

Information for customers

(Art. 45 IOA)

Identity

Verlingue AG, Ringstrasse 27, 6010 Kriens, Switzerland

Company ID number:
CHE-104.051.669

FINMA register number ([link to FINMA register](#)):
F01339116

Our services

Verlingue AG (hereinafter 'Verlingue') is an independent insurance brokerage company within the meaning of the Swiss Insurance Oversight Act (IOA) and provides services pursuant to Art. 40 IOA.

Verlingue works on its customers' behalf in accordance with the services agreed in the mandate. Its advisory and assistance services span all branches of the insurance industry.

Verlingue AG is not affiliated with any insurance company, be it legally, financially or in any other manner. It has concluded cooperation agreements with insurance companies licensed in Switzerland (including health insurers and registered group/collective institutions).

Your mandate manager

You can find all the relevant contact details for your mandate manager on their business card or on our homepage.

Your mandate manager is registered with the Federal Office of Private Insurance as an independent broker, as required by law. This registration presupposes that the mandate manager has the expertise (education or training) that is legally prescribed.

Enquiries regarding the education or training of our mandate managers can be directed to:
Verlingue AG, Human Resources, Ringstrasse 27, 6010 Kriens, Switzerland

Liability

We fulfil our mandates to the best of our knowledge and due diligence. Verlingue AG has professional liability insurance to cover liability due to negligence, errors or incorrect advice in the course of our brokerage activities.

If you have a complaint, please send it in writing to:
Verlingue AG, Legal & Compliance, Ringstrasse 27, 6010 Kriens

Data protection/confidentiality

Verlingue ensures that the personal data transmitted to it within the framework of the agreed mandate is treated confidentially and in accordance with the applicable data protection provisions. The data is stored physically or electronically in protected and confidential form. The data received is used for providing customer-oriented advice and for correctly processing the services offered, as well as for marketing purposes (e.g. event invitations and newsletters). The customer is aware that Verlingue also regularly processes particularly sensitive personal data (especially health data) so it can fulfil the mandate appropriately. Where necessary, data is shared with group companies and third parties within Switzerland and abroad. This applies, in particular, to the forwarding of data to insurers or third-party providers for the purposes of tendering, brokerage, renewal or claims processing. Verlingue only processes particularly sensitive personal data within the context of order fulfilment and subsequent retention. In some cases, the mandatee is also obliged to disclose its personal data and that of its group companies to authorities. Where possible, Verlingue ensures that these recipients comply with data protection requirements and handle the transmitted personal data confidentially.

The data will be stored for as long as is required by contractual and legal provisions. Data required for the enforcement or defence of legal claims by or against Verlingue will continue to be stored, provided that the corresponding claims have not yet lapsed.

The current privacy policy is available at www.verlingue.ch and forms an integral part of the mandate.