

Address
Postcode & Town

Brussels, post date

NN Insurance Belgium and Delta Lloyd Life: combined in a reliable insurance company

Dear Sir/Madam,

You are insured with NN Insurance Belgium (NN) through ING Bank. On 30 March 2018, NN completed its takeover of Delta Lloyd Life. NN and Delta Lloyd Life now comprise a single insurer: NN Insurance Belgium SA/NV – a financially sound company that will help to protect whatever matters to you.

This merger has no major impact for you. Your products and contract terms and conditions shall remain valid and unchanged.

Registered office relocated

The address of the registered office is Avenue Fonsny/Fonsnylaan 38, 1060 Brussels. Our account numbers and the telephone numbers of your usual contact person remain unchanged.

Branche 21/Tak 21 savings and investment policies now held in a single company

Do you have a Branche 21/Tak 21 savings or investment product with NN and with Delta Lloyd Life? The Financial Services Guarantee Fund will refund up to 100,000 euro per person if a life insurance company goes bankrupt. A restricted group of clients will now have a limit of over 100,000 euro as a result of the merger. Don't worry: NN is and shall continue to be one of Europe's most creditworthy insurers. For any questions about the merger, and an overview of Branche 21/Tak 21 products covered by the Guarantee Fund, see www.nn.be/1nn.

New privacy law

On 25 May 2018 the General Data Protection Regulation (GDPR) comes into force. From then on, you will be better protected as a consumer. You can find more details on the reverse of this letter.

Yours sincerely,

Jan Van Autreve
CEO NN Insurance Belgium

Insurance intermediary

ING Belgium SA/NV, an insurance broker, registered with the FSMA under the code number 12381A.
Registered office: Avenue Marnix 24, B-1000 Brussels - Brussels RPM/RPR - VAT BE 0403.200.393- www.ing.be -
BIC: BBRUBEBB - IBAN: BE45 3109 1560 2789.

Insurer

NN Insurance Belgium SA/NV, mortgage lender licensed by the FSMA and insurance company licensed by the NBB under the number 2550 for the Branches 1a, 2, 21, 22, 23, 26, 27.
Registered office : Avenue Fonsny 38, B-1060 Brussels - RLP Brussels - VAT BE 0890.270.057 - BIC: BBRUBEBB - IBAN: BE28 3100 7627 4220.

New privacy law: General Data Protection Regulation (GDPR)

NN handles your personal details with care. In addition, the General Data Protection Regulation comes into force on 25 May 2018. It replaces the Belgian privacy law and gives you more control over how your data is used by organisations. The consequences of this are as follows:

1. From now on, you can contact your Data Protection Officer (DPO)

The DPO advises and informs NN on the GDPR and checks that we are complying with the directive. They are your point of contact for any questions relating to privacy. The best way to contact them is by email (dpo@nn.be) or by post (NN Insurance Belgium, F.A.O. DPO, Avenue Fonsny/Fonsnylaan 38, 1080 Brussels).

2. The legal bases and reasons for processing your personal data are not changing

- a. NN performs **the contract or the pre-contractual measures**, such as registering, managing and executing the contract, possibly in favour of a third party.
- b. NN complies with the **legal requirements**, including those relating to insurance and money laundering.
- c. NN retains its **legitimate interests**, such as providing and managing general insurance services, avoiding irregularities, carrying out direct marketing of insurance products and processing data for statistical purposes.
- d. NN will only continue to process **data relating to your health** with your consent.

NN may transfer your personal data to recipients who are connected to your contract(s), on the basis of legal requirements and for processing purposes. The DPO has a list of these.

3. The retention period is limited

NN stores your personal data only for as long as is legally necessary.

4. You have rights

You can view, amend, transfer or delete your data at any time and free of charge. You can also restrict how the data is processed or object to it being processed. Requests should be addressed to the DPO. Include the date and your signature on the request. Please also include a copy of the front and reverse side of your identity card.

For more information, see www.nn.be/gdpr.

Do you still have questions about the GDPR or the merger?

If you can't find the answer on our website, please feel free to get in touch with NN Customer Services: +32 (0)2 407 70 00 or telecel-life@nn.be.

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