

## **CUSTOMER INFORMATION IN ACCORDANCE WITH ART. 45 OF THE INSURANCE SUPERVISION ACT (VAG)**

(as of September 2025)

### **ISV SWITZERLAND AG – YOUR REGISTERED INSURANCE BROKER**

ISV Switzerland AG (registered insurance intermediary under No. F01538533) is an independent insurance intermediary pursuant to Art. 40 para. 2 of the Insurance Supervision Act (VAG). The company has a fiduciary relationship with the client and acts in the client's interest.

### **TRAINING AND CONTINUING EDUCATION**

All employees of ISV involved in insurance brokerage and advisory activities comply with their registration obligations and possess the necessary skills and knowledge to perform their duties. In accordance with Art. 43 VAG, they are required to undertake initial and continuing professional education. Information regarding the training and continuing education of ISV employees can be obtained upon request by email at [christian.fuhrer@isvch.ch](mailto:christian.fuhrer@isvch.ch).

### **LIABILITY**

ISV is liable for negligence, errors, or incorrect information provided by its employees arising from advice or the conclusion of insurance contracts. ISV holds the legally required professional indemnity insurance.

### **DATA PROTECTION**

All data provided by the client or by third parties (including particularly sensitive personal data) are treated confidentially by ISV. The use and processing of such data are carried out in compliance with Swiss data protection law (DSG) and are limited to the purposes of performing and fulfilling the insurance brokerage mandate, as well as—in anonymized form—for the improvement of our services. Personal data are retained for as long as necessary to fulfill ISV's contractual and legal obligations. Clients have the right to access information regarding the data that ISV stores and processes about them.

### **INQUIRIES AND COMPLAINTS**

For questions or issues, please contact ISV directly. If you have a complaint that cannot be resolved directly with ISV, you may contact our ombudsman's office: FINSOM, Avenue de la Gare 66, 1920 Martigny, Switzerland.

**Insurance      Fiduciary      Asset Management**



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