

NN in Belgium

Ordering and invoicing instructions

In order to ensure a correct and timely processing, Supplier shall adhere to the ordering and invoicing instructions set forth below, applicable to NN Insurance Belgium, NN Insurance Services Belgium and NN Non-Life (all entities hereafter being referred to as "NN").

Invoices and credit notes submitted by Supplier which do not comply with NN's requirements may be rejected. This also implies that the payment of the invoice may be delayed and no late payment interests or fees will be accepted.

1. ORDERING

- 1.1. All Products and/or Services and/or Deliverables requested by NN shall be supported by a corresponding order number issued by NN.
 - for **NN Non-Life**: the OrderReference number starting with "CSR". This OrderReference number can be found in the assignments you receive from the Claims teams.
 - for **NN Insurance Belgium** and **NN Insurance Services Belgium**: the PO number (purchase order number), if the invoicing does not relate to an assignment you received from the Claims teams.
- 1.2. For **NN Insurance Belgium** and **NN Insurance Services Belgium**, a new PO number is issued on a yearly basis in case of extended or multi-year contracts. Supplier shall correspondingly change NN's PO number in the communications and documents sent to NN.
- 1.3. If Supplier has not received an order number for requested Products and/or Services and/or Deliverables, Supplier shall contact the requesting person at NN and ask him / her to provide the order number.

2. INVOICING

- 2.1. Invoices and credit notes relating to B2B transactions shall be issued and sent electronically through the Peppol network, in accordance with the applicable regulations and directives.
 - NN can be found on Peppol with the following information:

Peppol Id		
NN Insurance Belgium nv/sa		
VAT number:	BE0890.270.057	9925:BE0890270057
Enterprise number (CBE):	0890.270.057	0208:0890270057
NN Insurance Services Belgium nv/sa		
VAT number:	BE0890.270.750	9925:BE0890270750
Enterprise number (CBE):	0890.270.750	0208:0890270750
NN Non-Life		
VAT number:	BE0801.866.930	9925:BE0801866930
Enterprise number (CBE):	0801.866.930	0208:0801866930

- If applicable, supporting documents should be attached to the structured electronic invoice sent through the Peppol network.

- No duplicate paper or PDF copy shall be sent afterwards.

2.2. In other cases, invoices and credit notes shall be sent as a PDF-file via e-mail to invoices@nn.be for **NN Insurance Belgium** and **NN Insurance Services Belgium** and to fin-non-life@nn.be for **NN Non-Life**.

- Supplier shall include only one invoice or credit note per PDF-file and per e-mail.
- The first page of the PDF-file has to be the invoice or credit note.
- Any attachment belonging to the invoice or credit note shall be included in the same PDF-file behind the invoice or credit note (*e.g. supporting documents, accompanying letter*).
- No duplicate paper copy shall be sent afterwards.

2.3. Supplier shall ensure that all invoices and credit notes sent to NN meet the legal requirements.

2.4. Additionally, the invoice shall clearly state following information:

- NN order number
- Clear detailed description of the Products and/or Services and/or Deliverables delivered to NN and date (or term) of delivery
- NN Contact Person

2.5. Supplier shall address the invoice or credit note to the appropriate NN entity as follows:

NN Insurance Belgium NV/SA Suppliers Administration Fonsnylaan 38 B-1060 Brussels VAT BE0890 270 057	NN Insurance Services Belgium NV/SA Suppliers Administration Fonsnylaan 38 B-1060 Brussels VAT BE0890 270 750
NN Non-Life Fonsnylaan 38 B-1060 Brussels VAT BE0801 866 930	

2.6. Reminders or other invoice related communications shall be sent to invoices@nn.be for **NN Insurance Belgium** and **NN Insurance Services Belgium** and to fin-non-life@nn.be for **NN Non-Life**.

3. SUPPORTING DOCUMENTS

3.1. If Supplier is supplying services, the NN Invoice Proposal or a signed service sheet shall be attached to the invoice.

- If Supplier is receiving an Invoice Proposal from NN, the complete Invoice Proposal shall be added to the invoice.
- For other services not covered by an Invoice Proposal, Supplier shall attach a service sheet, duly signed by a NN representative, to the invoice.

3.2. In case of a missing Invoice Proposal or signed service sheet, Supplier shall contact the contact person at NN.

3.3. In case of questions or remarks with regards to the Invoice Proposal, Supplier shall report this without delay, by e-mail, to the NN Resource Manager mentioned on the document.

4. EXTERNAL SERVICES

4.1. In addition to above invoicing instructions, external services as covered by the Agreement shall be invoiced separately for each external resource based on the corresponding Invoice Proposal.

- Supplier shall include only one invoice or credit note per PDF-file (and per email, if applicable) for each resource separately.

- 4.2. The quantity and unit price stated on the invoices and credit notes should contain respectively the number of man-days and the man-day rate, in accordance to the Invoice Proposal.

5. OTHER COSTS

- 5.1. Supplier cannot charge any costs, fees, taxes or additional work whatsoever, unless stipulated in the schedules of the Agreement and/or prior written approval of NN.
 - If applicable, after prior written approval of NN, these costs shall be invoiced separately. The aforementioned prior approval of NN must be confirmed by an additional order number issued by NN.

6. NN NON-LIFE

- 6.1. The assignment sent to suppliers contains the order number to be used for the structured electronic invoicing via Peppol.
- 6.2. This order number is delivered in field “OrderReference” in addition to the “Claim Reference” and “Policy Number”.
- 6.3. Each service to be provided shall be invoiced separately.