

PRE-CONTRACT INFORMATION:

Unionen's Group Insurance with Bliwa

This pre-contract information contains brief and general information about Unionen's voluntary group insurance with Bliwa Livförsäkring (referred to below as 'Bliwa'). This pre-contract information shows the information that Bliwa is to provide by law before insurance is taken out. You can get the full insurance conditions

'Försäkringsvillkor Unionens gruppförsäkring i Bliwa UNI-26:1' (Insurance Conditions Unionen's Group Insurance with Bliwa UNI-26:1) from www.bliwa.se/unionen or order them from Bliwa.

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1. General information about the insurance

Unionen's voluntary group insurance with Bliwa provides insurance protection that supplements the protection that applies according to laws and agreements. Unionen's voluntary group insurance includes the following insurance products:

- ▶ Life insurance – death benefit
- ▶ Family protection
- ▶ Lump-sum benefit
- ▶ Health insurance
- ▶ Critical illness insurance
- ▶ Personal accident insurance
- ▶ Child and pregnancy insurance

The sums insured that you can apply for and the cost of the insurance protection are shown in the application documents, including appendices. New occupationally active members of Unionen are automatically affiliated to insurance protection without application ('automatic enrolment'). You will receive separate information about this in conjunction with you becoming a new occupationally active member of Unionen.

In this pre-contract information a registered partner is equated with a husband/wife and registered partnership with marriage. In this pre-contract information, 'you' means you, as a member of Unionen.

2. The various parts of the insurance protection

▶ LIFE INSURANCE – DEATH BENEFIT

This insurance provides insurance against risk and does not include any saving component. 'Death benefit - children' is also included in your 'life insurance - death benefit'.

You can choose from different levels for the sum insured in the insurance. The different levels are shown in the application documents. It is also shown there how much the insurance costs.

This insurance means that a sum insured will be paid out to your beneficiaries if you die before attaining the age at expiry of the insurance. Further information about beneficiaries is available in Section 3 below.

The sum insured is reduced by ten percentage points per year from and including the age of 60 up to and including when you attain

the age of 64; 50 per cent of the original sum insured subsequently remains.

The insurance applies until the month in which you, as a member of Unionen, attain the age of 67. If you are an occupationally active member of Unionen after attaining the age of 67, the insurance may apply for at most up to the

month in which you attain the age of 70 subject to the precondition that you are still an occupationally active member of Unionen.

Option entitlement

Option entitlement is included in the life insurance. The following applies for an option entitlement:

If you are fully capable of working, you are entitled to increase the sum insured by one level in the event of a particular family event and once a year.

The possibility of exercising an option entitlement applies one year from the particular family event having occurred and before the person, to whom the increase relates, attains the age of 60.

The particular family events that afford a right to exercise an option entitlement are if the insured enters into a cohabitation relationship, gets married, has a child entitled to inherit or receives a child with the intention of adopting the child. To exercise your right to an option entitlement, 12 months also must have passed since you last exercised this entitlement. The policyholder (group member) is the person who applies to increase the sum insured.

Life insurance - death benefit - children

Insurance protection that covers the death of a child is included in 'life insurance - death benefit'. This insurance applies for children under the age of 20 who are entitled to inherit from a person insured with 'life insurance - death benefit'.

The insurance protection means that one price base amount will be paid out to the child's estate if the child dies before attaining the age of 20. In this context, stillborn children who died after the end of the 22nd week of pregnancy are also equated to 'children entitled to inherit'.

If your life insurance ceases, the same applies to 'life insurance - death benefit - children'. Benefit can only be paid once per child and agreement.

► FAMILY PROTECTION

This insurance provides insurance against risk and does not include any saving component. You can choose from different levels for the sum insured in the insurance. The different levels are shown in the application documents. It is also shown there how much the insurance costs. This insurance means that a monthly benefit will be paid out to your beneficiaries for five years if you die before attaining the age at expiry of the insurance. Family protection is paid out to the beneficiary at one-twelfth of the sum insured monthly in arrears. Further information about beneficiaries is available in Section 3 below.

The insurance applies until the month in which you attain the age of 67. If you are an occupationally active member of Unionen after attaining the age of 67, the insurance may apply for at most up to the month in which you attain the age of 70 subject to the precondition that you are still an occupationally active member of Unionen.

► LUMP-SUM BENEFIT

This insurance provides for the payout of a lump sum if you become incapable of working as a consequence of a sickness or accident during the term of the insurance, subject to the precondition that you have been granted sickness compensation, or similar compensation for permanently impaired capacity to work as a consequence of sickness or accident, of at least 25 per cent by the Swedish Social Insurance Agency or if your work capacity has been impaired for a consecutive period of three years or for a total of three years over a five-year period. If your work capacity has been impaired for three years, it is also required that you have been granted sickness benefit, or similar compensation for impaired capacity to work as a consequence of sickness or accident, of at least 25 per cent by the Swedish Social Insurance Agency for the period. The lump-sum benefit is based on the lowest level of sickness benefit that has applied during 11 of the last 12 months before the right to receive benefits arose. Entitlement to benefits requires you to have been fully capable of working for the last three months before the insurance started to apply or subsequently fully capable of working for at least three consecutive months.

There are transitional provisions for entitlement to benefits that apply if the incapacity to work manifested itself during the period you were covered by advance payment benefit under Unionen's previous insurance with Förenade Liv. These are shown in the insurance conditions.

Lump-sum benefit is paid in proportion to the level of work incapacity that the Swedish Social Insurance Agency has assessed you to have. Full lump-sum benefit is paid in the case of full incapacity to work. Three-quarters lump-sum benefit is paid in the case of three quarters incapacity to work, and so on.

The sum insured decreases in pace with your age. The sum insured decreases by four percentage points per year from and including the date on which you attain the age of 36 up to and including the age of 56. The sum insured reduces by two percentage points per year from and including the age of 57 up to and including the age of 60. Eight per cent of the original sum insured subsequently remains until you attain the age at expiry for the insurance, which is the age of 65. See the reduction table in the insurance conditions.

If you have previously received a partial lump-sum benefit (or previously 'advance benefit payment'), you may receive an additional lump-sum benefit if your work incapacity increases and if the Swedish Social Insurance Agency decides to grant you a higher level of sickness compensation or sickness benefit during the term of the insurance. For benefits based on a higher level of sickness benefit it is required that you have had the higher level of incapacity to work for a consecutive period of 11 of 12 months, after the date of the previous insurance event and within the term of the insurance, and were granted a corresponding level of sickness benefit by the Swedish Social Insurance Agency. Bliwa takes into account previous payments of lump-sum benefit/advance benefit payment when paying such additional lump-sum benefit. The total lump-sum benefit or advance benefit paid can never exceed the full lump-sum benefit. If the full lump-sum benefit or advance benefit payment has been paid, there is subsequently no right to benefits under this insurance.

You are personally responsible for requesting the payout of lump-sum benefit when you satisfy the conditions to be entitled to benefits.

HEALTH INSURANCE

Health insurance may entitle you to a monthly benefit in the case of sickness. You, as the insured, must have suffered an incapacity to work and loss of income in order to be entitled to a monthly benefit. Bliwa's decision to grant a monthly benefit is based primarily on the assessment of your incapacity to work made by the Swedish Social Insurance Agency. However, Bliwa may make its own assessment of your incapacity to work and consequently make a different decision to the Swedish Social Insurance Agency if there are special reasons to do so. In such a case, the benefit will be based on the incapacity to work that Bliwa has assessed that you have suffered.

Benefits under the health insurance are paid out upon a request from you as the insured.

Monthly benefit

The monthly benefit may be paid out to you if you have suffered long-term incapacity to work as a consequence of sickness or an accident during the term of the insurance. Your capacity to work must have reduced by at least 25 per cent, in the assessment of the Swedish Social Insurance Agency, in order to receive benefits.

The sums insured for which you can apply and how much the insurance costs are shown in the application documents.

Benefits under the health insurance will be paid out in the same proportion of the sum insured as the level of your incapacity to work.

The benefit under the health insurance is paid after the qualifying period has expired. The length of the qualifying period is three months. Benefits under the insurance will be paid out for as long as your incapacity to work endures and you are receiving sickness benefit from the Swedish Social Insurance Agency, though at most for 42 months. If you attain the age at expiry for the insurance prior to this, which is the age of 67, the payout ceases at the same time as the insurance ceases to apply.

If you become incapable of working again and satisfy the requirements for entitlement to benefits, you may be entitled to further benefits under the insurance if benefits have been paid for the entire benefit period and you are subsequently fully capable of working for more than 12 months.

Limitation of benefit period

The benefit period is limited if you have been incapable of working for more than 30 consecutive days during the last two years prior to the health insurance starting to apply and, after the insurance entered into force and before it had applied for two years, become incapable of working again owing to the same sickness or accident. Further details are available in the insurance conditions.

Overinsurance

Bliwa will never pay benefits as a consequence of incapacity to work at an amount whereby you, as the insured, receive overall an amount exceeding your actual pay after tax. Bliwa will not pay any benefits if you already receive other insurance compensation as a consequence of incapacity to

work at a level of benefit that exceeds your actual pay after tax. You are obligated to inform Bliwa about any other insurance benefits or compensation received in conjunction with the claims report/request for payout. If Bliwa does not pay out benefits as a consequence of this rule, Bliwa will repay to you premiums already paid. Premiums can only be repaid for the past 12 months at most.

► CRITICAL ILLNESS INSURANCE

Bliwa's critical illness insurance provides you, as the insured, with entitlement to benefits if you are diagnosed during the term of the insurance with any of the diagnoses

listed in the insurance conditions. You may be entitled to benefits in the case of certain kinds of cancer, heart attack, stroke, amyotrophic lateral sclerosis (ALS), multiple sclerosis (MS), Parkinson's disease, neuroborreliosis, bacterial meningitis, tick-borne encephalitis (TBE), kidney failure, deafness, blindness, loss of arm or leg, loss of speech and some forms of permanent paralysis. Furthermore, benefits may be paid out to you for certain operations such as coronary bypass operation, aorta/heart valve replacement and organ transplant. You are entitled to benefits no earlier than seven days after the diagnosis was made or the operation performed.

Refer to the insurance conditions for a comprehensive description of when the benefit can be paid. The insurance conditions describe, among other things, important limitations to your right to benefits for the above-mentioned diagnoses and operations.

Benefits under critical illness insurance will be paid out as a lump sum.

The sums insured from which you can choose and how much the insurance costs are shown in the application documents.

Important limitations

You are not entitled to benefits if any of the diagnoses covered by your entitlement to benefits had already been made before the insurance started to apply. This also applies if you have become sick with the same diagnosis after the insurance started to apply or become sick from a sickness with a medical connection to such diagnosis you were given before the insurance started to apply. If you are undergoing examination for a certain diagnosis at the time the insurance is taken out, you are not entitled to benefits for such a diagnosis even if it is made after the insurance has entered into force. Benefits under the insurance are only paid for one diagnosis during a two-year period and Bliwa will pay benefits for no more than three diagnoses during the term of the insurance.

► PERSONAL ACCIDENT INSURANCE

The insurance applies full-time, that is to say, around the clock. The sums insured from which you can choose and how much the insurance costs are shown in the application documents.

Personal accident insurance can provide you with financial benefits if you sustain an accidental injury that results in costs or invalidity. A maximum benefit amount applies for some injuries/costs. Further information is available in the insurance conditions. A precondition for entitlement to benefits in the case of an accidental injury is that the injury

is so serious that it required treatment within the health services.

Definition of the term 'accident'

All of the following fundamental requirements, among other things, must be satisfied for an event to be regarded as an 'accidental injury' and afford an entitlement to benefits:

- ▶ Bodily injury. The event must have resulted in a bodily injury.
- ▶ External event. The injury must have been caused by an external event.
- ▶ Sudden event. The injury must have occurred suddenly. Therefore an injury that has arisen following overexertion or repetitive movements is not considered to be an accidental injury.
- ▶ Involuntariness. The injury must have been sustained involuntarily. Persons who intentionally injure themselves, or who have demonstrated manifest indifference to the risk of getting injured, are not considered to have suffered an accident.

Accidental injury also includes bodily injury that you have sustained through:

- ▶ frostbite, heatstroke, sunstroke, borrelia infection or TBE owing to a tick bite
- ▶ rupture of an Achilles tendon or knee-twist injury.

What is not an accident?

An internal injury such as, for instance, a heart attack is not an accident. Nor is bodily injury regarded as an accident if it arose through, for instance:

- ▶ overexertion, repetitive movements, stretching, twisting or pathological changes
- ▶ dental injury that has arisen as a consequence of chewing or biting
- ▶ infection through bacteria, viruses or other contagion, infection or poisoning through food or drink or hypersensitivity reaction
- ▶ use of medicinal preparations, operations, treatment or examinations that have not resulted from an accidental injury covered by this insurance
- ▶ nuclear explosion or radiation (nuclear reaction).

Benefits under personal accident insurance

In the case of accidental injury, the insurance can cover medical costs and costs of dental injuries, travelling costs, additional costs, costs of rehabilitation and aids and also costs of crisis therapy. The insurance may pay invalidity benefits (financial or medical) and Compensation in case of sick leave for at least 30 days, scars and other appearance-related consequences of the injury as well as defect and disablement. Furthermore, the insurance includes death benefit. The applicable benefit amounts, limitations to amounts and other limitations are shown in Bliwa's full insurance conditions and also in the application documents.

Important limitations to the personal accident insurance

Benefits are only paid for direct consequences of an accidental injury. Personal accident insurance does not compensate loss of income from work. Benefits are not paid for deterioration of health status after the accident owing to a bodily defect that was either pre-existing at the time of the accident or subsequently arose and is unconnected to the accidental injury.

The insurance only compensates necessary and reasonable costs that arose as a consequence of the accidental injury. If the costs should be compensated through some other party according to, for instance, law or collective agreement, Bliwa will not compensate the same costs. The same applies for costs that have been compensated through other insurance. This applies regardless of whether compensation has been paid according to a flat-rate model or against original receipts. There are limitations to your entitlement to benefits if an accident occurred outside your place of residence or abroad. Costs are only compensated if they can be verified by a receipt or similar certificate. Compensation is never paid for costs that arose after the final medical invalidity benefit has been determined.

The sum insured for medical invalidity is reduced by 2.5 percentage points per year from and including the insured having attained the age of 46. The sum insured for financial invalidity is reduced by 5 percentage points per year from the same date. Benefits are never paid for both financial and medical invalidity.

▶ CHILD AND PREGNANCY INSURANCE

Pregnancy insurance together with accident and health insurance for children and young people

The insurance provides financial protection during pregnancy and also in the event of a child's sickness and accident.

Child insurance covers the child for whom the insurance has been taken out. You, as the group member, must thus take out child insurance for each child you want to be covered by the insurance. New insurance should be taken out in the event of a new pregnancy even if a group member already has a child insured under child insurance with Bliwa.

Child insurance may be taken out at two different levels: Premium and Premium Extra. The difference between the two levels is shown below under 'Important limitations to child insurance'. Regardless of the level of the child insurance taken out, pregnancy insurance applies with the same scope as described below. However, the sum insured for critical illness benefit in pregnancy insurance is dependent on the scope of child insurance taken out. The same levels apply for both pregnancy insurance and child insurance. The sum insured is one price base amount if the Premium Level has been taken out and three price base amounts if Premium Extra Level has been taken out.

For pregnancy insurance in child insurance to apply, the insurance must be taken out before the 36th week of pregnancy. Children and young people who have not attained the age of 25 may be insured under child insurance. Pregnancy insurance can start to apply no earlier than from and including the 10th week of pregnancy for the mother, father and siblings of the unborn child and no earlier than from and including the 23rd week for the unborn child. Pregnancy insurance applies for at most up to and including the date on which the child attained the age of six months. Child insurance enters into force when the child has been born and applies for at most up to and including the end of the month in which the insured attains the age of 25 or the end of the month in which the group member attains the age at expiry for the group insurance.

Benefits are paid under either the pregnancy insurance or the child insurance during the period when the pregnancy

insurance and child insurance apply in parallel. Benefits can never be paid out under both insurance products for the same injury.

Definition of the term 'accident'

In this insurance, the same definition applies for the term 'accident' as for personal accident insurance; see above.

However, if the insured commits suicide this is treated under this insurance as being an accidental injury.

Definition of the term 'sickness'

'Sickness' means a deviation from normal health status that requires health and medical care and is not to be regarded as an accidental injury as referred to above. Sickness is considered to have occurred when the insured's physical or mental functional capacity has manifestly deteriorated owing to the sickness. 'Sickness' does not mean a bodily injury caused voluntarily.

Benefits under the pregnancy insurance

In the case of sickness and accidental injury, the insurance may cover medical and travelling costs of the child, costs of crisis therapy, hospital stay for mother and child, and care expenses benefit. In addition, benefits may be provided for critical illness benefit for the child, medical invalidity as a consequence of the child having an accident and also benefit in the event of death. The applicable benefit amounts, limitations to amounts and other limitations for the insurance are shown in Bliwa's full insurance conditions.

Benefits under the child insurance

In the case of sickness and accidental injury, the insurance may cover medical and travelling costs, costs of rehabilitation and aids, care expenses benefit and costs of crisis therapy. In addition, benefits may be provided in connection with hospital care, benefit in connection with care at home, for certain diagnoses, for scars and other appearance-related consequences of the injury, permanent invalidity (financial and medical).

In the case of accidental injuries, the insurance may also compensate costs of dental injuries and additional costs. The application documents show how much the insurance costs. The applicable benefit amounts, limitations to amounts and other limitations for the insurance are shown in Bliwa's full insurance conditions. A precondition for entitlement to benefits in the case of an accidental injury is that the injury is so serious that it required treatment within the health services.

Important limitations to child insurance

The same limitations apply for child insurance as for personal accident insurance; see above.

Child insurance – Premium Level For the diagnoses specified below and also for the consequences of such conditions, medical and financial invalidity benefits are calculated on the basis of an amount corresponding to 10 per cent of the sum insured:

ICD F00-F99 (for example, ADHD, autism, developmental delay, depression, phobias, eating disorders, etc.).

Neither Child insurance – Premium Level nor Premium Extra Level can provide benefits for sickness or bodily defect, or its consequences, where the symptoms manifested themselves

before the insurance entered into force, even if the diagnosis can only be made after the insurance has entered into force.

Nor does child insurance cover sicknesses caused by treatments of a cosmetic nature.

Limitations for the first six months of life

If the child is affected by a sickness, the child must have attained the age of six months before the sickness manifested itself for the first time for benefits to be paid out under the following components from the child insurance:

- ▶ Care expenses benefit
- ▶ Medical invalidity
- ▶ Financial invalidity.

It is a requirement that the need for hospital care arose for the first time after the child attained the age of six months in order to be able to pay out benefits under the 'hospital stay' and 'care at home' components. This limitation in respect of a hospital stay does not apply if the child was previously covered by pregnancy insurance.

3. Common provisions

The provisions shown here apply for all insurance products that have been summarised above, unless otherwise specifically stated.

▶ INSURER

Bliwa Livförsäkring, ömsesidigt, corporate identity number 502006-6329 ('Bliwa') is the insurer for the insurance products. Bliwa is a mutual insurance company, which means that the company is owned by its policyholders. This means in its turn that the policyholders are entitled to a bonus from the surplus that may arise from Bliwa's operations. Find out more under the heading 'Allocating surpluses and covering losses'. Bliwa is based in Stockholm. Bliwa's insurance activities are subject to the supervision of the Swedish Financial Supervisory Authority (Finansinspektionen), postal address Box 7821, SE-103 97 Stockholm, Sweden. Visiting address: Sveavägen 44, Stockholm. Email address: finansinspektionen@fi.se. Telephone number +46 (0)8-408 980 00. Website: www.fi.se. Bliwa's marketing is subject to the supervision of the Swedish Consumer Agency (Konsumentverket), postal address Box 48, SE-651 02 Karlstad. Visiting address: Tage Erlandergatan 8A. Email address: konsumentverket@konsumentverket.se. Telephone number +46 (0)771-42 33 00. Website: www.ko.se. You can obtain information about Bliwa's financial status from Bliwa's latest adopted annual report. The annual report is available at bliwa.se and can also be ordered by contacting Bliwa.

▶ THE INSURANCE AGREEMENT

There is a group agreement between Unionen and Bliwa that forms the basis of the insurance. The group agreement states, among other things, what is required for a member to be

regarded as a group member and to be able to apply for insurance with Bliwa. The application documents, health certificates, insurance statement and the full insurance conditions also apply to the insurance. The insurance applies

for no more than one year at a time; for new policies, the first term of the insurance runs until the end of the year, i.e. to 31 December of the year in which the insurance was taken out. The insurance will be renewed annually provided neither the insurance nor the group agreement has been terminated at the end of the term of the insurance. New conditions for the insurance may then start to apply. See below under the heading 'Amendment of the insurance conditions'.

► WHO CAN TAKE OUT THE INSURANCE PRODUCTS?

You, as a member of Unionen, can apply for insurance. You can also take out insurance for your husband/wife or cohabitee. You can also insure your children or the children of your husband/wife or cohabitee. The sums insured for which you can apply and how much the insurance products cost are shown in the application documents.

As a new occupationally active member of Unionen, you are automatically affiliated through 'automatic enrolment' to certain insurance protection agreed in advance in the group agreement. Separate information about this will be sent to you in conjunction with you becoming a new occupationally active member.

A precondition for affiliation to the voluntary group insurance is that the policyholder and the insured are permanently resident in Sweden.

► HEALTH REQUIREMENTS

As the person applying for the insurance, you must satisfy Bliwa's health requirements for Bliwa to be able to grant insurance. These requirements are shown in Bliwa's application documents. Bliwa will conduct a risk assessment to ensure that the insurance protection for which you have applied can be granted.

► WHEN THE INSURANCE STARTS TO APPLY

The insurance products start to apply when Bliwa, or the party nominated by Bliwa, has received your application when you apply using a physical form. In the case of other forms of application, for example via the Internet, the insurance enters into force on the day after the date on which Bliwa received the application. The insurance enters into force subject to the precondition that the insurance can be granted according to Bliwa's health requirements.

► POLICYHOLDER/INSURED

You, as the person taking out the voluntary group insurance, are 'the policyholder'. It is also you who are 'the insured', i.e. the insurance applies in respect of your life and/or your health. However, if you take out insurance for your husband/wife, cohabitee or children, they are also 'the insured', though you are 'the policyholder'.

► BENEFICIARY

The following persons are the beneficiaries of amounts that are to be paid out on the grounds of the death of the

insured as regards life insurance - death benefit and family protection:

- in the first instance, the insured's husband, wife or cohabitee
- in the second instance, all of the insured's children entitled to inherit
- in the third instance, the insured's heirs.

The insured's estate is the beneficiary of amounts that are to be paid out owing to the death of the insured as regards these kinds of insurance: life insurance - death benefit - children, personal accident insurance and also child insurance.

The insured is entitled to write their own nomination of beneficiary, which should be sent to Bliwa or to the party nominated by Bliwa. A standard form for a separate nomination of beneficiary can be ordered from Bliwa or printed out directly from bliwa.se. The insured is at liberty to choose who should be a beneficiary/beneficiaries by the nomination of beneficiaries. A nomination of beneficiary can be changed at any time. A nomination of beneficiary cannot be amended through a will.

► PREMIUM

The price for the insurance products ('the premium') is calculated and determined by Bliwa for one year at a time and may be adjusted at the end of a year. The development of claims and distribution of ages among those insured may also influence the future premium. The application documents show what premiums apply.

Premium payment

The premium must be paid by you as the policyholder. If you do not pay the premium, Bliwa is entitled to give notice terminating the insurance, subject to a notice period of 14 days.

Premium waiver

Premium waiver applies in the event of involuntary unemployment. This means that the insurance protection applies without the premium having to be paid if you (as a member of Unionen) become involuntarily unemployed. You are then released from the liability to pay premiums for all of the insurance products – those described above and those you have taken out. You need to have been fully (100 per cent) unemployed for at least six months to be entitled to premium waiver. You must also be registered full-time as a job applicant with the Swedish Public Employment Service and be entitled to benefits from the unemployment benefit fund or alternatively activity support from the Swedish Social Insurance Agency. Entitlement to premium waiver applies for as long as the unemployment endures, though no more than for 12 months. The insurance conditions contain full information about premium waiver.

► ALTERATION OF SUM INSURED

You can choose from different levels of sum insured for the insurance products. The different levels available are shown in the application documents. You can apply for an alteration of the amount if you would like to increase or reduce a sum insured.

A precondition for increasing the sum insured is that you satisfy the insurance's health requirements.

► WHERE THE INSURANCE APPLIES

Life insurance - death benefit and family protection apply worldwide regardless of how long the stay abroad lasted.

Lump-sum benefit, health insurance, critical illness insurance, personal accident insurance and child insurance apply for incapacity to work, sickness and accident incurred by the insured when staying in the Nordic countries. These insurance products also cover incapacity to work, sickness and accident that the insured incurs when staying outside the Nordic countries, but only if the stay was for no more than 12 months.

Costs of accidents, or sickness under child insurance, that are compensated by separate travel insurance, the travel component of home insurance or under some other insurance, are not compensated under personal accident, accident and health or child insurance. Compensation of costs as a result of an accident, or sickness under child insurance, that occurred abroad is dealt with as if the accident or sickness had occurred in Sweden. This means, for instance, that compensation is only paid for health and medical care and pharmaceuticals up to the level of the Swedish high-cost protection. The insurance does not compensate costs as a consequence of the homeward transport (repatriation) of the insured. Nor does it compensate treatment costs of dental injuries or other medical costs if the costs arose abroad after the date or time when the homeward journey was originally planned.

Compensation is only paid for costs of care and treatment (personal accident insurance and child insurance) up to the level of the Swedish high-cost protection.

► REPORTING AN INSURANCE EVENT

When an insurance event occurs, it must be reported to Bliwa, or the party nominated by Bliwa, as soon as possible. Reports should be made online via Bliwa's website or on the standard form provided by Bliwa.

► WHEN THE INSURANCE CEASES

The following applies for the insurance products **life insurance - death benefit, family protection, critical illness insurance, personal accident insurance**:

The insurance products apply for at most up to and including the month in which the insured group member attains the age of 67. If the insured group member is an occupationally active member of Unionen after having attained the age of 67, the insurance may apply for at most up to the month in which the insured group member attains the age of 70 subject to the precondition that the group member is still an occupationally active member of Unionen.

The **lump-sum benefit** insurance applies for at most up to and including the month in which the insured group member attains the age of 65.

Health insurance applies for at most up to and including the month in which the insured group member attains the age of 67.

Child insurance applies for at most up to and including the month in which the insured child attains the age of 25 or until the end of the month in which the group member attains the age at expiry for the group insurance.

- Bliwa is entitled to give notice terminating the insurance products if the premium is not paid on time (further information is available under the heading 'Premium payment') or if you, as the insured, have provided incorrect or incomplete information (further information is available under the heading 'Duty of disclosure and incorrect information').
- The insurance products cease if the group agreement ceases following notice of termination by Unionen or Bliwa.
- The insurance products cease if you are no longer a member of Unionen.

Insurance products that apply to your husband/wife or cohabitee cease if your own insurance ceases. The insurance protection for a co-insured husband/wife or cohabitee also ceases if your marriage or cohabitee relationship with the co-insured ceases. However, see below under the heading 'Extended cover protection'.

► EXTENDED COVER PROTECTION

Extended cover protection only applies for those who have been insured under the respective insurance for at least six months when the insurance ceases to apply.

If your insurance products cease to apply owing to you having attained the applicable age at expiry for your group insurance or because you are no longer a member of Unionen, you will have continued insurance protection without charge for three months, known as 'extended cover protection'. The same applies for your co-insured husband/wife or cohabitee if your marriage or cohabitee relationship is dissolved or if you die. In such a case insurance protection continues for three months.

However, extended cover protection does not apply if notice has been given terminating the group agreement completely or partly or you have personally opted to terminate the insurance but remain within the group entitled to insurance (member of Unionen). Nor does your right to extended cover protection apply if you have been granted or can obviously be granted insurance protection of the same kind as before in some other way.

If you have not attained the age at expiry for the insurance

If you have not attained the age at expiry for the insurance during the entire or parts of the period of extended cover

protection, the extended cover protection applies with the sum insured that applied immediately preceding the period of extended cover protection.

If you have attained the age at expiry for the insurance

The extended cover protection applies with the following insurance cover if your insurance ceases to apply owing to you having attained the applicable age at expiry for the group insurance or if you attain the age at expiry during the period of extended cover protection:

- ▶ Death benefit is limited to the scope applicable for life insurance in Unionen's senior insurance.
- ▶ Extended cover protection for family protection ceases.
- ▶ Extended cover protection for lump-sum benefit ceases.
- ▶ Extended cover protection for health insurance ceases.
- ▶ Extended cover protection for critical illness insurance is limited to the scope applicable for critical illness insurance in Unionen's senior insurance.
- ▶ Extended cover protection for personal accident insurance is limited to the scope applicable for accidents in Unionen's senior insurance.
- ▶ Extended cover protection for child insurance ceases.

Beneficiary

If you should die during the period of extended cover protection, the sum insured for life insurance will be paid out to the beneficiary/beneficiaries who applied according to the previous group insurance.

▶ CONTINUATION INSURANCE

If notice is given terminating the group agreement between Bliwa and Unionen, your insurance products also cease to apply. You will be notified if this occurs. You are then entitled to apply for continuation insurance within three months from on which your voluntary group insurance ceased. You are also entitled to continuation insurance if you leave the group entitled to insurance for some reason other than having attained the age at expiry for the insurance. However, the right to continuation insurance does not apply if you have been insured under the respective insurance product for less than six months, or if you have chosen to give notice terminating the insurance but remain within the group entitled to insurance (i.e. are still a member of Unionen). Nor are you entitled to continuation insurance if you have been granted, or can obviously be granted, insurance protection of the same kind as before in some other way. You may not take out continuation insurance if you have attained the age of 67.

Your co-insured husband/wife or cohabitee is entitled to take out continuation insurance if you die or if their marriage or cohabitee relationship with you ceases. The right to continuation insurance also applies for a co-insured if Bliwa, in the case of voluntary insurance, has given notice terminating the insurance agreement as a result of a delay in paying your premium. A co-insured is also entitled to take out continuation insurance if your insurance ceases to apply owing to you having attained the age at expiry for the insurance. However, this applies subject to the precondition that the co-insured has not themselves attained the age at expiry.

The continuation insurance starts to apply from and including the date on which the extended cover protection under the voluntary group insurance expires and applies for at most up to and including the end of the year in which you attain the age of 67.

▶ SENIOR INSURANCE

An insured who has been covered by life insurance, personal accident insurance or critical illness insurance for at least six months, and who, after having attained the age of 55, has become a retired member of Unionen or who has attained the age at expiry for the insurance, is entitled to be affiliated to a similar insurance protection, without a health check, through Unionen's senior insurance with Bliwa. This also applies to any co-insured.

If you have been covered by personal accident insurance, you are affiliated to the senior insurance's personal accident insurance, if you have been covered by life insurance, you are affiliated to the senior insurance's life insurance and if you have been covered by critical illness insurance, you are affiliated to the senior insurance's critical illness insurance.

The insurance conditions, sum insured and premiums for senior insurance differ to those for group insurance.

4. Limitations to Bliwa's liability

▶ DUTY OF DISCLOSURE AND INCORRECT INFORMATION

As a policyholder and insured, you have a duty of disclosure and are obligated to provide correct and complete answers to Bliwa's questions. If you have been registered with Bliwa as incapable of working and subsequently return to work, you must immediately notify Bliwa or the party nominated by Bliwa of this. The same applies if benefits from the Swedish Social Insurance Agency start to be paid out, are changed or cease. You must also provide information to Bliwa, or to the party nominated by Bliwa, about other circumstances that may affect your entitlement to benefits under the insurance products. If you have provided incorrect or incomplete information this may mean that the insurance does not apply; see the insurance conditions for further details.

▶ OTHER LIMITATIONS TO COVER

Compensation may be reduced if you have induced or aggravated the consequences of an insurance event through gross negligence, with intent or owing to the influence of alcohol. Further information is available in the insurance conditions.

- ▶ Bliwa's liability is limited in the case of a state of war, nuclear reaction, act of terrorism and other situations in the nature of force majeure, as explained in more detail in the insurance conditions.

- ▶ Certain limitations apply to the insurance for stays outside the Nordic countries; see the insurance conditions for full information.

▶ TAX RULES

All of the insurance products included in the group insurance constitute capital insurance according to the Income Tax Act. This means, among other things, that any sum insured paid out by Bliwa as a result of an insurance event is exempted from income tax and that the premium for the insurance is not tax deductible.

▶ ALLOCATING SURPLUSES AND COVERING LOSSES

According to the Insurance Business Act (2010:2043) a mutual life insurance company should credit a bonus to the policyholders and other parties entitled to compensation under insurance with an allocation based on the contribution to the surplus by the insurance, unless otherwise provided for by provisions in the insurance agreement or articles of association.

These insurance conditions constitute part of the insurance agreement. The following shall apply in respect of allocating surpluses and covering losses in respect of the insurance taken out on these insurance conditions.

A surplus or deficit that arises within the insurance business as a result of Unionen's member insurance shall be dealt with separately from the surplus or deficit generated by the rest of Bliwa's policyholder collective. This means that any surplus or deficit respectively that is generated within Unionen's member insurance shall be borne by and allocated between the policyholders and those entitled to benefits under Unionen's member insurance. The surplus from one product may be used for measures in a different product within the group agreement.

Bliwa decides on how to allocate a surplus after having consulted Unionen. A surplus comprises the combined surplus over the years and may be used to reduce premiums, improve insurance benefits and insurance conditions or, provided it is permissible under the applicable rules and regulations, for other measures that according to the Parties may benefit the policyholders and that are clearly linked to the Insurance encompassed by the surplus model.

One precondition for a bonus being allocated is that Bliwa's total solvency requirement for the insurance business has been met.

The above may be revised on the basis of amendments to external rules and regulations such as laws, ordinances and official regulations, changes to the application of the law or official decisions. Such an amendment shall not be regarded as a breach of the insurance agreement.

▶ AMENDMENT OF THE INSURANCE CONDITIONS

Bliwa is entitled to apply new or amended insurance conditions and also increase or reduce the premium in conjunction with renewal of the insurance. Information about a new premium and new conditions will be provided no later than in conjunction with the renewal of the insurance. Bliwa may also amend the insurance conditions during the term of the insurance. However, this only applies if the amendment is needed owing to the nature of the insurance or owing to some other special circumstance, such as, for instance, amended law, application of law or official regulation.

▶ TIME LIMIT

A party who wishes to receive insurance compensation or other insurance cover must institute proceedings against Bliwa within ten years from the date when the circumstance in respect of which the insurance agreement affords a right to such cover occurred.

If a party who wishes to have insurance cover has presented the claim to Bliwa within the period prescribed by the first paragraph, the time limit for instituting proceedings is always at least six months from when Bliwa has given notice of the final position it has adopted on the claim.

The right to insurance cover will lapse if proceedings are not instituted in accordance with this clause.

▶ PROCESSING OF PERSONAL DATA

Bliwa protects your personal privacy. All processing of personal data is performed on the basis of applicable legislation, recommendations issued for the industry and Bliwa's internal rules. You can find out more about how Bliwa processes your personal data at www.bliwa.se/personuppgifter. Here you can also find out what rights you have in relation to us. Please contact Bliwa if you would prefer to have this information sent to your home.

▶ APPLICABLE LAW, ETC.

The insurance is subject to the Insurance Business Act (2010:2043), the Insurance Contracts Act (2005:104) and Swedish law generally. Bliwa provides insurance conditions and all other information in Swedish. Any legal proceedings concerning these conditions or the insurance in some other respect shall take place in Sweden, applying Swedish law.

▶ COOLING OFF PERIOD

If you have taken out voluntary insurance, you are entitled to withdraw from the insurance agreement ('cooling-off period') within 30 days from the date on which you received the insurance documents and information that the insurance agreement started to apply. You must notify Bliwa if you wish

to exercise your cooling-off right. You are also entitled to give notice terminating voluntary insurance at any time. You are always obligated to pay the premium for the period during which the insurance was in force.

► BLIWA'S INSURANCE DISTRIBUTION

Bliwa's insurance products may be distributed by Bliwa or another distributor engaged by Bliwa to deal with the distribution. The party distributing the insurance must provide the customer with information about the distribution. For this reason, the following information applies in the event that Bliwa is the insurance distributor.

Name of employee who participated in the distribution

Insurance is normally distributed to natural persons digitally or via a standard form, i.e. without the direct assistance of an employee. Insurance may be distributed to legal persons digitally, via a standard form or by communication with an employee at Bliwa. The name of such employee will be indicated, when applicable, by the insurance agreement or notified separately in conjunction with the conclusion of the agreement.

Advice

Bliwa does not provide insurance advice to private individuals.

Information about remuneration

Remuneration is not payable to Bliwa's employees as a consequence of the distribution of individual insurance agreements.

► IF WE DO NOT AGREE

Reconsideration by Bliwa

You should in the first instance contact Bliwa if you are dissatisfied with Bliwa's decision in order to have the matter reconsidered. A complaint or request for reconsideration must be presented to Bliwa within six months from Bliwa's final notice in the matter. However, if new circumstances occur, Bliwa will reconsider a matter even after this period has expired. Reconsideration is conducted in accordance with Bliwa's guidelines for dealing with complaints applicable at any given time. In the first instance we would like you to contact the person who dealt with your matter to have it reconsidered. If you are subsequently still dissatisfied with the case officer's decision, you can contact the Complaints Officer who will reconsider your matter free of charge. You can also contact the Complaints Officer or some other instance for dispute resolution in accordance with the following if you are not satisfied with Bliwa's distribution.

Complaints Officer

Bliwa, Klagomålsansvarig (Complaints Officer), Box 13076, SE-103 02 Stockholm, Sweden, klagomalsansvarig@bliwa.se.

The Swedish Consumers' Insurance Bureau

The Swedish Consumers' Insurance Bureau can provide general information and guidance on insurance issues: Konsumenternas försäkringsbyrå, Box 24215, SE-104 51 Stockholm, Sweden. Telephone: +46 (0)200-22 58 00.

Municipal Consumer Advice Officer

The consumer advice officer in your municipality can help consumers with general advice and information.

The Board for Insurance of Persons

The Board for Insurance of Persons only considers matters that involve insurance-medical issues and where the Board therefore needs to have support by a consultant physician: Personförsäkringsnämnden, Box 24067, SE-104 50 Stockholm, Sweden. Telephone: +46 (0)8-522 787 20.

The National Board for Consumer Complaints (ARN)

ARN is a government authority that considers disputes between private individuals and business operators. The Board does not consider disputes relating to amounts of less than SEK 2,000 and does not conduct any medical assessments: Allmänna reklamationsnämnden, Box 174, SE-101 23 Stockholm, Sweden. Telephone: 08-508 860 00.

Judicial review

An insurance dispute can also be considered by a general court. A Swedish district court (*tingsrätt*) is the first instance.

► DO YOU NEED FURTHER INFORMATION?

Please contact the Customer Services Department at Bliwa if you have any further questions.

TELEPHONE

+46 (0)8-670 11 00

Opening hours: Ordinary weekdays, 08.00-17.00.

EMAIL

unionen@bliwa.se

WEBSITE

bliwa.se/unionen

MINA SIDOR [MY ACCOUNT]

bliwa.se/minasidor