

Client Information Brochure On Accident and Luggage Insurance for Passengers Travelling On Local and Intercity Bus Lines or Chartered Buses Operated By Volánbusz Zrt. and its Subcontractors

Dear Partner!

Please allow us to briefly introduce the Insurance coverage of passengers travelling on lines operated by Volánbusz Zrt. This insurance product is offered to travellers on the basis of an agreement between Volánbusz Zrt. and Allianz Hungária Biztosító Zrt. (hereinafter: the Insurer).

The present Client Information Brochure is intended solely for your information and it does not replace the insurance terms and conditions.

Contrary to the earlier version, the present insurance contract between the Insurer and Volánbusz offers enhanced services and new coverage modules for new types of risks. In consideration of the payment of the insurance premium by Volánbusz Zrt., and subject to the terms and conditions herebelow the Insurer undertakes to indemnify passengers travelling on local and intercity bus lines or chartered buses owned or operated by Volánbusz Zrt. in respect of loss or damage arising out of an insured event.

Insured Persons

The term "Insured Persons" shall refer to passengers whilst travelling on the above mentioned vehicles of Volánbusz Zrt. or by its subcontractors with a valid ticket, pass or other document which entitles the holder to travel on such vehicles which shall be operated on areas allocated for passenger transport.

Insurance Coverage

As regards coverage in respect of each individual passenger, such coverage shall attach when passengers holding a valid ticket, pass or other form of entitlement get on vehicles operated by Volánbusz Zrt. or its subcontractor or when they enter the area allocated for passenger transport, and will continue to be in full force and effect until passengers leave the vehicle or the area allocated for passenger transport. The territorial scope of coverage is Hungary only. Areas allocated for passenger transport shall be understood to mean the premises of bus stations, stops where passengers may ascend or descend from vehicles, or, in the absence of such stops, the spot where such ascent or descent is possible and the place is indicated with a "bus stop" („autóbusz-megállóhely”) sign.

Insured Events

The Insurer shall provide indemnification in respect of the following events:

The following events must occur accidentally, and in connection with the coverage provided by the Insurer:

- a) the Insured's death occurring within one year of the accident,
- b) the Insured's permanent health deterioration occurring within two years of the accident and exceeding 10 per cent,
- c) medically justified and necessary continuous medical treatment in the appropriate medical institution for in-patients in case such treatment is in excess of 3 days and it takes place within one year from the accident,

- d) continuous incapacity (to earn wages) in excess of seven days, occurring within one year from the accident. Such incapacity must be certified by an authorised medical doctor,
- e) bone fracture, bone crack, or incapacity to work for more than 28 days;
- f) Insured events also include damage to Insured Person's clothing – excepting pocket contents - and luggage on account of the accident affecting him, accident affecting the means of transport, or Act of God, or robbery against him. The accident, Act of God, or robbery affecting the Insured Person constituting an Insurance Event must occur within the indemnity period. Even if the Insured Person suffers no bodily injury from the accident affecting the vehicle, Act of God or robbery against him, the Insurer will nevertheless be liable to provide insurance benefits.

Under this policy, the following events shall be deemed to constitute an insurance event: due to causes beyond his/her control, the Insured Person is affected by a sudden external impact, as a consequence of which the insured Person

- suffers transient injury,
- dies within one year, or
- develops a permanent disability within two years.

Elevation, sprain of joints, frostbite, heliosis, heat apoplexy, intervertebral disk injury, hernia, stroke and bleeding from causes other than accidents shall not constitute an insurance event. Robbery shall mean felonious appropriation of insured property by using violence or threatening life or bodily integrity of Insured.

Insurance benefits

Insurer shall provide the following benefits on occurrence of an insurance event:

- a) payment of an indemnity of HUF 1.000.000 upon accidental death of Insured Person to the legal heir of the Insured. Insurer will pay 200% of the indemnity if the Insured's death was directly caused by burnt injury, as certified by physicist, or 150% thereof, if the death was caused by road accident.
- b) Insurer shall pay to the Insured Person
 - 200% of the indemnity of HUF 1.500.000 on account of disability involving 100% impairment,
 - proportionate part of twice the indemnity of HUF 1.500.000 payable on the degree of impairment in case of 67-99% disability,
 - proportionate part of the indemnity of HUF 1.500.000 payable on the degree of impairment in case of 11-66% disability,
- c) Insurer shall provide daily allowance of HUF 1.500 to Insureds receiving medically justified and necessary continuous medical treatment in the appropriate medical institution for in-patients exceeding 3 days due to reasons arising within one year of accident for the full period of treatment under the insurance policy, up to 365 days from hospitalisation.
- d) Insurer shall provide daily allowance of HUF 750 to Insureds on account of his inability to work exceeding 7 days due to reasons arising within one year of accident as from the

8th day of the period of such inability to work for days when sick pay is due after day 7, up to 180 days from commencement.

e) Insurer shall indemnify Insureds for bone fracture, bone crack or incapacity to work for more than 28 days arising within one year of accident in the amount of HUF 20.000.

f) Insurer shall indemnify Insureds the reinstatement value of piece of property affected by the accident (luggage, clothing), except when the item is repairable or cleanable. In case of damage that may be remedied through repair or cleaning, the indemnification provided by Insurer will cover the costs of repair or cleaning. Should the prospective repair or cleaning costs exceed reinstatement value, Insurer will provide indemnification corresponding to the reinstatement value.

As regards damage to documents of identification, the Insurer will compensate Insureds for the costs of reissue of such documents, as certified by invoice.

The maximum indemnification provided by Insurer for damage listed in item f) above may not exceed HUF 50.000.

Filing of claims, loss adjustment

The passenger affected by an insurance event shall report such event to the bus driver, or, if it took place in the area allocated for passenger traffic, to the competent manager, in the course of the travel. The on-board staff or other competent staff member shall take a record of the insurance event on the spot or the nearest designated Volánbusz facility, which shall be sent to the Insurer within 8 days.

Should the passenger – on account of the injury sustained - be unable to report the insurance event, then the representative of Volánbusz Zrt. shall proceed to take records of the event ex officio. Should the insurance event take place in a passenger area within the Volánbusz facility, and no records may be taken, then the burden of proof to verify occurrence of the event shall be with Insured (e.g. by way of police or ambulance records on the accident). Should the damage to luggage arise from robbery, the aggrieved passenger shall report the crime also to the police, in which case payment of indemnification is subject to the final resolution of the police or the court. Insurer shall have access to any and all documents and proof that are required for assessing the claim.

In addition to the documents required for verifying and assessing the claim for damages (e.g. death certificate, official certificate, final resolution, medical documents, hospital discharge report), the photocopy of the travel ticket, pass or any other form of entitlement valid on the day of the accident and the records taken by Volánbusz Zrt. shall also be provided to Insurer. The claim shall be filed in writing by Insured at any branch of Allianz Hungária Biztosító Zrt, or at the customer service of Alkuzi és Nagyvállalati Igazgatóság (Address: 1117 Budapest, Galvani út 44., Mailing address: 1519 Budapest, Pf.: 530), within 8 days of occurrence thereof. Insurer shall provide the indemnification to verified claimant within 30 days of receiving the last document necessary for verifying entitlement to the claim.

Lapsation

Claims under the insurance policy shall lapse after two years of its effective date.

Exemptions

Insurer will be exempted from liability hereunder

- if the death of the Insured had been caused by the wilful conduct of the heir,
- if the insurance event is related to an accident that had been caused unlawfully by Insured, the Policy Holder or a relative living in the same household with Insured or Policy Holder wilfully or out of gross negligence.

Insurer will be exempted from payment of indemnification for damage to luggage,

- if it is proven that the damage had been caused unlawfully by Insured or a relative living in the same household with Insured wilfully or out of gross negligence.

Exclusions

Insurer will not provide indemnification on account of accidents, and assume no risks of damage to luggage or clothing, if

the insurance event occurred due to

- Insured's participation in military action, war or civil war events, riots, mutiny, civil commotion, or
- structural change to the nucleus, or the impact of radioactive or other ionizing radiation (unless applied as treatment).

moreover, if the insurance event occurred on account of

- Insureds' taking of medicines without medical assistance, or at improper dosage,
- Insureds' intoxicated, narcotic or otherwise influenced state of mind,
- Insureds' insanity or mental disorder, loss of consciousness for any reasons, or suicide or attempted suicide,
- bodily injury arising from medical treatment or intervention, whether performed by self or others under his approval (except when it was necessitated by an insurance event),
- Insureds' driving a vehicle without driving licence,
- an accident suffered by Insured in the framework of his official sports career, or an official mass sports event (sports accident).

Insurer will not provide indemnification, if Insured failed to subject himself to medical treatment prescribed on account of an accident suffered by him, or failed to observe medical instructions, thereby hindering recovery, or causing illness to himself.

As regards risk elements under the accident insurance, imperfect bodily organs and parts of the body in place before the accident are excluded from Insurer's coverage.

Further reasons for exclusions from Insurer's coverage in case of coverage for hospitalisation due to accidents are as follows:

- medical treatment of Insured in hospital department (ward or hospital bed) for chronic illness treatment, rehabilitation or recreation,
- medical treatment of Insured in hospital for aesthetic intervention not justified for medical reasons, or
- paramedical treatment of Insured, such as physiotherapy, balneology, psychotherapy, acupuncture, holistic medicine, etc.,

The following items shall not be deemed as luggage, and other assets not covered hereunder, are as follows:

- jewellery, articles made of precious metals, pieces of art, collections, precious furs, sunglasses (excepting ordinary glasses),
- stamps and musical instruments, arms and ammunition;
- cash, cash equivalents (money orders, bank cards, credit cards, check card, promissory note, cash-note, savings book or other document issued in relation thereof, and any other document under whatever title with the same financial intent), security, cash-notes, passes, travel tickets;
- road vehicles, boats and any aircraft, including bicycles, surfs and gliders;
- vehicle accessories and parts;
- tools for performing work, sports items;
- technical appliances – excepting mobile phones and perambulator – and accessories, in particular computers, radio sets, cameras, Tv-sets, recording and reproducing appliances (e.g. VCR, video recorder, cd player);
- items of value exceeding HUF 100.000 as new, parts and accessories thereof, irrespective of value.

Documents for proving and assessing claims for damages

- Loss report describing the insurance event in detail,
- Death certificate and medical or official report certifying cause of death in case of death,
- Resolution on termination or denial of investigation, or final court resolution, if police investigation or court proceedings were conducted on account of Insured's death,
- notification, certificate or resolution of authorities in case of other official procedure,
- final notarial or court resolution on inheritance or certificate of inheritance,
- relevant medical documents in case of damage to health from accident,
- hospital discharge report and documents certifying hospitalisation,
- documents certifying incapacity to work, in such case.
- document certifying identity of person entitled to indemnification,
- documents listed in the special contractual terms, and
- any other document the Insurer may require for the clarification of the facts of the case, grounds for and title to the claim.

Furthermore, the following documents shall be required for indemnification in case of damage to luggage:

- documents suitable for the identification of the item at issue and assessment of value thereof (e.g. invoice certifying purchase of the item),
- original invoice on the repair or cleaning of the item,
- copy of the medical and other documents on the insurance event,
- documents to prove title to the indemnification.

Insurance secrets and transmission of data deemed as insurance secret

Pursuant to Act LX of 2003 on insurance companies and insurance business, Insurer and agent is under obligation of confidentiality as regards any data that pertain to the

personal circumstances, wealth and economic operation of clients, or the policy concluded with Insurer. Insurer may only disclose insurance secret to third parties if

- client or his representative under the law had granted exemption from prohibition of disclosure in writing to Insurer specifying the scope of insurance secrets that may be disclosed, or;
- no obligation of confidentiality applies under the law.

Pursuant to Section 157 of the Act on Insurance Companies, the obligation of confidentiality shall not apply in contacts with certain organisations. In certain cases, Insurer is entitled to disclose data to these organisations without preliminary consent of client in writing. These organisations include the following:

- The Hungarian Financial Supervisory Authority, in performing its duties;
- investigative authority and public prosecutor in performing their duties in criminal investigation;
- court of justice acting in criminal or civil proceedings, or bankruptcy or winding-up procedure; and
- independent court bailiff acting in judicial enforcement procedure;
- notary public acting in probate action;
- tax authority acting in a tax case; if Insurer is subject to obligation of reporting at its request in cases specified by law, or if Insurer is subject to obligation of data reporting under the Act on taxable disbursement arising from insurance contract;
- national security service in performing its duties;
- Competition Authority acting in its capacity to supervise competition;
- Guardian Court in performing its duties.
- Health Authority as defined in Act CLIV of 1997 on health;
- subject to meeting the criterion specified in separate law, organisations authorised to resort to special secret service means and to collect confidential information;
- reinsurer and in case of common provision of coverage (coinsurance), the coinsurers;
- in case of portfolio transfer, the receiving insurance company as regards the transferred insurance portfolio;
- in case of outsourcing operations, the contractor performing the operations thus outsourced as regards data required for the task;
- European Anti-Fraud Office engaged in supervising application of EU funds (OLAF).

Insurer shall be obliged to provide data to the national security service forthwith upon becoming aware of possible connection of the insurance transaction with drug trade, terrorism, illegal arms deal or money laundering.

Insurer shall be obliged to furnish the investigative authority with any data deemed as insurance secret that relates to a case under its management, provided that the enquiry served thereto bears the inscription "urgent measure required", even if public prosecutor's approval as specified by law is missing.

Insurer shall retain and may not disclose to any third party any business secret deemed also as insurance secret that becomes known to Insurer on the operation of Client. The

obligation to retain business secret shall not be applied – in addition to organisations listed in Section 157 of the Act on insurance companies – in contacts with:

I The National Bank of Hungary;
State Audit Office;
Governmental Audit Office engaged in auditing compliance and purposefulness of application of central budgetary funds;
controller, all in performing its duties.

II The investigative authority and public prosecutor in investigating the facts of the case reported as crime thereto,

The court of justice when acting in the municipality debt reorganisation procedure; both in performing their duties in relation to the case that gave rise to the procedure. Transfer of data by Insurer to third country insurer or data processing organisation (third country data processing organisation) shall not be deemed as illegal disclosure of insurance secret provided that Insurer's Client (data subject) had consented thereto in writing and subject to compliance of data processing at third country data processing organisation with requirements specified in Hungarian law, and provided that the state as per the seat of the third party data processing organisation has adequate laws in force that provide for security of data corresponding to requirements laid down in Hungarian law. Transfer of data deemed as insurance secret to another Member State shall be performed in compliance with the provisions on Hungarian law pertaining to data transfer within the country.

Provision of aggregate data from which the personal particulars or business data of clients may not be identified as well as provision of data not qualifying as personal data to the Ministry of Finance for the purposes of legislative tasks and performing impact studies shall not be deemed as infringement of insurance secret. Insurer may not reject provision of such data claiming protection of insurance data.

In performing its insurance tasks, Insurer will resort to the services of external service providers when it requires the special expertise of its contractual partner to render its services, or when the services thus provided will enable Insurer to render its own services at the same quality yet at lower cost or at lower price.

Insurer – with a view to informing clients – will post the list of its contractual partners involved in performing insurance services and therefore aware of personal and insurance data, at its premises open for the clientele. Further information on these companies and enterprises acting on assignment from Insurer is available at phone No. 06-40-421-421. These service providers are under obligation to safeguard insurance secret made known to them in accordance with the Act on insurance activities, the special data protection regulations in force at the particular trade and the agency contracts concluded with Insurer, without limitation to time, and may not disclose such data to third parties.

Complaints management

Should you have any questions or complaints, please contact the appropriate branch of Allianz Hungária Biztosító Zrt. as per your residence or the Central Customer Service operated at the headquarters of the Insurer (address: 1054 Budapest, Bajcsy-Zsilinszky

út 52., Mailing address: 1368 Budapest, Pf. 191.), where a competent staff is at your service. Should we fail to properly address your complaint, or feel dissatisfied with the insurer's services, you may resort to the Hungarian Financial Supervision Authority, (1013 Budapest, Krisztina krt. 39.), the Consumer Protection Superintendence, mediation bodies or may resort to court action.

About Allianz Hungária Biztosító Zrt. in brief

Allianz Hungária Biztosító is a market-leading insurance company in Hungary. Since 1990, the company is a member of the Allianz Group, which is market-leading company in Europe, which is one of the biggest insurance and financial power-house in the world. Headquartered in Germany, Allianz was the first and most significant western-european investor in Hungarian financial markets.

The four major lines of business include property and accident insurance, life and health insurance and asset management.

With the opening of Allianz Bank in October 2006, a financial power-house came to being, constituting a step forward from being an insurance company and – while retaining its market-leading position in industrial and car insurance – to offering bank services to clients, thereby introducing advanced financial culture in Hungary.

We meet clients' increasing and more complex needs by relying our knowledge and expertise obtained in dealings with outstanding international partners and experience of many years in domestic markets.

Registered seat: 1054 Budapest, Bajcsy-Zsilinszky út 52. mailing address: 1368 Budapest, Pf. 191. Co. Reg. No.: Municipality Court of justice acting as Court of Registration Cg. 01-

10-041356. Headquarters' country of residence: Hungary. Supervisory body: Hungarian Financial Supervisory Authority (address: 1013 Budapest, Krisztina körút 39.).

Our staff at the customer service of regional branches or the central customer service at the headquarters of the Insurer are ready to provide further information on insurance products and other issues that may be of interest.

Please be advised that in respect of the accident and luggage insurance for passengers travelling on local and intercity bus lines or chartered buses operated by Volánbusz Zrt. and its subcontractors the provisions of Hungarian law shall apply.

For further information please contact our staff in person at the branched all across the country, over the phone at 06-40-421-421 or more detailed information is available on our corporate website at www.allianz.hu.

May you have pleasant and safe travel!

Allianz Hungária Biztosító Zrt.