

## **Information document on Insurance Distribution activity**

This information document aims to deliver the information related to article 18 and 19 of the Directive 2016/97.

PSA Insurance Solutions Limited (“PSA Insurance Solutions”) is an insurance intermediary having its registered office at MIB HOUSE, 53 Abate Rigord Street, Ta' Xbiex, MALTA, registered under number C83206. PSA Insurance Solutions is licensed by the Malta Financial Services Authority of Notabile Road, BKR 3000, Attard, Malta and is enrolled as an Insurance Agent in the MFSA's Agent's list. PSA Insurance Solutions carries out its business under the freedom to provide services regime.

PSA Insurance Solutions proposes and distributes insurance product via its website on behalf of insurance companies. For its activity, PSA Insurance Solutions is granted commission from the insurer and this type of remuneration is included in the insurance premium.

PSA Insurance Solutions is representing the insurance undertaking and not subject to a contractual obligation to work exclusively with one or more insurance companies. PSA Insurance Solutions does not give advice on the basis of a fair and personal analysis.

Currently PSA Insurance Solutions is the appointed agent of:

- PSA Insurance Limited, Reg; C44567 is a limited liability company under Maltese law, having its registered address at: MIB House, 53 Abate Rigord Street, Ta' Xbiex, XBX1122 Malta.

More than 10 % of the capital or voting rights of PSA Insurance Solutions and PSA Insurance Limited is owned by PSA Services Limited.

For any complaints related to our services, you may contact us by using the form accessible in the complaints section of the website: [www.psa-insurance-solutions.it/complaints](http://www.psa-insurance-solutions.it/complaints).

We hereby undertake to acknowledge receipt within ten (10) working days and to deal with Your complaint within fifteen (15) days of receipt of all the documents necessary in order to examine the same.

If you are not satisfied with the response given by us to your complaint, you may:

- Refer the dispute in writing to the Office of the Arbiter for Financial Services (OAFS) on <http://financialarbiter.org.mt/en/Pages/Home.aspx> and submit the forms explained in the above-mentioned website,
- Refer the dispute to IVASS - Istituto per la Vigilanza sulle Assicurazioni – Servizio Tutela del Consumatore, Via del Quirinale 21, 00187 Roma (fax: 06-42.133.745 - 06.42.133.353 or through PEC to the address [ivass@pec.ivass.it](mailto:ivass@pec.ivass.it)).