

LIME THIRD PARTY LIABILITY TERMS AND CONDITIONS

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GROUP INSURANCE

Lime Third Party Liability Insurance is a Group Insurance Policy held by Lime Technology Limited for the benefit of Lime customers (to protect the rider while using Lime Units).

Lime Technology Limited is the Policyholder.

ABOUT US AND OUR INSURANCE SERVICES

Allianz Assistance
102 George Street
Croydon, CR9 6HD

1. Whose products do we offer?

We, Allianz Assistance, are an insurance intermediary that offers products from the insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf.

2. What services will we provide you with?

You will not receive any personal advice or recommendation from us for Personal Liability insurance. Lime Technology Limited has purchased insurance cover to protect the rider while using Lime Units.

3. What will you have to pay us for this service?

You will not pay us anything for this service as Lime Technology Limited has purchased insurance cover to protect the rider while using Lime Units. Lime Technology Limited is the Policyholder and pays the premium to the Insurer.

4. Who regulates us?

Allianz Assistance is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD. We are authorised and regulated by the Financial Conduct Authority (FCA). Our Financial Services Register number is 311909. Our regulated business includes arranging insurance..

You can check this on the Financial Services register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

5. What to do if you have a complaint

If you wish to register a complaint, please contact Allianz Assistance:

- o By writing: Customer Service, Allianz Assistance, 102 George Street, Croydon, CR9 6HD
- o By phone: 020 8603 9853.
- o By email: customersupport@allianz-assistance.co.uk

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service for independent arbitration. Visit www.financial-ombudsman.org.uk write to Financial Ombudsman Service, Exchange Tower, London E14 9SR call 0800 023 4567 or 0300 123 9 123 email complaint.info@financial-ombudsman.org.uk

6. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangement is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk.

IMPORTANT INFORMATION

Insurer

Lime Third Party Liability Insurance Policy is underwritten by AWP P&C SA and is administered in the UK by Allianz Assistance, which is a trading name of AWP Assistance UK Ltd. We agree to cover You according to the Policy Terms and Conditions.

You should carefully read and retain this document as it provides a guide to the benefits You have under the cover.

How your policy works

Lime Technology Limited has purchased insurance cover to protect the rider while using Lime Units. Lime Technology Limited is the Policyholder and pays the premium to the Insurer

You are insured for damage which results in Bodily Injury to, or Damage to Property of, a third party during the use of a Lime Unit. Insurance cover under this Policy is only provided if no statutory motor third party liability insurance for the respective Lime Unit in Your country exists. The insurance is limited to a maximum indemnity of £1,709,400 per claim. Note that Lime Third Party Liability Insurance is secondary to Your private third party liability insurance.

Financial Services Compensation Scheme (FSCS)

For Your added protection, the Insurer is covered by the FSCS. You may be entitled to compensation from the scheme if the Insurer cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number **0800 678 1100** or **020 7741 4100**, or by visiting their website at www.fscs.org.uk.

Governing law

Unless agreed otherwise, the law of England and Wales will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this Policy, the courts of England and Wales shall have exclusive jurisdiction.

Contracts (Rights of Third Parties) Act 1999 We, the Insurer and You do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

1. DEFINITIONS

Some of the words and phrases in these Policy Terms and Conditions have specific meanings. These are explained below and have the same meaning wherever they appear beginning with a capital letter.

TERM	DEFINITION
Accident	A sudden event neither expected nor intended by: <ul style="list-style-type: none"> the Beneficiary, or for Lime Property Claims only, the Policyholder and which first occurred or commenced at an identifiable specific time during a Covered Period which results in Bodily Injury to or Damage to the Property of a third party or third parties.
Beneficiary / Beneficiaries / You / Your	<ul style="list-style-type: none"> An individual Customer, who: <ul style="list-style-type: none"> rents a Lime Unit for personal transport purposes in the UK according to the Rental Agreement, and is aged 18 years or over, and. Any other Permitted user.
Bodily injury	Physical injury or the death of any person. It shall not include any psychological injury, shock or anguish.
Claim	A written demand for monetary compensation by a third party against a Beneficiary relating to an Accident.
Commercial Use	<u>The use of a Lime Unit for purposes relating to a Beneficiary's trade, business, craft or profession, but only where such use results in direct financial gain to the Beneficiary through performing tasks during the ride, including but not limited to transportation of goods, couriers and delivery services. For the avoidance of doubt, Commercial Use shall not include commuting between a Beneficiary's residence and place of work.</u>
Covered Period	The period of time from when a Beneficiary unlocks a Lime Unit until the Beneficiary locks the Lime Unit in accordance with the instructions in the Lime Application, or otherwise completes the use of the Lime Unit, whichever is the earliest.
Customer	Any person who is registered to use the Lime Application.
Damages	A sum of money payable to a third party as compensation under civil law, in respect of actions or suits brought in a court in the UK. It shall not include any award made by a criminal court, punitive Damages, exemplary Damages, aggravated Damages, fines, penalties or any award of additional Damages resulting from the multiplication of compensatory Damages against a Beneficiary.
Damage to Property	Physical damage to, loss of or destruction of tangible property.
Defence Costs	Any and all legal costs and expenses which are reasonably and necessarily incurred with the prior written consent of the Insurer (not to be unreasonably withheld) in the investigation or defence of any Claim which is covered under this Policy.

Internal

European Motor Insurance Directives	The EU Directive 2009/103/EC of the European Parliament and of the Council of 16 September 2009, or the Motor Vehicles (Compulsory Insurance) (Amendment etc.) (EU Exit) Regulations 2019 or any subsequent legislation.
Financial Loss	A monetary loss, cost or expense not in respect of: <ul style="list-style-type: none"> • Bodily Injury to third parties, or • Damage to Property of third parties.
Insurance Period	The period during which the Policyholders Policy is effective. (1 year)
Insurer	AWP P&C SA.
Lime Application	The application used by a Customer in order to use the Lime Unit.
Lime and/or JUMP Electric Bicycle	An electric pedal cycle, which has pedal assistance powered by an electric motor with maximum continuous rated power according to local laws and regulations, which assists the human propulsion of the pedal cycle and that ceases to provide assistance when the pedal cycle reaches a maximum speed, according to local laws and regulations.
Lime Property Claim	A Policyholder Claim made against a Policyholder according to the definition "Policyholder Claims" below.
Lime Unit(s)	Only the Lime and/or JUMP Electric Bicycles, which are owned by the Policyholder.
Limit of Indemnity	The maximum liability of the Insurer in respect of any one Accident in the maximum amount of £1,709,400 and a maximum amount of £11,965,800 for any one Insurance Period.
Pandemic	An epidemic disease that is recognised as being a Pandemic by the World Health Organization (WHO) due to the severity and spread of the contagious epidemic disease.
Permitted User	Any individual person that: <ul style="list-style-type: none"> • Uses a Lime Unit with the explicit consent of a Beneficiary that has rented such Lime Unit under a Rental Agreement, and • Is aged 18 years or over.
Policy	The Collective Insurance Agreement including all Schedules (in particular these Insurance Terms and Conditions) which shall be read together as one contract.
Policyholder	LIME TECHNOLOGY LIMITED C/O DWF Company Secretarial Services Limited 1 Scott Place 2 Hardman Street Manchester, M3 3AA, UK
Policyholder Claim	A written demand for: <ul style="list-style-type: none"> • Monetary compensation by a third party against the Policyholder arising directly from an Accident for which the Beneficiary would have been entitled to cover under this Policy if the third party had made a Claim regarding such Accident, and • Monetary compensation of Damages to Property arising directly from an Accident where the Lime Unit is the proximate cause of that Accident and the Policyholder is responsible by local civil tort law

Internal

	(Lime Property Claim). Any product defect of the Lime Unit or any environmental claim against a Policyholder is not covered.
Rental Agreement	The contract for hire of a Lime Unit entered into by a Customer and the Policyholder.
Terrorism	An act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.
Unauthorised Use	<ul style="list-style-type: none"> the use of the Lime Unit by anyone other than a Beneficiary. For example, use following theft of the Lime Unit or through the improper use of a Customer's log-in credentials for the Lime Application, or Commercial Use of the Lime Unit.
We, Our, Us	Allianz Assistance who administer the Policy on behalf of the Insurer

2. THE COVER

Insurance Cover

1. The Insurer will provide indemnity for all sums which a Beneficiary may become legally liable to pay as Damages and Defence Costs arising directly from an Accident provided that:
 - a) the Accident occurred in the UK, and
 - b) the Claim was made within one year of the date of the Accident, unless applicable legislation regarding third party civil liability for such Accidents requires the Policy to provide a longer period.
2. Subject to all Policy terms and conditions, cover shall also extend to Policyholder Claims provided that, in the event of a Policyholder Claim, any terms, conditions and obligations of this Policy which would have applied to the Beneficiary, had the Policyholder

Claim been a Claim, shall apply to Policyholder.

3. This Policy is not intended to meet the requirements of the European Motor Insurance Directives or any national or international laws, regulations, rules or conventions concerning the compulsory insurance of motor vehicles (or similar).

Limits of Liability

1. The amounts payable by the Insurer for Damages or Defence Costs within paragraph 1 of Insurance Cover (above) shall not exceed the Limit of Indemnity.
2. Where the Insurer is liable to indemnify more than one party in respect of one Accident, the combined total amount payable shall not exceed the Limit of Indemnity.
3. All obligations of the Insurer in relation to any one Accident shall cease after the Limit of Indemnity has been paid by the Insurer.

3. GENERAL EXCLUSIONS

The indemnity in this Policy (including under any extension) will not apply to legal liability or pay any amounts:

1. **Unauthorised Use:** arising out of or in connection with any Unauthorised Use.
2. **Passengers:**
 - a) in respect of any use of a Lime Unit where more than one person is on or in connection with the Lime Unit at the same time
 - b) in respect of any transportation of animals on or in connection with the Lime Unit
 - c) in respect of any damage to Property of, or Bodily Injury to, passengers being carried on a Lime Unit.
3. **Beneficiary and Policyholder Property:** In respect of Damage to Property:
 - a) owned or rented by a Beneficiary or the Policyholder,
 - b) loaned or rented to a Beneficiary or the Policyholder, and/or
 - c) in the care, custody or control of a Beneficiary or the Policyholder.
4. **Contracts:** arising out of or in connection with a contract or agreement unless the Policyholder or Beneficiary would have had the same liability had the Policyholder or Beneficiary not entered into the contract or agreement.
5. **Financial Loss:** for Financial Loss.
6. Any Use of a Lime Unit under the influence of

alcohol/medicine/drugs above the locally allowed limit or, in the case of medicine, above the prescribed dosage.

7. **Penalties:** for penalties, fines, or liquidated Damages.
8. **Damage to the Lime Unit in respect of:**
 - a) loss of or damage to any Lime Unit, or
 - b) the costs of replacement, reinstatement, rectification, repair or recall of any Lime Unit
9. **Motor:** arising out of or in connection with vehicles which are provided for hire via the Lime Application that require motor insurance under the European Motor Insurance Directives or other applicable laws, regulations, rules or orders in the Territories.
10. **Punitive Damages and US Claims**
 - a) for punitive or exemplary Damages awarded by any court in the United States of America, its territories and possessions, Puerto Rico, or Canada or for any costs or interest associated with any such award.
 - b) for any Claims made in the United States of America, its territories and possessions, Puerto Rico or Canada, the indemnity in this Policy will not apply to legal liability or pay any amounts arising out of Claims payable under workers compensation, disability benefits, unemployment compensation laws or any similar law.
11. **Specified Excluded Perils:** arising out of or in connection with:

- a) civil commotion, riot, labour disturbances or public disorder or attempt thereat,
- b) war, (whether declared or not) or war-like acts or attempt thereat,
- c) military uprisings, usurped power, rebellion or revolution or attempt thereat, or action taken by governmental authority in hindering or defending against any of these,
- d) any act or attempt of Terrorism regardless of any other cause or event contributing concurrently or in any other sequence to the liability or any action taken in controlling, preventing or suppressing Terrorism, or
- e) flood, windstorm, earthquake, tsunami, hurricanes, blizzards, or any other natural event.

12. Pollution: arising out of or in connection with pollution, seepage, discharge, dispersal, release or escape of any solid, liquid, gaseous or thermal irritant or contaminant, including, but not limited to, smoke, vapours, soot, dust, fibres, fungi, mould, fumes, acids, alkalis, chemicals and waste (including but not limited to material to be recycled, reconditioned or reclaimed) or contamination of any kind.

Apron use: arising out of or in connection with any use of a Lime Unit on an airport apron.

13. Cyber: This Policy does not cover any liability (including any cost of defending any action) of any nature connected in any way directly or indirectly contributed to or resulting from electronic data and cyber risks or network attacks, regardless of any other cause or event contributing to the loss. We will also not pay for claims in respect of any losses, damages or expenses that arise from the failure of communication network signals, power supply, network connection and telecommunication system.

14. Pandemic: Notwithstanding anything to the contrary in this Policy, the Insurer shall not provide cover and shall not be liable to pay any claim or provide any benefit under this Policy for anything

- a) resulting from,
- b) arising out of, or
- c) relating to any Pandemic outbreak (including the COVID-19 virus)

15. Economic sanction: Where the provision of such cover, payment of such claim or provision of such benefit would expose the Insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the United Kingdom, the European Union or the United States of America.

4. GENERAL CONDITIONS

Role of the Policyholder

- 1 The Insurance Premium is paid by the Policyholder.
- 2 The Policyholder must inform the Beneficiaries of any material change in the Policy, including any amendment, restriction or cancellation thereof, as soon as possible.

Claims conditions

Unless required by any applicable law or regulation, an adjusted indemnity will be paid according to the degree of the infringement for the liability of any Beneficiary who has not complied with the requirements of this section. These requirements shall be communicated by:

- the Policyholder to Beneficiaries via the Policyholder's webpage, or
- the Policyholder or Insurer to Beneficiaries at the time a Beneficiary notifies the Policyholder or Insurer of an Accident or Claim.

1. Notification responsibilities of the Beneficiaries

a) In the event of any Accident which may result in a Claim a Beneficiary shall:

- i) notify the Policyholder under the contact details set out in the insurance certificate as soon as possible according to local law or regulation,
- ii) take reasonable precautions to prevent and minimise any financial loss which might be caused as a result of the Accident,
- iii) Upon being contacted by the Insurer:
 - provide the Policyholder (or the Insurer upon request) with all relevant information and documents regarding the Accident and its consequences,
 - provide the Insurer (upon request) with proof of age at the time of the Accident (e.g. by way of passport), and
 - supply such proof, information and sworn declarations as the Insurer may require within the time frame requested.

b) On the receipt by a Beneficiary of a Claim, the Beneficiary shall:

- i) notify the Policyholder under the contact details set out in the insurance certificate as soon as possible but in any event within 30 days of the date on which they receive the Claim.
- ii) Upon being contacted by the Insurer:
 - provide all information and documents within their possession relating to the Claim and underlying Accident,
 - forward to the Insurer all relevant correspondence, court document(s) and notifications received relating to the Claim and underlying Accident,

- supply such proof, information and sworn declarations as the Insurer may require within the time frame requested, including any communication, writ, summons or other legal process in connection with the Accident, and
- provide to the Insurer particulars of any other insurance providing the same cover as this Policy.

2. Control of Claims

- a) A Beneficiary must not enter into negotiations, admit liability, agree to the settlement, mediation or arbitration of any Claim, make any promise to pay or settle a Claim or incur any Defence Costs without the Insurer's prior written consent (such consent not to be unreasonably withheld or delayed).
- b) Beneficiaries and the Policyholder shall give all information, documents, co-operation and assistance as the Insurer may reasonably require in connection with the handling of any claim.
- c) The Insurer will not be bound by any admission or any offer made by a Beneficiary or anyone acting on their behalf to any third party or their representatives.
- d) The Insurer shall:
 - i) be entitled to take over and deal with the defence or settlement of any Claim in the name of a Beneficiary or Policyholder and in any way the Insurer considers to be appropriate, and
 - ii) otherwise have absolute discretion in the conduct of any proceedings and in the settlement of any Claim, whether or not any payment has been made under this Policy.

3. Discharge of Liability

- a) The Insurer may at any time pay to the Policyholder or a Beneficiary in connection with any Claim the remaining amount of the Limit of Indemnity (after deduction of any sum or sums already paid as Damages or Defence Costs, if applicable).
- b) If a Beneficiary refuses to agree to any settlement recommended by the Insurer and chooses to contest a Claim, then the Insurer's liability for Damages and Defence Costs in respect of that Claim shall not exceed the amount for which the Claim could have been settled plus any Defence Costs incurred at the date of such refusal.
- c) Upon such payment being made in accordance with paragraph 3 a). or 3 b). above, the Insurer shall relinquish the conduct and control of, and be under no further liability in connection with the Claim.

5. GENERAL CONDITIONS (CONTINUED)

4. Fraudulent Claims

In the event that a fraudulent claim is made under this Policy by or on behalf of a Beneficiary:

- a) the Insurer may recover from the Beneficiary any sums paid by the Insurer in respect of the claim, and
- b) in addition, the Insurer may by notice to the Beneficiary treat the Policy as having been terminated with effect from the time of the fraudulent act solely in relation to that Beneficiary.

5. Other Insurance

If any liability covered under this Policy is also covered wholly or in part under any other insurance held by a Beneficiary:

- a) the Beneficiary must inform the Insurer of the existence of such other insurance when notifying a Claim, and
- b) the Insurer shall not be liable except in respect of any excess beyond the amount which would have been payable under such other policy or policies had this Policy not been purchased.

6. Subrogation

- a) On making any payment in respect of any liability in relation to which cover is available under this Policy, the Insurer has the right to take action in a Beneficiary's name but at the Insurer's cost, to recover any sums against any third party who is responsible for or shares responsibility for the liability, up to the amount which the Insurer has paid. The Beneficiary shall provide all such reasonable assistance as the Insurer may require in relation to such recovery.

- b) To the extent that any recovery is made from any third party in respect of any liability in relation to which cover is available under this Policy, the Insurer shall be entitled to those proceeds up to the amount of any payments it has made in relation to such liability. The Beneficiary shall co-operate with the Insurer and comply with all reasonable instructions from the Insurer in relation to the process and procedure for making any such recovery. The Insurer shall have sole discretion as to whether such recovery should be pursued.

7. Reimbursement

- a) Upon settlement of a claim under this Policy, the Insurer will be entitled to be reimbursed by a Beneficiary for any amounts paid in connection with an Accident that was caused by the illegal use of a Lime Unit by the Beneficiary, including:
 - b) a breach of local traffic laws or regulations, In addition, the Insurer will be entitled to reimbursement from:
 - i) the Policyholder where they have wilfully caused any damage resulting in costs to the Insurer, or
 - ii) a Beneficiary where such Beneficiary has wilfully caused any Damages to the Insurer upon the occurrence of an Accident.

6. HOW TO MAKE A CLAIM

You must take reasonable precautions to prevent and minimise loss or damage. You must also provide proof in support of Your claim. For this reason, please always retain suitable evidence of the occurrence of the event (e.g. damage confirmation or other evidence) and the extent of the damage.

Please provide notification of Your damage quickly through the Lime Application or by sending an email to accident@li.me.

The Policyholder will forward the claim to Us, including relevant rental data, and We will contact You with further instructions

7. MAKING A COMPLAINT

If You want to make a complaint, please contact Us in one of the following ways.

- Write to: Customer Service, Allianz Assistance, 102 George Street, Croydon, CR9 6HD
- Call: 020 8603 9853
- Email: customersupport@allianz-assistance.co.uk.

If We cannot settle Your complaint, You can refer the matter to the UK Financial Ombudsman Service for independent arbitration.

- Visit: www.financial-ombudsman.org.uk
- Write: Financial Ombudsman Service, Exchange Tower, London E14 9SR
- Call: 0800 023 4567 or 0300 123 9 123 or
- Email: complaint.info@financial-ombudsman.org.uk

8. DATA PROTECTION NOTICE

We care about Your personal data.

This summary and Our full privacy notice explain how Allianz Assistance protects Your privacy and uses Your personal data.

Our full privacy notice is here:

www.allianz-assistance.co.uk/privacy-notice/

If a printed version is required, please write to: Customer Support (Data Protection), Allianz Assistance, 102 George Street, Croydon, CR9 6HD.

How will We obtain and use Your personal data? We will collect Your personal data from a variety of sources including:

- Data that You provide to Us,
- Data that has been provided to Us by Lime when You submit a claim. To view Lime's privacy notice please visit: <https://www.li.me/privacy>, and
- Data that may be provided about You from certain third parties such as another insurer or the police.

We will collect and process Your personal data in order to comply with Our contractual obligations and/or for the purposes of Our legitimate interests including:

- Entering into or administering contracts with You,
- Informing You of products and services which may be of interest to You.

Who will have access to Your personal data?

We may share Your personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes,
- With other service providers who perform business operations on Our behalf,
- Organisations who We deal with which provide part of the service to You such as the Policyholder, another insurer or the police,
- To meet Our legal obligations including providing information to the relevant ombudsman if You make a complaint about the product or service that We have

provided to You.

We will not share information about You with third parties for marketing purposes unless You have specifically given Us Your consent to do so.

How long do we keep Your personal data?

We will retain Your personal data for a maximum of seven years from the date the insurance relationship between Us ends. If We are able to do so We will delete or anonymise certain areas of Your personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will Your personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (UK) and the European Economic Area (EEA).

Whenever We transfer Your personal data outside the UK and the EEA to other Allianz Group companies, We will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, We take steps to ensure that personal data transfers outside the UK and the EEA receive an adequate level of protection.

What are Your rights in respect of your personal data?

You have certain rights in respect of Your personal data. You can:

- Request access to it and learn more about how it is processed and shared,
- Request that We restrict any processing concerning You, or withdraw Your consent where You previously provided this,
- Request that We stop processing it, including for direct marketing purposes,
- Request that We update it or delete it from Our records,
- Request that We provide it to You or a new insurer, and
- To file a complaint.

Automated decision making, including profiling We carry out automated decision making and/or profiling when necessary.

How can You contact Us?

If You would like a copy of the information that We hold about You or if You have any queries about how We use Your personal data, You can contact Us as follows:

By post: Data Protection Officer, AWP Assistance UK Ltd,
102 George Street, Croydon, CR96HD

By telephone: 020 8603 9853

By email: AzPUKDP@allianz.com

This policy is underwritten by AWP P&C SA and is administered in the UK by Allianz Assistance.

AWP P&C SA, registered office: 7 Rue Dora Maar, 93400 Saint-Ouen, France. Registration no: 519490080 RCS, authorised by L'Autorité de Contrôle Prudentiel et de Résolution in France and subject to limited regulation by the Financial Conduct Authority (FCA) and the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA website (FCA Firm reference number: 534384).

Allianz Assistance is the trading name of AWP Assistance UK Ltd Registered in England. Registration No. 1710361.

AWP Assistance UK Ltd, PO Box 74005, 60 Gracechurch Street. London, EC3P 3DS. AWP Assistance UK Ltd (FCA Firm reference number: 311909) is authorised and regulated by the Financial Conduct Authority.

AWP Assistance UK Ltd act as an agent for AWP P&C SA for the receipt of customer money and settling claims.