

## A. General Terms and Information

1. The Company operating under the name 'WALLBID Single Member Societe Anonyme' (hereinafter referred to as 'Wallbid') is lawfully registered in the special register of the Athens Chamber of Tradesmen as an insurance agent under registration number 9104. It is supervised by the Bank of Greece and in particular by the Department for the Supervision of Private Insurance. The use of Wallbid's website, [wallbidagents.gr](http://wallbidagents.gr), is governed by these terms and conditions, which Users are asked to read carefully and to comply accordingly.

2. The User service for issues related to the use/functionality of the website is available Monday to Friday, from 09:00 to 17:00 and provisions are made for online communication at [info@wallbidagents.gr](mailto:info@wallbidagents.gr) or by phone at 2106853286.

3. Wallbid does not accept applications for insurance, does not estimate and/or accept insurance risks and does not promise or assume obligations in general that are binding on the insurance companies with which it cooperates. The acceptance of insurance claims, the assessment and/or acceptance of insurance risks and, in general, the assumption of commitments in relation to and within the framework of the insurance product selected shall be carried out by the cooperating insurance company providing it. In the event that the User chooses to purchase an insurance product, the insurance contract may be concluded exclusively between the cooperating insurance undertaking and the User.

4. Wallbid has no right and/or ability to intervene or make changes to

- the insurance products of the partner insurance company and/or the terms and conditions of their provision,
- or to the information or the parameters entered by the User or entered automatically through interconnected independent and trusted databases in the system, such as, but not limited to, insurance premiums and booking details.

5. The User declares and warrants that they are acting in their own name and declares and warrants that they are the legal owner, holder, possessor and beneficiary or legally authorised user of the means of payment they are using, disclosing their details and giving an explicit instruction to the insurance company to collect payment for the insurance products they choose to purchase through the Wallbid website.

6. The User accepts, declares and warrants that they have entered true and accurate information as required by Wallbid's online data entry system and accepts that the provision of inaccurate and/or untrue and/or incomplete

information at any stage of the insurance product issue procedure constitutes grounds for cancellation of their insurance policy. Furthermore, the User accepts and declares that they wish to receive electronically the requisite pre-contractual information from Wallbid and other essential information on the insurance products offered by the cooperating insurance company as provided by Law 4583/2018. Otherwise, they must declare that they wish to receive the relevant information in paper form, submitting the respective special request to [info@wallbidagents.gr](mailto:info@wallbidagents.gr) prior to commencing use of the service.

## **B. Distribution of Insurance Products**

### **I. Procedure and conditions of insurance products' distribution**

1. The submission of an application for insurance via the system does not constitute an insurance contract and is subject to its acceptance by the insurance undertaking to which it is addressed.

2. The User can obtain full information via the [Wallbid's](#) website per product regarding the terms of provision of the insurance product they have chosen. The User acknowledges that these terms and conditions are informative in nature and do not constitute the final insurance contract, which will be sent to them after its finalisation and acceptance by the insurance company. However, in the event that the terms and conditions of the insurance contract differ from the terms and conditions notified to the User prior to its conclusion, the latter has the right to object in accordance with the provisions of Clause II. 1.a. hereof. The User recognises and accepts that, in the event that the premium disclosed via the Wallbid service differs from the final amount of the premium determined by the insurance undertaking which supplies the product, the latter amount shall prevail. If this sum should prove to be lower, the insurance company will directly refund the User with the excess amount paid. Similarly, if the amount is higher, the User must pay the difference directly, and no later than the date on which the insurance period commences. If the User wishes to cancel the insurance policy due to the above discrepancy, the insurance company shall refund the total premium received for the cancelled policy, free of charge. The User accepts that the refund of any sum shall be made by the insurance company using the same means of payment as that used by the User to pay the premium being refunded in whole or in part. Failure to make full payment of the premium shall constitute grounds for refusal to complete conclusion of the contract or otherwise a reason for cancellation and/or termination of the insurance contract concluded by the insurance undertaking.

## **II. Objection – Withdrawal Procedure**

1. The User reserves the right to object to conclusion of the insurance contract under the provisions of Article 2 (5, 6) of Law 2496/1997, in the following cases:

1.a. Within an exclusive deadline of one (1) month from the date of receipt of the insurance policy, the insured person may express their objections in writing if they find that the content of the insurance contract differs from the content of the application for the policy. The right to object in this case is exercised by completing and submitting the available form to Wallbid within the aforementioned deadline.

1.b. Within fourteen (14) days of the delivery of the insurance policy, the insured person may express their objections in writing by completing and submitting the relevant form to Wallbid in the event that, at the time of submission of the insurance application, Wallbid or the insurance company supplying the product: a) failed to provide them at the time when the insurance application was submitted with the information referred to in Article 150 (1) of Law 4364/2016 (applicable law and method by which the insurance company handles complaints); b) did not deliver to them the general and special terms and conditions by which the insurance contract is governed, referencing them in the section of the policy where the personalised details of the contract are listed, and delivering them together with the policy in accordance with the provisions of Article 2 (4) of Law 2496/1997.

We note that information as per Article 150 (1) of Law 4364/2016, as included in the relevant form provided by the respective cooperating insurance company, as well as the general and special terms governing your insurance are posted on the website [wallbidagents.gr](http://wallbidagents.gr) are available for distribution in a durable medium and also stored in the [Wallbid Wallet](#). A copy thereof is sent as soon as purchase of the insurance is completed to the email address declared by the User.

2. The User reserves the right to withdraw from the insurance contract, without any penalty and without stating a reason under the provisions of Article 4(i)(5) of Law 2251/1994, which can be exercised by completing and submitting a written declaration requesting withdrawal, within an exclusive

period of fourteen (14) calendar days from the day of conclusion of the insurance contract, or from the day on which the User received the contractual terms and information if the latter date is later than the date on which the insurance contract was concluded, in accordance with Article 4i(4) items (a) and (b), of Law 2251/1994.

It is noted that the right of withdrawal cannot be exercised in the case of travel or baggage insurance policies or similar short-term insurance policies with a duration period of less than one (1) month.

3. Statements of objection and withdrawal are sent by completing the respective form in the [Wallbid Wallet](#), which you have access to via your booking confirmation email and in the email with which you received your contract and all the other relevant information. The date of the declaration of objection and withdrawal shall be the date on which the relevant document was sent to Wallbid.

4. If the User (insured person) lawfully exercises any of the rights of objection and withdrawal provided for in applicable legislation, the insurance contract shall be annulled from the outset, i.e. it shall be treated as if it had never taken place and therefore has no effect on any of the parties. Premiums paid shall be refunded within thirty (30) calendar days from receipt by the respective insurance company of the declaration of withdrawal or objection and carries no penalties for the User. The above is subject to the provisions of Article 4i (5) of Law 2251/1994 pertaining to payment for services provided before withdrawal.

5. It is clarified that the right of objection or withdrawal cannot be exercised if, before the dispatch of the relevant form, a claim has been declared for an insurance risk that has occurred which is covered by the insurance contract, or if respective compensation has been paid under the coverage provided by the insurance policy.

### **III. Payment of premiums and commencement of insurance coverage – Renewal of insurance policies**

In accordance with Law 2496/1997, the policyholder is obliged to pay the premiums in a lump sum with payment by credit or debit card. The insurance cover will not commence before payment of the one-off premium.

### **IV. Disposition of complaints documents – Out-of-court resolution of disputes**

In the context of the implementation of the Bank of Greece Executive Committee Decision No. 89/5.4.2016 entitled 'Complaints-handling by Insurance Intermediaries', Wallbid applies a corresponding procedure with the

aim of ensuring proper and timely investigation and management of complaints submitted.

A detailed description of the procedure can be found [here](#).

## **C. Other Terms & Conditions of Use**

### I. Intellectual and Industrial Property Rights

All of the content of [www.wallbidagents.gr](http://www.wallbidagents.gr) website, apart from expressly mentioned exceptions, which concern recognised intellectual property rights of third parties, which indicatively and not restrictively includes text, news, graphics, images, photographs, drawings, services provided, videos, etc. are intellectual property of Wallbid and are protected by applicable national, Community and international law pertaining to intellectual property and/or industrial property. The re-publishing, reproduction, copying, storage, sale, transmission, distribution, publication, execution, uploading, translation or modification of the website in any manner, in whole or in part, without the prior explicit written permission of the company is expressly prohibited. Whatever else is incorporated into the electronic pages of the website, if it constitutes registered trademarks or products that are the intellectual property of third parties, falls under their sphere of responsibility.

### II. Website users are obliged to:

- accept legislative provisions pertaining to telecommunications, protection of intellectual property and unfair competition.
- refrain from any illegal, fraudulent or abusive use of the website.
- make good any damage caused to Wallbid or third parties due to their unlawful use of the website.

Wallbid makes every effort to ensure security in use of the website, as well to ensure the accuracy and validity of the information contained therein, together with its uninterrupted operation and ongoing availability. However, in no case does it guarantee nor does it assume any respective liability with regard to the security and/or content of the website, its continuous operation, or any inability to access it. Please note that, in particular, the availability of the website may potentially be affected by external factors such as the User's own equipment, the communications network or for other reasons. Wallbid reserves the right at any time and without notice to improve, modify, update, suspend or permanently discontinue all or any part of the website, and to restrict or prohibit access to it for any reason whatsoever.

Links to other websites that may be present on the website are provided exclusively for the convenience of Users. Wallbid does not control or approve the information contained in these links or websites and therefore cannot be held responsible for their accuracy or validity. Following links to these websites lies exclusively at the responsibility of Users. Users are reminded that the use of other websites accessed through the Wallbid website are governed by other terms of use, which are determined by the administrators of the respective websites.

### III. Amendments – Language – Applicable law

1. Wallbid retains the right to amend these terms of use and the content of the website at any time, without any previous notification of users, by merely communicating the details via the website, while the users shall have the ongoing obligation to check for any potential changes and if they continue to use the website, it shall be presumed that they have accepted said amendments.

2. The terms and conditions governing the User's relations with Wallbid as a whole, and contained herein, as well as the terms and conditions of the insurance policies of its cooperating insurance companies are drawn up in the Greek language. If any term is found to be contrary to the law and therefore invalid or voidable, it automatically ceases to be valid, without affecting the validity of the other terms in any way.

3. The relations between Wallbid and the Users and its relations with the insurance companies whose products are supplied through the Wallbid platform, are governed and interpreted under Greek law.