

Conflict of Interest Policy

Our company's top priority is to act honestly, fairly, and professionally in the best interests of our customers.

Therefore, and in accordance with current legislation, EECKMAN SERVICES SRL (here after called EECKMAN UNDERWRITING – EUD) have taken appropriate steps to manage transparently and professionally potential and effective situations of conflicts of interest.

This policy was completed by the company's board and EUD Management is committed to monitoring its implementation et follow-up.

The main goals of this Conflict-of-Interest Management Policy are to:

- Improve continually the quality of products and services offered to customers and increase their satisfaction.
- Ensure uniform, fair, and efficient treatment of complaints in accordance with the existing regulation.
- Build staff awareness and promote commitment to improve the quality of services.

Definitions

The Conflict of Interest

A conflict of interest is a situation in which a person or organisation is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another.

Such competing interests can make it difficult to fulfill duties impartially. A conflict of interest exists even if no unethical or improper act results. A conflict of interest can create an appearance of impropriety that can undermine confidence in the person, organisation, and profession. A conflict of interest could impair an individual's ability to perform duties and responsibilities objectively.

The Conflict of Interest related to our business

Conflicts of interest may occur between

- Our company (including all individuals associated with it such as the directors, managers, staff) and
 - Customers
 - Risk carriers
 - Third parties
- Customers
- Staff members
- Conflict of Interest may be:
 - A situation where a financial gain can be made, or a financial loss avoided on customer's expense.
 - Our company has an interest in the result of an insurance mediation service or of a transaction carried out which differs from the client's interests.
 - Our company is encouraged, for financial or other reasons, to give priority to the interests of another customer or group of customers over those of the customer in question.
 - Our company is engaged in the same professional activity as the customer.

- Our company receives a benefit from a person other than the customer in relation to the insurance mediation service provided to the customer in the form of money, goods, or services, other than the normal commission or charges for this service.

How we deal with Conflict of Interest

Prevention

In accordance with the regulations our company set up measures to prevent potential cases of conflicts of interest and offer appropriate training to staff members over those measures:

- Investigation of potential cases by:
 - Controlling working, exchange and (use of) information procedures with customers, third parties and staff
 - Controlling remuneration and other benefits granted and received.
- Registration of detected situation in an appropriate record with
 - Proposed measures
 - Implementation of measures
- Ensure that in case of no satisfactory solution, the product or service is no longer provided, or the insurance transaction not executed.
- Safeguard the joint responsibility of the compliance function and the Management Committee of EUD regarding all developed measures.

Internal organisation

Our Chief Operating Officer will act as Compliance Officer responsible for the implementation and monitoring of the Conflict-of-Interest Handling Policy, as well as for control of operational follow up given to recorded cases.

How to raise concern

All staff should be aware that EUD will handle all complaints transparently and professionally and that EUD Management is committed to acting ethically with staff, clients, suppliers and third parties.

The policy, as well as all existing information, documents, sample letters are collected and made available to staff members on a specific and public folder. This policy is reviewed every two years – last review on 05/2023 – next review on 05/2025.

A yearly workshop around the issues of Complaint Handling will be organized with and for all involved staff. All new starters who are customer facing must be fully advised within 3 months of joining.

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