

CLAIMS DIRECTORATE, Claims Center \_\_\_\_\_  
Claims Service \_\_\_\_\_

Claim No. \_\_\_\_\_

**Date, time and place of occurrence:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ year at \_\_\_\_\_ in \_\_\_\_\_

**Data on the tortfeasor:** license plates no. \_\_\_\_\_, make and type of the vehicle: \_\_\_\_\_

Policy no: \_\_\_\_\_ Name, surname and address of the driver \_\_\_\_\_

Telephone no: \_\_\_\_\_

**Data on the claimant:** Name and surname/name of the owner of the vehicle \_\_\_\_\_

Personal Identification no/Registration no. \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ E-mail \_\_\_\_\_

Licence plates no. \_\_\_\_\_ make and type of the vehicle \_\_\_\_\_

Surname, name and address of the driver: \_\_\_\_\_

Telephone: \_\_\_\_\_ Driver's licence no. \_\_\_\_\_ for the category \_\_\_\_\_ valid until \_\_\_\_\_

**Was the accident reported to the competent police authority?** a) no, for the following reason \_\_\_\_\_

b) yes, the police made a note and instructed us to complete the European Report c) yes, the police made an inspection

**Were there any injured persons in the traffic accident (please state the names and surnames)?** \_\_\_\_\_

**Please describe in detail the time, place and circumstances of the traffic accident and draw a sketch:**

**Describe damage to the vehicle:** \_\_\_\_\_

**Is the vehicle movable?** a) yes b) no, it is located at the following address \_\_\_\_\_

Did you sustain any other damage, in addition to the damage to the vehicle? a) no b) yes (please, describe) \_\_\_\_\_

**Please state the amount of compensation:** a) based on the enclosed repair bill b) without the enclosed repair bill

**Please pay out the compensation amount to the account no.:** \_\_\_\_\_ a) owned by myself b) owned by a third party (state the name, surname and address of such third party) \_\_\_\_\_

I shall be morally and materially responsible for the accuracy of the data on the cause of the damage and other data specified in this claim for compensation and bear all the consequences resulting therefrom. I accept that the Insurer may carry out the procedure of advertising the damaged vehicles in order to establish the real market value thereof at an auction.

If determined by the competent authorities or in any other way that, under the compulsory Motor Third Party Liability Insurance Terms and Conditions and the Law on Compulsory Traffic Insurance, I am not entitled to any compensation, I shall repay to Dunav Insurance Company j.s.c the amount received from them by way of compensation within 30 days from the date when I was notified of not having been entitled to a compensation for the damage occurred under the above mentioned terms and conditions that is the law.

By affixing my signature hereunder, I confirm that I have been informed of the wording of the Notice on the conditions of personal data collection and processing, which contains an explanation and rights related to the processing of my personal data and that I have understood and downloaded the said Notice. By affixing my signature hereunder, I give express consent to the Dunav Insurance Company j.s.c. that they may collect and process my special personal data regarding my state of health, which are necessary for concluding/fulfilling obligations under the Insurance Contract and all other business processes of the Company where special personal data is processed and I agree that the Company, in accordance with the Personal Data Protection Act, may collect, process and use my personal data exclusively for the purposes for which such data was collected.

I am aware that, in accordance with the Law, I have the right to revoke the consent granted for the processing of my special personal data/health data, as well as that the revocation of consent shall not affect the validity of processing carried out on the basis of consent granted before the revocation.

After the revoked consent, the Company will stop processing special personal data as soon as possible upon receipt of the revocation. I am aware that I can be informed about my rights in connection with the collection and processing of data on the Company's website, via the following link: <https://www.dunav.com>

**Party submitting the Claim/Claimant**

In \_\_\_\_\_

\_\_\_\_\_ 20.....

Personal ID Card No. \_\_\_\_\_ Police Department: \_\_\_\_\_



## NOTICE ON CONDITIONS OF PERSONAL DATA COLLECTION AND PROCESSING

### **Bearing in mind that the protection of your personal data is our priority, please read this notice carefully**

This notice is given in accordance with the Law on Personal Data Protection for your acquaintance with the conditions of collection and processing of personal data by the "Dunav Insurance Company a. d.o. Beograd, Makedonska 4, registration number 07046898, public joint stock company registered for transacting the business of insurance.

It is important for us that you know that the Company collects and processes only such personal data, including special types of personal data (biometric data for unique identification of persons and data on health status) as are necessary for concluding, implementing and enforcing the insurance, co-insurance and reinsurance contracts and/or all other contracts, for the collection of receivables under these contracts, settlement of claims and recourse claims, control of the indemnity payments and settlement of complaints, protection of legitimate interests of the Company, as well as for the fulfilment of legal obligations of the Company. The processing of personal data is also carried out for concluding an insurance contract by using the services of the Internet application (online). If you do not provide us with the data required for the particular type of contract, we shall not be able to conclude and fulfil the contract. The processing of special types of personal data is performed on the basis of consent, i.e. on the basis of explicit agreement with the processing of personal data as are necessary for the conclusion, implementation and execution of the contract.

We also access your personal data during your participation in our promotional events, visits to our website, from other sources such as the Policyholder, publicly available sources, other insurance companies, associations.

In case you contact us by telephone, your telephone conversation with the contact centre may be recorded for the purpose of improving our services. We shall deem that, by consenting to a conversation with the Company's operator, you have consented to the recording of the conversation.

We shall protect your privacy by processing personal data in compliance with personal data protection regulations exclusively in a manner consistent with the purpose for which the data were collected. If necessary for the implementation of contract, your data may be accessed by the insurance salespersons, reinsurers and co-insurers for the purpose of taking the excess risk, other insurance companies for the purpose of preventing fraud or obligations under international treaties and conventions, state authorities, in accordance with the legal obligations of the Company (NBS, Association of Serbian Insurers, Ministry of Finance of the RS, Tax Administration, judicial and other state authorities or audit firms), financial institutions (banks) and payment turnover institutions, providers of IT solutions, assistance services, claims processing services, healthcare institutions, lawyers, technical consultants and experts such as consulting surveyors, adjusters, service shops, providers of printing, delivery, storage or destruction of business documents services, marketing and other business partners, processors who process personal data on behalf of the Company, exclusively in accordance with the contract we have concluded with such parties. Your personal data will not be made available to anyone who has not been authorized by the Company for such access.

The Company processes personal data in order to protect our legitimate interests:

- detecting and preventing insurance fraud, attempted insurance fraud and other criminal offenses during the conclusion of insurance contracts, settlement of claims and recourse claims in mediation or judicial proceedings;
- information about the Company's services by direct advertising, based on publicly available data, about the benefits of our insurance products, market and customer satisfaction research with regard to the provision of Company's services.

You have the following rights with regard to the collection and processing of your personal data:

- right of access to personal data to see whether and which of your personal data are processed;
- right to correct and amend the data that are inaccurate and incomplete;
- right to anonymize/delete data and the right to restrict data processing with prior compliance with legal requirements;
- right to revoke consent, which shall not affect the validity of the processing carried out on the basis of consent, before the revocation;
- right to object to processing;
- right to submit a complaint to the Commissioner;
- right to data transfer;
- right not to be subject to a decision made exclusively on the basis of automated processing, including profiling.

Your rights regarding the processing of personal data, including the revocation of consent to processing, can be exercised at any time, in person, exclusively in writing (by filing in the Form available on the Company's website or in free form), with explicit confirmation of your identity. Revocation of consent shall not affect the validity of processing carried out on the basis of consent, prior to revocation. We shall only maintain your personal data for as long as is reasonably necessary to fulfil the purpose for which such data were obtained, or as long as it is necessary for us to fulfil the legal conditions. . When the legal basis for the processing of your personal data is your consent, we shall keep the data until the revocation of your consent.

We shall take all necessary measures to protect your personal data from disclosure, alteration, unauthorized access and misuse, loss and destruction, and we shall also take any relevant technical and organizational information security measures to protect the information systems where we store your data, the control measures for data access, controls of the transfer and availability of personal data. By concluding an agreement, we shall regulate with our data processors that they also protect your personal data. In case of a need for concluding the reinsurance coverage, the protection of personal data, in accordance with the Law on Insurance, shall be regulated by the conclusion of a special contract with the reinsurer who shall further cede the risk locally or abroad. In rare cases of transfer of personal data to other countries, this shall be done in accordance with applicable laws and international agreements, applying the appropriate protective measures (standard contractual clauses, certificates, contractual provisions between the controller and the processor, with the approval of the Commissioner).

If you have any questions about the use of your personal data or you believe that the Company has violated legal and other regulations regarding the protection of personal data by processing your personal data, you can contact us by telephone, e-mail or mail:

- Toll-free number 0800 386 286 –

- E-mail: [zastitapodataka@dunav.com](mailto:zastitapodataka@dunav.com)

- written mail to the address of Dunav osiguranje a. d. o. Beograd, Makedonska 4.

In order to protect your fundamental rights and freedoms in relation to the processing of personal data, you may lodge a complaint with the Commissioner for Information of Public Importance and Personal Data Protection:

- Address: Bulevar kralja Aleksandra 15, 11120 Beograd

- E-mail: [office@poverenik.rs](mailto:office@poverenik.rs)

- Telephone: +381 11 3408 900.