



3stepIT Insurance - IT equipment

Terms and conditions version 1.4 valid from 22nd October 2020

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The following is a translation of Danish terms and conditions. Should there be different interpretation of the terms and conditions the languages in between, the Danish version will supersede this English translation.

1. What is covered by the insurance?

The insurance covers IT equipment (insured objects) and any included accessories and acquired equipment, leased or purchased via 3 Step IT A/S.

Insured objects are specified in the leasing or purchase agreement.

2. The parties of the insurance agreement

Insurance company:

AIG Europe, Danish branch of AIG Europe S.A., Luxembourg
Bryggerens Plads 2
DK-1799 København V
Company reg. no.: 39475723

AIG Europe S.A., is registered at R.C.S. Luxembourg with registration number B 218 806. AIG Europe S.A. headquarters are located at 35D Avenue John F. Kennedy, L-1855, Luxembourg.

AIG Europe S.A. is subject to supervision by the Luxembourg Supervisory Authority Commissariat aux Assurances and the Danish branch is subject to supervision by the Danish Financial Supervisory Authority.

AIG Europe, Danish branch of AIG Europe S.A., Luxembourg is member of 'Garantifonden for skadeforsikringsselskaber'.

AIG does not provide any counseling or personal recommendations, concerning this insurance.

Policy Holder:

3 Step IT A/S
Vandtårnsvej 62
DK-2860 Søborg
Company reg. no.: 26106427

Insured:

Lessees or cash invoiced customers of 3stepIT, who are insured under 3stepIT's insurance agreement in accordance with the subscription criteria.



Intermediary

Sales and administration of the insurance is handled by the Insurance Intermediary AffiNordic ApS, Blokken 15, DK-3460 Birkerød, company reg. no.: 37570990 and 3 Step IT A/S, who receives commission for such sales and administration from AIG.

3 Step IT A/S does not provide any counseling concerning this insurance and offers this insurance exclusively on behalf of AIG Europe S.A., Danish branch.

Questions about the contents and coverage of the insurance can be addressed to AffiNordic at:

Phone: +45 4590 7330 or e-mail: info@affinordic.com

3. Coverage period

For leased equipment, the insurance is valid from the date of the delivery approval and until the end of the leasing period, and for cash invoiced equipment the insurance is valid from the delivery date of the insured objects and until the end of the agreed coverage period.

The coverage period can be up to 60 months from date of delivery approval/date of delivery, and will for the specific insurance be stated in the lease or purchase agreement.

4. Scope of the insurance

The scope of the insurance is stated in the leasing or purchase agreement and includes the following coverages, if stated in the leasing or purchase agreement:

Accidental damage

Accidental, unforeseen and external damage to an insured object, including drop, bump or damage due to liquid or moisture, which renders an insured object unusable or causes a significant deterioration in its function.

The coverage takes effect at the start of the lease or delivery date, cf. 3 and runs for up to 60 months thereafter, as specified in the leasing or purchase agreement.

Burglary and robbery

Theft of an insured item in connection with burglary from a locked building, room, motor vehicle or other locked storage place as well as robbery.

The coverage takes effect at the start of the lease or delivery date, cf. 3 and runs for up to 60 months thereafter, as specified in the leasing or purchase agreement.

The insurance covers incidents globally, except in countries subject to economic sanctions, please refer to section 12 below, however repair or replacement of insured items outside Denmark, can only take place by registration and handling of the claim via AffiNordic (ref. section 6).



5. Safety precautions and general exclusions

Safety precautions:

If an insured item is stored in a changing room, it must be stored in a locked cabinet.

If an insured item is stored in an unattended vehicle, it must be kept out of sight and the vehicle must be securely locked.

Failure to comply with the above safety precautions may result in full or partial declination of the claim.

The insurance does not cover:

- Electrical or mechanical break down
- Simple theft and loss of any kind
- Burglary from changing rooms, unless the insured item has been stored in a locked cabinet that has been violently broken into, and provided that the burglary can be documented
- Burglary from an unattended motor vehicle, unless the insured item has been placed out of sight in a properly locked vehicle that has been violently broken into, and provided that the burglary can be documented
- Burglary of the insured item while in third party custody or control
- Cost of new sim card
- Damage to the insured unit before you receive it (eg. in connection with delivery)
- Damages that are covered by product or manufacturer warranty or where the retailer bears the responsibility in accordance with the provisions of Danish consumer law
- Damage due to viruses, hacker attacks or similar, or to software installed on the device
- Consequential damage to objects other than the insured object, lost data, software or similar
- Damage to the insured object that was caused intentionally or through gross negligence
- Damage due to wrongful usage or due to failure to follow the seller or manufacturer's instructions regarding the usage of the insured object
- Wear and tear and cosmetic damage such as scratches, dents, spots, bleaching or similar which does not prevent the insured object from functioning
- In the event of damage resulting from nuclear leakage, war, warlike conditions, civil war, terrorism, revolution or rebellion or as a result of governmental intervention and confiscation, strike, lockout or blockade or similar

6. Claims notification

Claims must be reported as soon as possible after they have occurred or come to awareness, and without undue delay, via www.affinordic.com/claims

Please note, that also malfunctions within the manufacturer warranty period, can be registered via www.affinordic.com/claims

In case of burglary or robbery, a police report must be enclosed with the claims notification, or the journal number from the police report must be provided.

7. How does the insurance cover?

In case of damage to the insured object, the insurance company (AIG) reserves the right to have the insured object repaired.



If the insured object cannot be repaired or the repair costs exceed the purchase price of the insured object, the insured object is replaced with a similar product, as far as possible of the same brand, type and color, and as a minimum of the same quality and technical specifications as the insured object.

Any such replacement unit provided under this policy may be either new or refurbished.

The insurance will at maximum cover cost equal to the original purchase price of the insured object.

It should be noted that the insurance benefit in case of damage to an insured object can only consist of either repair of the insured object or compensation in the form of another equivalent, new or refurbished unit - never cash payment.

If no malfunction or damage to an insured item submitted for repair can be found, the insurance company reserves the right to invoice the actual costs to cover the repairer's examination and any shipment costs, however maximum DKK 500.

8. Claims against third parties

If the insured has claims against a third party, AIG takes the place of the insured in such claim against the third party.

9. Complaints

If the insured does not feel that he or she has received the benefit agreed upon or is entitled to, or if the insured is otherwise dissatisfied with the handling of the case, the Insured has the right to complain.

This can be done by calling or writing to AffiNordic on phone: +45 4590 7330 or e-mail: info@affinordic.com

10. Handling of personal information

AIG Europe S.A. endeavors to protect the personal information of customers, claimants and business associates.

"Personal Information" identifies individuals (e.g., insured and insured family members). If the insured provides personal information about another individual, the insured (unless we agree otherwise) must inform the individual of the contents of this statement and our privacy policy and obtain their permission (if possible) to share their personal information with us.

The types of personal information that we may collect and why:

Depending on our relationship with the insured, personal information collected may include: contact information, financial information and account information, credit reference and credit score information, sensitive information relating to health or illness (collected with insured's consent, where required by applicable law) as well as other personal information provided by the insured or which we collect in connection with our relationship to the insured.



Personal information can be used for the following purposes:

- Insurance administration, e.g. communication, handling of claims and payments
- Assessments and decisions on the provision of insurance and insurance terms and settlement of claims
- Assistance and counseling on health and travel conditions
- Managing our business operations and IT infrastructure
- Prevention, detection and investigation of crime, e.g. fraud and money laundering
- Establishment and defense of legal rights
- Compliance with legal requirements (including compliance with laws and regulations outside your country of residence)
- Recording and checking telephone calls for quality, education and security purposes
- Marketing, market research and analysis

Sharing of Personal Data

For the purposes set out above, personal data may be shared with our group companies and third parties (such as brokers and other insurance distribution partners, insurance companies and reinsurers, credit reference agencies, healthcare professionals and other service providers). Personal information is shared with other third parties (including public authorities) if required by law or regulation. Personal information may be shared with (potential) buyers and transferred through the sale of our business or transfer of business assets.

International transfer

Due to the global nature of our business, personal data may be transferred to parties in other countries (including the United States, China, Mexico Malaysia, the Philippines, Bermuda, and other countries that may have a data protection regulation different from that found in the insured's country of residence). When making these transfers, we will take steps to ensure that the insured's personal data is adequately protected and transmitted in accordance with the requirements of the Personal Data Act. Further information on international transfers is provided in our Privacy Policy (see below).

Security of personal data

Relevant technical and physical security measures are used to keep the personal data of the insured secure. When we provide personal information to a third party (including our service providers) or ask a third party to collect personal information on our behalf, the third party is carefully selected and required to apply appropriate security measures.

Secured Rights

The insured has a number of rights under the Personal Data Protection Law in connection with our use of personal data.

These rights may apply only in certain circumstances and are subject to certain exceptions. These rights may include access to the insured's personal data, the right to correct incorrect information, the right to delete information or cease our use of information. These rights may also include access to transfer the insured's information to another organization, the right to object to our use of the insured's personal information, the right to request that certain automated decisions we make have human involvement, the right to withdraw consent and the right to appeal to the Data Inspectorate (Datatilsynet). Further information on the rights of the insured and how the insured may exercise them is fully described in our Privacy Policy (see below).



Privacy Policy

More information about the rights of the insured, and how we collect, use and disclose the insured's personal information, can be found in our full privacy policy at:

<http://www.aig.dk/privacy-policy> or the insured, can request a copy by writing To: Data Protection Officer, AIG Denmark, Osvald Helmuths Vej 4, DK-2000 Frederiksberg or via e-mail at: databeskyttelse.dk@aig.com.

11. Applicable Law

The insurance is subject to Danish law.

12. Sanctioned countries and persons

The insurer is not obliged to provide cover or make any payments if this is a violation of sanctions legislation or rules that may result in the insurer, the Parent Company of the insurer or other controlling entities being penalized under such legislation or rules.