

## Conflict of Interest

It is possible that a conflicting situation arises between the proxy company and the brokerage company. If there is a conflict of interest between the intermediary activities on the one hand and the proxy activities on the other, then the legislation intended to regulate by means of the Wft (Section 3:17) is not complied with.

The NVGA has drawn up instructions on how a power of attorney should take measures to ensure careful performance of the power of attorney business in the event of conflicting situations.

The intermediary's role is to represent the interests of the policyholder, the insured or the beneficiary. This may be at odds with serving the interests of the insurer and/or the provider. For sound business operations it is important that the situations - which may be conflicting - and also the way in which the de facto manager of the brokerage company or proxy company should act in such a situation is described. It is of course also possible that situations arise that have not been described in advance, but where there is a conflict situation. In those cases, it must also be clear how to act.

### Policy

In general, the following policy has been formulated for the proxy company:

- The de facto leader is ultimately responsible for the proxy policy;
- When procedures mentioned in the proxy manual, work instructions and quality documents do not provide clarity about how to act in a particular situation (with regard to the powers granted), then the de facto leader decides.

Decisions to deviate from the procedures, instructions and other documents mentioned in this manual are made:

- Within the powers of the powers of attorney granted after (written) permission from the de facto leader; Contrary to the powers of the powers of attorney granted with (written) permission from the de facto leader and the proxy giver.
- If, in the event of a claim, there is a discussion about the question of guilt and if two or more of our (proxy) insured parties are involved, the claim settlement can be wholly or partially outsourced to one of the insurers/proxy providers involved.

