risk and insured amounts.

In case of differences, the insured will have a period of one month to request their correction (Article 8 of the Insurance Contract Law).

5. NEED FOR UPDATE

Variations in risk and in insured values

During the term of the coverage, the policyholder or insured must notify REALE of any changes that occur:

a) Regarding the nature and description of the risk, which could influence its assessment, that is, any variation from what is set out in the policy, in the questionnaire provided or any other document signed by the person who took out the insurance.

b) Insurable values may be updated by notifying the Company in a timely manner and, where applicable, in automatically renewable annual policies, by applying the sum insured revaluation clause, understood as that which establishes the update (in most cases by applying the CPI) of the insured amounts for the Building and its Contents, and their premiums, from the following policy expiry dates.

c) However, it should be noted that this last form of update may not be sufficient, so the insured amounts should be reviewed periodically to avoid possible discrepancie.

Offsetting of sums insured

What happens when there is an excess in the sum insured at the time of the loss?

Exclusively for any Building or Contents coverage, this excess may be applied to insufficient coverage, as long as the premium resulting from the application of the premium rates, along with bonuses and additional premiums, to this new distribution of sums insured does not exceed the premium paid in the current annuity.

6. DESCRIPTION OF COVERAGES (WHAT IS COVERED AND WHAT IS NOT) AND OPTIONS OFFEREDS

6.1. WHAT IS COVERED AND WHAT IS NOT

COVERAGES

Depending on the family or business segment and the activity contracted, and subject to the limits and sub-limits indicated in the General and Specific Conditions, the basic and optional coverages of REALE COMERCIOS Y OFICINAS are as follows:

COVERAGES FOR BUSINESS OR OFFICE

	COVERAGES	INSURED AMOUNTS		COVERAGE
		BUILDING	CONTENTS	
1	**FIRE, EXPLOSION AND LIGHTNING STRIKE**	100%	100%	✓
2	**EXTENSION OF COVERAGES:**			✓
	- Rain, wind, hail and snow	100%	100%	
	- Flood	100%	100%	
	- Costs of clearing and removal of mud and sludge	5%	5%	
	- Vandalism and other malicious acts	100%	100%	
	- Riots and strikes	100%	100%	
	- Smoke	100%	100%	
	- Impact of animals, land, sea and air vehicles and sonic waves	100%	100%	
	- Accidental spillage or release of automatic fire extinguishing systems	100%	100%	
3	**EXPENSES:**			✓
	- Measures to curtail or extinguish fires	100%	100%	
	- Demolition and debris removal	100%	100%	
	- Salvage expenses	100%	100%	
	- Reconstruction of non-digital files and documents	---	25%	
	- Obtaining of permits and licences	100%	100%	
	- Insurance Compensation Consortium's expenses for assessing extraordinary claims	100%	100%	

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

4	**UNINHABITABILITY OF THE PROPERTY AND TRANSFER OF CONTENTS**			
	- Uninhabitability of the property	Up to 20% and max. 12 months	---	✓
	- Transfer of Contents.	---	Up to 20% and max. 12 months	✓
5	**WATER DAMAGE**			✓
	- Leak, blowout, breakage and/or overflow	100%	100%	
	- Failure to turn off stopcocks or taps	100%	100%	
	- Costs of searching for and locating faults	100%	100%	
	- Plumbing expenses	up to €900	---	
6	**BREAKAGES**	100%	100%	✓
7	**AESTHETIC DAMAGE**	Limit indicated in General and Specific Conditions (first loss)	---	✓
8	**DAÑOS ELÉCTRICOS**	100%	100%	✓
9	**SERVICOMERCIO** (sending out various professionals and other services)	Included		✓
10	**QUALITY COMMITMENT**	Included		✓
11	**LEGAL PROTECTION**	Up to €6,000; €3,000 in the case of free choice of lawyer and court party agent. Minimum amount for litigation: €180. 3-month waiting period		✓
12	**THIRD-PARTY LIABILITY**	Limit indicated in General and Specific Conditions (combined limit of compensation per claim and year for all Third Party Liability coverages)		
	- Legal defence and expenses	Up to €6,000 per claim/year (€3,000 in case of conflict of interest)		■
	- Third-party liability for the operation of the main activity			■
	- Third-party liability as the property owner	Including insured amount for TP Liability	---	
	- Third-party liability as a tenant	Including insured amount for TP Liability		
	- Third-party liability of the insured activity	---	100% of Operational TP liability	
	- Third-party liability for water damage	Including insured amount for TP Liability	---	
	- Employer's third-party liability	---	100% of Operational TP liability	■
	- Third-party liability for products, post-work	---	Limit indicated in General and Specific Conditions	■
	- Third-party liability for work off-premises	---	100% Operational TP Liability (deductible €150 per claim)	■
	- Third-party liability for entrusted objects	---	Limit indicated in General and Specific Conditions (Deductible €100 per claim)	■
	- Operational third-party liability for food poisoning	---	Limit indicated in General and Specific Conditions	■
	- Operational third-party liability for the use and sale of cosmetic products	---	Limit indicated in General and Specific Conditions	■
	- Operational third-party liability in education	---	Limit indicated in General and Specific Conditions	■

	- Operational third-party liability for additional activities			■
	- Third-party liability as the property owner	Including insured amount for TP Liability	---	
	- Third-party liability as a tenant	Including insured amount for TP Liability		
	- Third-party liability of the insured activity	---	100% of Operational TP liability	
	- Third-party liability for water damage	Included	---	
	- Employer's third-party liability	---	100% of Operational TP liability	■
	- Third-party liability for products, post-work	---	Limit indicated in General and Specific Conditions	■
	- Third-party liability for work off-premises	---	100% Operational TP Liability (deductible €150 per claim)	■
	- Third-party liability for entrusted objects	---	Limit indicated in General and Specific Conditions (Deductible €100 per claim)	■
	- Operational third-party liability for food poisoning	---	Limit indicated in General and Specific Conditions	■
	- Operational third-party liability for the use and sale of cosmetic products	---	Limit indicated in General and Specific Conditions	■
	- Operational third-party liability in education	---	Limit indicated in General and Specific Conditions	■
	- Third-party liability as the property owner (owner policyholder only and if Operational TP Liability insurance is not subscribed)	Limit indicated in General and Specific Conditions	---	■
	- Tenant's third-party liability (tenant policyholder only and if Operational TP Liability insurance is not subscribed)	Limit indicated in General and Specific Conditions		
13	**LOSS OF PROFITS**			
	- Daily first-loss compensation	---	Limit and time deductible indicated in the General and Specific Conditions (first loss)	■
	- Annual Permanent Expenses	---	Limit and time deductible indicated in General and Specific Conditions (full value)	■
	- Annual gross profit	---	Limit and time deductible indicated in General and Specific Conditions (full value)	■
14	**BURGLARY**			
	- Robbery of Contents	---	Limit indicated in Specific Conditions (full value or partial value)	■
	- Damages to the Building due to burglary	Limit indicated in General and Specific Conditions	---	■
	- Burglary of Building at first loss	Limit indicated in General and Specific Conditions	---	■
	- Burglary and robbery of cash and securities in a safe	---	Limit indicated in General and Specific Conditions (first loss)	■

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

	- Burglary and robbery of cash and securities not in a safe	---	Limit indicated in General and Specific Conditions (first loss)	■
	- Robbery during the transportation of funds	---	Limit indicated in General and Specific Conditions (first loss)	■
	- Theft or damage due to theft from cash registers, vending, recreational and gaming machines	---	Limit indicated in General and Specific Conditions (first loss)	■
15	**BREAKDOWN OF MACHINERY AND ELECTRONIC EQUIPMENT**	---	Limit indicated in General and Specific Conditions (full value or first loss)	■
16	**GOODS IN COLD STORAGE**	---	Limit indicated in General and Specific Conditions (full value or first loss)	■
17	**MEDICAL PRESCRIPTIONS**	---	Limit indicated in General and Specific Conditions (full value)	■
18	**TRANSPORT OF GOODS**	---	Limit indicated in General and Specific Conditions (full value)	■
19	**STATIONARY VEHICLES**	---	Limit indicated in General and Specific Conditions for each vehicle (and its maximum market value)	■
20	**ACCIDENTS INVOLVING EMPLOYEES**	Limit/employee and year indicated in General and Specific Conditions		■
21	**TOTAL LOSS**	100% (6-month waiting period)	---	■
22	**REPLANTING OF TREES AND GARDEN**	Limit indicated in General and Specific Conditions (first loss)	---	■
23	**EXTENDED LEGAL PROTECTION**	Up to €6,000; €3,000 in the case of free choice of Lawyer and court party agent. Minimum amount for litigation: €180. 3-month waiting period		■

✓ Basic

■ Optional

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

COVERAGES FOR THE BUSINESS'S WAREHOUSE

	COVERAGES	INSURED AMOUNTS		COVERAGE
		BUILDING	CONTENTS	
1	**FIRE, EXPLOSION AND LIGHTNING STRIKE**	100%	100%	✓
2	**EXTENSION OF COVERAGES**			✓
	- Rain, wind, hail and snow	100%	100%	
	- Flood	100%	100%	
	Costs of clearing and removal of mud and sludge	5%	5%	
	Vandalism and other malicious acts	100%	100%	
	- Riots and strikes	100%	100%	
	- Smoke	100%	100%	
	- Impact of animals, land, sea and air vehicles and sonic waves	100%	100%	
	- Accidental spillage or release of automatic fire extinguishing systems	100%	100%	
3	**EXPENSES:**			✓
	- Measures to curtail or extinguish fires	100%	100%	
	- Demolition and debris removal	100%	100%	
	- Salvage expenses	100%	100%	
	- Reconstruction of non-digital files and documents	---	25%	
	- Obtaining of permits and licences	100%	100%	
	- Insurance Compensation Consortium's expenses for assessing extraordinary claims	100%	100%	
4	**UNINHABITABILITY OF THE PROPERTY AND TRANSFER OF CONTENTS**			✓
	- Transfer of Contents.	---	Up to 20% and max. 12 months	
5	**WATER DAMAGE**	100%	100%	✓
	- Leak, blowout, breakage and/or overflow	100%	100%	
	- Failure to turn off stopcocks or taps	100%	100%	
	- Costs of searching for and locating faults	100%	100%	
	- Plumbing expenses	Up to €900	---	
6	**BREAKAGES**	100%	100%	✓
7	**SERVICOMERCIO**	Included		✓
8	**QUALITY COMMITMENT**	Included		✓
9	**LEGAL PROTECTION**	Up to €6,000; €3,000 in the case of free choice of lawyer and court party agent. Minimum amount for litigation: €180. 3-month waiting period		✓

10	**THIRD-PARTY LIABILITY**	Limit indicated in General and Specific Conditions (combined limit of compensation per claim and year for all Third Party Liability coverages)		
	- Legal defence and expenses	Up to €6,000 per claim/year (€3,000 in case of conflict of interest)		■
	- Operational third-party liability			■
	- Third-party liability as the property owner	Including insured amount for TP Liability	---	
	- Third-party liability as a tenant	Including insured amount for TP Liability		
	- Third-party liability of the insured activity	---	100% of Operational TP liability	
	- Third-party liability for water damage	Including insured amount for TP Liability	---	
	- Employer's third-party liability	---	100% of Operational TP liability	■
	- Third-party liability of the property's owner (only owner policyholder and if no Operational TP Liability insurance is subscribed)	Limit indicated in General and Specific Conditions	---	■
	- Tenant's third-party liability (tenant policyholder only and if no Operational TP Liability insurance is subscribed)	---	Limit indicated in General and Specific Conditions	■
11	**BURGLARY**			■
	- Robbery of Contents	---	Limit indicated in General and Specific Conditions (full value or partial value)	■
	- Damages to the Building due to burglary	Limit indicated in General and Specific Conditions	---	■
	- Burglary of Building at first loss	Limit indicated in General and Specific Conditions	---	■
12	**STATIONARY VEHICLES**	---	Limit indicated in General and Specific Conditions for each vehicle (and its maximum taxable value)	■

✓ Basic
■ Optional

In the event of a claim, compensation will be determined based on the provisions of the coverage involved, with the application of the general exclusions and specific exclusions detailed in the General and Specific Conditions, among which we highlight the following.

EXCLUSIONS

a) <u>General exclusions:</u>

- **Claims arising when the loss is caused by fraud or serious negligence on the part of the Policyholder or the Insured, their relatives or the persons living with them, or while in a state of intoxication or under the influence of drugs, toxins or narcotics.**
- **Indirect damage and losses resulting from an incident, except those expressly agreed upon.**
- **Damage that is legally considered extraordinary; that resulting from armed conflicts, that caused by popular or military uprisings, epidemics, pandemics, Covid19, SARS-COV-2 and any variation or mutation of the latter, or any other analogous event of an extraordinary nature; disasters classified by the Government of the Nation as a national catastrophe or calamity, states of alert and/or emergency.**
- **Damage caused by or as a consequence of subsidence, collapse of land and/or buildings, unless otherwise agreed, or of meteorological or geological phenomena not specifically detailed as covered.**
- **Damage caused by fermentation and oxidation, erosion, cavitation, rust or encrustation, inherent defects or manufacturing defects of the insured item, that due to the use and wear of the insured assets, defective maintenance, inherent defect and/or gross negligence, unless otherwise agreed.**
- **Damage caused by or as a consequence of effects derived from nuclear energy.**
- **Cash, lottery tickets, deeds, plans, securities, titles, stamped paper and, in general, any documents or receipts that represent a money value or guarantee, unless otherwise agreed.**
- **Risks where the number of square metres intended for industrial activity exceed 10% of the total surface area of the premises; own damage and damage caused to third parties as a result of the performance of any industrial, commercial or professional activity other than the one insured, and which has not been expressly declared in the policy.**
- **Loss or misplacement of assets of any kind.**
- **Losses, damage, liabilities or expenses, caused directly, indirectly, resulting from or arising out of the use or operation, as a means of inflicting damage, of any computer, computer system, computer program, malicious code, computer virus, process or any other computer system.**
- **Damage caused to vehicles, unless otherwise agreed.**
- **Damage to and losses of data, information, records, computer programs, software and any modification due to deletion, corruption, alteration or destruction of their original structures, as well as losses due to interruption of activities, caused by the damage and losses mentioned above.**
- **Damages and losses resulting from impairments in the operation, accessibility or level of use of data, information, records, computer programs, software, as well as any loss due to interruption of activities caused by the damage or losses mentioned above.**
- **Damage caused by failure to carry out repairs essential for the normal state of repair of the insured premises, and damage caused when construction, renovation or repair work is being carried out on the premises, unless expressly agreed otherwise.**
- **Damage caused to the properties, and their contents, that were uninhabited or unguarded for more than thirty consecutive days.**
- **Damage caused in annexed constructions to flexible materials such as canvas, plastic and similar materials.**

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1, Register Entry 1. Tax ID No. (CIF): A-785-20293

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

b) Specific exclusions:

For coverages, and unless otherwise agreed, **we do not cover:**

- **Fire, explosion and lightning strike: Damage caused solely by heat; damage caused by contact with heating, air conditioning, and lighting equipment, provided that a fire does not result; accidents caused by smokers; explosions of hazardous materials that are not normally used in the business of the insured establishment.**
- **Extension of coverages:**

  - Rain, wind, hail and snow; rainfall less than 40 l/m2 per hour; wind less than 80 km/h; frost, cold, ice, waves or tides; assets stored outdoors or inside open buildings; damage caused by the direct action of river waters overflowing their normal channels, and damage caused by the overflowing or breaking of containment dams.

  - Vandalism and other malicious acts: Damage from graffiti, posting of posters; damage caused by tenants or users of the insured premises; by the occupation of the insured premises; breakage of windows, glass, signs.
- **Water damage: repair of taps, tanks and appliances; damage resulting from construction or repair work; damage to goods stored at a height of less than 10 cm from the ground, unless the same would have occurred had they been stored at that height.**
- **Breakage of glass, windows, mirrors, sanitary equipment: scratches, chips; damage to insured assets that are the purpose of the insured activity; lamps and light bulbs, non-fixed decorative elements, vending and recreational machines and vision and sound equipment, glassware or crystal used manually.**
- **Electrical damage: light bulbs, lamps; appliances, machinery and equipment older than 10 years; damage to electrical installations, electrical or electronic appliances, whose value does not exceed €100.**
- **Third-party liability:**

  - Third-party liability for business purposes: liability arising from motor vehicles and towed items, boats, aircraft and firearms; Professional third-party liability or liability arising from the provision of a service related to technical, advisory, mediation, data processing, health activities; damage to third-party property that for any reason is in the possession of the Insured; employee dishonesty.

  - Employer's third-party liability: liabilities that do not arise from a work accident; claims from personnel who are not registered with Social Security; liability for non-compliance with safety and hygiene regulations at work.

  - Third-party product liability, post-work: damage to assets or objects made by joining or mixing with the insured's products.

  - Third-party liability for off-site work: damage to the section where the work is carried out; damage to buildings under construction; damage caused by masonry, plumbing, gas and electrical work.

  - Third-party liability for entrusted objects: damage caused to non-fixed accessories, contents or cargo of vehicles; losses or thefts; employee dishonesty.
- **Theft of Contents: theft of cash or thefts detected on inventories; breakage of windows, glass; thefts committed when the establishment is not protected with the declared security measures; theft of goods or money in vending or recreational machines, except as provided in this coverage, when subscribed.**
- **Breakdown of machinery and electronic equipment: machinery over 20 years old and electronic equipment over 10 years old; damage due to interruption of the electricity supply; damage caused by any virus or computer hacker.**

6.2. SCOPE OF COVERAGES

There are compensation limits and sub-limits (e.g., per claim, per insurance year, per victim, etc.) that are specified in the General and Specific Conditions of the policy.

6.3. EXTRAORDINARY RISKS

In addition to the guarantees covered by the Company, the Insurance Compensation Consortium will compensate for direct damage to persons and assets, as well as loss of profits as a result thereof, which are insured under the policy, when they are the result of extraordinary events (earthquakes, floods, terrorism, atypical cyclonic storms, etc.) that are specifically listed in the regulations of the Insurance Compensation Consortium (R.D.300/400) and included in the clause contained in the policy.

7. THE INCIDENT

7.1. PROCEDURE FOR MAKING A CLAIM

Reale will be notified as soon as possible by telephone or at Reale's branches, providing all kinds of information about the events that occurred and the resulting consequences. The remains or traces of the incident must be preserved, whenever possible, until they are seen by the REALE expert or repairer.

In the event of theft or losses caused by vandalism or malicious acts, riots and strikes, the events must be reported to the Competent Authority indicating the name of the Insurer (REALE) and the original of the report must be sent to the Company.

There are coverages with special processing, such as those relating to the various services provided, which will be requested directly on the telephones enabled for this purpose; the procedure is detailed, for each service, in the General Conditions of the policy.

7.2. CONCURRENT POLICIES

In the event that the insured has two or more contracts with the same coverage of the loss in question, signed with different insurance entities, he/she must inform each one of the existence of the other policies, indicating the name of the respective insurance companies, since it will be up to each company to indemnify him/her for the damage caused in proportion to its own insured amount (Article 32 of the Insurance Contract Law).

7.3. CLAIM SETTLEMENT TO THE INSURED

Once the incident has been reported and the necessary investigations and expert assessments have been completed to determine the existence of coverage and the valuation of the damage, the Company shall, as soon as possible, compensate for the damages covered by the policy subscribed. When the nature of the damage allows it and the insured accepts it, the Company may proceed with its repair.

In any case, the entity, within 40 days of the notification of the claim, will make the payment of the minimum known amount, and the remaining compensation must be paid at the end of the necessary investigations and expert reports, except for justified cause not attributable to the Company. In case of non-compliance, the insurer will pay the insured the corresponding late payment interest on the compensation, without the need for a judicial claim (Articles 18, 19 and 20 of the Insurance Contract Law).

The Company will inform the insured, by the means agreed by the parties, of the amount of the compensation. If this has been reduced, it must clearly explain to the insured the reasons behind its decision. As well as being able to make a claim to the bodies mentioned in point 9, the insured may appoint an expert as established in Article 38 of the Insurance Contract Law.

7.4. REJECTION OF THE CLAIM BY THE INSURER

In the event that the Company rejects the claim, it will communicate to the insured, by the means agreed by the parties, the reasons and legal bases of its decision, within a period not exceeding three months from the declaration of the claim.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

The Company's response must contain the necessary references so that the insured can verify that the decision adopted complies with the contract signed by both parties. As well as being able to make a claim to the bodies mentioned in point 9, if the insured does not agree with the decision, he/she may appoint an expert as established in Article 38 of the Insurance Contract Law.

8. CONDITIONS, TERMS AND EXPIRY DATES OF PREMIUMS

8.1. INSURANCE VALIDITY PERIOD AND THE PREMIUM

The insurance premium is paid annually, unless otherwise stated in the policy.

Payment of the premium will be made by direct debit from the account indicated in the policy, unless otherwise stated in the General and Specific Conditions.

8.2. COMPOSITION OF THE PREMIUM

The premium is the price of the insurance which also includes legally applicable surcharges and taxes, and fees of the Insurance Compensation Consortium.

8.3. PAYING THE PREMIUM IN INSTALMENTS

It is possible to pay the premium in instalments, either semi-annually or quarterly. If the premium for an annual coverage period has been split, the Policyholder is obliged to pay the full annual premium.

9. WHERE TO MAKE/SEND CLAIMS

9.1. PROCEDURE FOR SUBMITTING COMPLAINTS OR CLAIMS

In compliance with Order ECO/734/2004, of 11 March, on customer service departments and services and the customer ombudsman of financial entities, REALE SEGUROS GENERALES S.A.U. has a Customer Service Department, located at Calle Príncipe de Vergara N° 28002 (28002 Madrid) and whose email address is serviciodeatencion.clientes@reale.es.

The purpose of this department is to deal with and resolve complaints and claims made by individuals or companies that use REALE's services, providing said complaints and claims refer to their legally recognised rights and interests resulting from contracts, regulations on transparency and customer protection, or the good practices and customs of the insurance sector. Complaints or claims may be submitted in person at any REALE branch open to the public. Customers also have a free information telephone number, 900 211 021. For this purpose, complaint or claim forms are available to customers at all REALE branches. In addition, complaints may be sent by post to the REALE Customer Care and Protection Service at the aforementioned address, using the same forms indicated above, or by email, in which case the requirements of Law 6/2020, of 11 November, regulating certain aspects of electronic trust services must be complied with.

The Customer Care and Protection Service must resolve the Complaint or Claim within the time set out in the regulations. If you do not agree with the resolution reached by the Customer Care and Protection Service, your complaint may be escalated to the Customer Ombudsman, Cl. Julián Camarillo, 29, Ed. 2, 4ª pl. izqda. 28037 MADRID, Tel. 913104043, Fax 913084991, e-mail reclamaciones@da-defensor.org or to the Claims Service of the Directorate General of Insurance and Pension Funds, an agency attached to the Directorate General of Insurance and Pension Funds, located at Paseo de la Castellana N° 28046 - 28046 Madrid, https://www.dgsfp.mineco.es or you can file a lawsuit before the Civil Courts. You are informed that the Company is not affiliated with any consumer arbitration board.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

9.2. APPLICABLE LAW

The contract shall be subject to Spanish law, and the competent court for hearing any actions arising from the insurance contract shall be that of the insured's place of residence. If the insured resides abroad, they must designate an address in Spain.

10. APPLICABLE LEGISLATION

- Law 50/1980, of 8 October, on Insurance Contracts.
- Law 20/2015, of 14 July, on the Regulation, Supervision and Solvency of Insurance and Reinsurance Entities, as well as its implementing regulations.
- Royal Decree-Law 3/2020, of 4 February, on Insurance Distribution.
- Regulation (EU) 2016/679 on the protection of personal data (GDPR) and national legislation, Organic Law 3/2018, of 5 December, on the Protection of Personal Data and guarantee of digital rights.
- Royal Legislative Decree 7/2004, of 29 October, approving the consolidated text of the Legal Statute of the Insurance Compensation Consortium.
- Law 6/2020, of 11 November, regulating certain aspects of electronic trust services. In the case of distance selling:
- Law 34/2002, of 11 July, on services of the information society and electronic commerce.
- Law 22/2007, of 11 July, on the distance selling of financial services for consumers.
- As well as any other rule that may be applicable during the term of the policy, as well as as agreed in the General and Specific Conditions.

11. REPORT ON THE FINANCIAL AND SOLVENCY SITUATION

The report on the financial situation and solvency of the insurance company is governed by Article 80 of Law 20/2015, of 14 July, on the Regulation, Supervision and Solvency of Insurance and Reinsurance Entities (LOSSEAR).

The customer can consult information on our financial situation and solvency on our website at https://www.reale.es/es/quienes-somos/la-compania/informacion-economica.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293

GLOSSARY

Valuations of the assets at the time of subscribing the policy:

Replacement value: value of the assets quantified by their value as new without any type of deduction for age, use or obsolescence.

The Building is valued at its replacement value (without taking into account the value of the land), and the Contents at their replacement value.

Other valuations covered by the policy:

- **Actual value:** value of the assets quantified at their replacement value, less depreciation due to age, use or obsolescence.
- **Market value:** price at which the asset or another of similar characteristics can normally be acquired in the market, at the time immediately prior to the occurrence of the loss.
- **Taxable value:** is the taxable sale value of the asset at the time immediately prior to the occurrence of the loss.

Forms of insurance:

- **At full value:** When the scope of the insurance refers to 100% of the value of the insured assets, referring to their valuation as replacement value, actual value or book value.
- **Partial value:** Flat-rate amount that is proportional to the full value of the insured assets.
- **First loss:** : Flat-rate amount without maintaining a pre-established proportion to the full value of the goods, with the Proportional Rule not applying.

Definitions of the Equity Rule, Underinsurance, Proportional Rule and Premium:

1) Equity rule, due to underestimation of risk: : This shall be understood to mean that, in the event of a claim, compensation shall be paid proportionally as a result of a lower premium rate having been applied due to a statement containing an inaccuracy in the risk declaration that is attributable to the policyholder or insured.

2) Underinsurance: When the insured amount is less than the value of the assets quantified in accordance with the form of insurance and valuation of the insured assets at the time of the loss.

3) Proportional rule: This shall be understood to mean that, in the event of a claim, damages will be paid proportionally in the event of underinsurance.

4) Premium: This is the price of the insurance.

REALE SEGUROS GENEERALES S.A.U. Registered in the Trade and Companies Register of Madrid Volume 7,795 general, 6,748 of section 3 of the Book of Companies, Folio 153, Sheet no. 76,036-1. Register Entry 1. Tax ID No. (CIF): A-785-20293