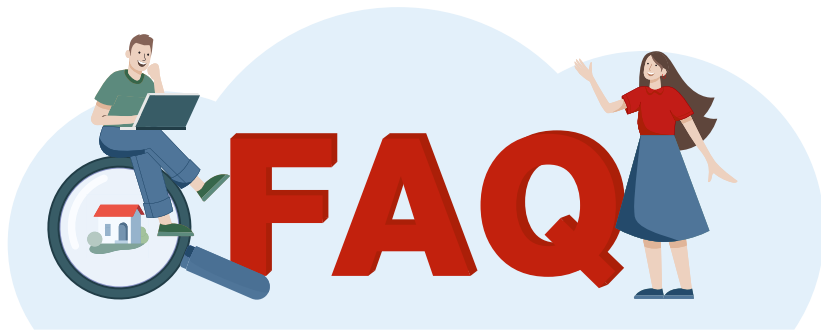


YOUR TO DO'S IN THE MARCH 2025 HOME INSURANCE CAMPAIGN



We have answered the most frequently asked questions about the March Home Insurance Campaign

Frequently Asked Questions under Section 124/C of Act LXXXVIII of 2014

1. DO I NEED TO DO ANYTHING ABOUT THE INFORMATION LETTER I RECEIVED FROM MY INSURER?

If your insurance policy meets all your needs, you have nothing to do.

2. WHAT IS THE 'PLUS 10% INSURANCE COVERAGE' ADD-ON AND DO I HAVE TO DO ANYTHING TO GET IT?

If your insurance policy has a building cover, the **Plus 10% Insurance Coverage** add-on means that in the event of the **destruction of the building**, you will be paid a sum which corresponds to the **rebuilding value of the building at the time of the loss**, up to a **maximum of 10% more than the sum insured** stated in your policy. This applies in cases where the sum insured stated in the policy is not enough to cover the costs of rebuilding your home.

If your insurance policy only covers the building contents, the **Plus 10% Coverage** add-on means that in the event of the **destruction of your home**, you will be paid a sum which corresponds to the **replacement value of the building contents at the time of the loss**, up to a **maximum of 10% more than the sum insured** stated in your policy. This applies in cases where the sum insured stated in the policy is not enough to cover the costs of replacing your movables.

This add-on is offered from **1 April 2025 to 30 April 2026** to make sure that the value of your home insurance is maintained.

The 'Plus 10% Insurance Coverage' add-on is provided automatically, so you do not have to do anything to get it.

3. WHAT SHOULD I DO IF I WANT TO CHANGE MY INSURANCE POLICY?

Consult your insurance agent or contact our **Call Centre** to review your home insurance policy. You may be able to find a better deal for you, either in terms of the premium or the coverage.

When you compare your existing policy with the new offers, remember that the insurance premium is strongly related to the risks covered, the maximum claims paid and the services provided by the insurer. It is therefore important to choose the best value for money policy rather than the cheapest.

4. WHEN AND HOW CAN I CANCEL MY INSURANCE POLICY UNDER SECTION 124/C OF ACT LXXXVIII OF 2014 ON INSURANCE ACTIVITIES?

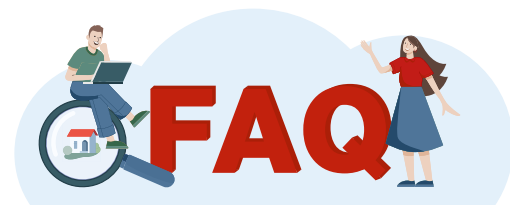
Each year, between 1 March and 31 March, you can cancel your home insurance policy free of charge in a written notice. Your written notice of cancellation shall be sent:

- by post to: Generali Biztosító Zrt. 7602 Pécs, PO Box. 888
- by email to generali.hu@generali.com endorsed with an advanced electronic signature (e.g. using the DÁP application [<https://dap.gov.hu>], the electronic signature functionality of which is said to be gradually made available to users), or delivering a scanned signed hard copy
- in person, at any of our customer service points.

Please make sure to deliver the cancellation notice to us by **31 March 2025** at the latest.

5. MY HOME INSURANCE IS A 'CONTENTS ONLY' POLICY. CAN I CANCEL IT IN MARCH?

Yes, 'contents only' policies can also be cancelled, subject to the same rules as policies with a building cover.



6. WHAT ELSE SHOULD I PAY ATTENTION TO WHEN CANCELLING MY HOME INSURANCE?

- Your cancellation will only be valid if made in writing (if you need more information about what constitutes written notice please refer to Point 4 – ‘When and how can I cancel my insurance policy under Section 124/C of Act LXXXVIII of 2014 on Insurance Activities?’);
- it is important that the insurer can clearly identify which policy you wish to cancel: make sure you include your policy number in the cancellation notice;
- give us enough information to identify you as the policyholder of your insurance: in addition to your name, please include your permanent address or place and date of birth;
- state that you are cancelling your policy pursuant to Section 124/C of Act LXXXVIII of 2014 on Insurance Activities, or alternatively you can write that your cancellation is an ‘interim cancellation’ or a ‘March cancellation’;
- make sure that we receive your cancellation letter in good time, through any of the methods listed at Question 4.

Also make sure that you do not have any unpaid premiums on your policy.

7. HOW WILL I KNOW IF THE INSURER HAS ACCEPTED MY CANCELLATION?

You will be notified by mail about the acceptance of your cancellation. The notification will also contain any other important information.

8. WHEN WILL MY CANCELLATION BE REJECTED BY THE INSURER?

We cannot accept your cancellation if:

- we receive your cancellation notice before 1 March;
- we receive your cancellation notice after 31 March;
- the policy you wish to cancel is taken out for a fixed term;
- the policyholder or the policy cannot be identified from the information provided in the notice of cancellation;
- your cancellation notice does not meet the formal requirements (if you need more information about formal requirements, refer to Point 6 – ‘What else should I pay attention to when cancelling my home insurance?’);
- if you have already validly cancelled this insurance before.

9. IF THE INSURER DOES NOT ACCEPT MY CANCELLATION IN MARCH, HOW CAN I CANCEL MY HOME INSURANCE?

You can cancel your home insurance with effect from the end of the policy period, giving a 30-day written notice, without giving any reason. This means that we must receive your cancellation notice at least 30 days prior to your policy renewal date (insurance anniversary).

You can also terminate the insurance as set out in the policy conditions.

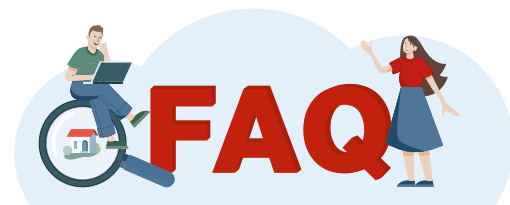
10. DO I HAVE TO PAY ANYTHING TO THE INSURER IF I CANCEL MY HOME INSURANCE IN MARCH?

The cancellation itself is free of charge. However, if you have taken out your policy with a discount for long term insurance and the 3-year period from the start of the discount for long term insurance has not expired when you cancel the policy, you will have to pay back the pro rata part of the discount for long term insurance.

We will inform you of the exact amount of the refundable discount in our notification confirming your cancellation.

11. DO I HAVE TO PAY BACK THE DISCOUNT FOR LONG TERM INSURANCE IF I TAKE OUT A NEW HOME INSURANCE WITH YOU?

If you cancel a policy with a discount for long term insurance but take out a new policy within 3 years of the start of the discount for long term insurance on the cancelled policy, and within this period the new policy is cancelled by the policyholder or terminated due to non-payment of premiums, you will need to refund the discount on the policy (policies) taken out with a discount for long term insurance.



12. DO I HAVE TO PAY BACK THE DISCOUNT FOR LONG TERM INSURANCE IF I MODIFY MY HOME INSURANCE POLICY SO THAT THE DISCOUNT FOR LONG TERM INSURANCE IS NO LONGER APPLIED?

If the policy is modified at the initiative of the policyholder within a period of 3 years from the start of the discount for long term insurance so that it would no longer have a discount for long term insurance, and within this period the modified policy is cancelled by the policyholder or terminated due to non-payment of premiums, you will need to refund the term discount you were granted before.

13. I HAVE MORTGAGE ON MY HOME. WHAT DO I HAVE TO PAY ATTENTION TO?

If your loan or mortgage contract requires you to have home insurance until the loan is repaid, it is particularly important that you take out a new home insurance policy so that your cover remains continuous. This means that there should be no period between the cancellation and the conclusion of the new policy when you do not have home insurance coverage.

We will inform your bank of the termination of your home insurance policy but it is your obligation to inform your bank of your new home insurance policy.

14. IF I HAVE CANCELLED MY HOME INSURANCE POLICY, CAN I WITHDRAW MY CANCELLATION?

Your home insurance coverage will continue until 30 April of the current year, so you have the opportunity until that date to withdraw your cancellation in writing or by calling our **Call Centre**.

Additionally, you may also request a reactivation of your coverage within 120 days of 30 April of the current year (i.e. until 28 August 2025). We will assess your reactivation request and inform you of the decision.

15. HOW CAN I CONTACT THE INSURANCE COMPANY? HOW DO I FIND THE NEAREST CUSTOMER SERVICE OFFICE OR AN INSURANCE AGENT?

You can quickly find contact details for our customer service offices, customer and sales points and insurance agents by clicking on the following link. **Contact Us**

You can easily manage your insurance policies with the Generali Customer Mobile app:



16. I'VE TAKEN OUT A NEW HOME INSURANCE POLICY ELSEWHERE, BUT I'VE CHANGED MY MIND AND WOULD RATHER STAY WITH GENERALI. CAN I CANCEL THIS NEW INSURANCE POLICY?

If you've changed your mind about the home insurance policy you've taken out, you can only cancel it if you've taken out the insurance as a consumer (private person) by distance selling. In such a case, you can cancel the new policy without giving reasons within 14 days from the day of the conclusion of the contract. Please note that you must notify your insurer of the cancellation in writing.

17. I'VE TAKEN OUT A NEW POLICY, BUT THE CANCELLATION OF MY PREVIOUS POLICY WAS REJECTED. NOW I HAVE TWO HOME INSURANCE POLICIES. WHAT SHOULD I DO?

Laws do not prohibit double insurance. If you do not wish to hold both policies, you can request the termination of the insurance by mutual agreement with one of your insurers. If you cannot terminate the policy by mutual agreement, you can cancel it with effect from the policy anniversary date, giving a 30-day written notice. If you have more than one insurance policies, you can file a claim with one or more insurers. In such a case, the payment of your claim will be settled between the insurers. However, the total payments you receive from the insurers cannot exceed your actual loss, even if you have filed a claim with more than one insurer; simply put, you cannot claim more than what you have lost.