

Settlement of the Tenant Cashback 2020 action

ATTENTION

The Tenant CashBack action starts on 17/08/2020 and will be closed on 17/10/2020 included.

This Tenant cashback action is organized by Qover S.A., hereinafter referred to as « the administrator », whose registered office is at Rue Du Commerce 31, 1000 Brussels RPM 0650.939.878 and Immoweb FS, whose registered office is at Avenue Général Dumonceau 56, 1190 Brussels RPM 0727.442.788, hereinafter referred to as « the partner ».

It concerns the « Protect Home Insurance » insurance contracts mentioned below and taken out between a policyholder and the Insurer, through the intermediary of the administrator and the partner.

1. Who can participate in this action?

Any individual who subscribes to a « Protect Home Insurance » insurance contract (as described below) and who is a resident in Belgium.

2. What is the content of this action?

This action concerns the payment of a cashback corresponding to 3 months of insurance premium. The amount reimbursed depends on the formula chosen and will be specified on the flow at the time of your purchase. This action concerns any purchase of a « Protect Home Insurance » insurance contract as follows:

- You buy an insurance contract between 17/08/2020 and 17/10/2020 on the partner's website;
- You do not exercise your right of withdrawal within 14 days;
- You do not cancel your contract within 3 months after subscription;
- You are in order with your payments.

3. How much is the cashback?

The cashback corresponds to the amount of 3 months of insurance premium. It depends on the chosen formula and will be specified on the flow at the time of your purchase.

The amount will be paid into your bank account with the mention « Tenant Cashback 2020 ». If you have used SEPA DIRECT DEBIT or bancontact to pay your insurance, the cashback amount will be paid to your bank account. If you used your credit card, the cashback amount will be paid to your credit card.

If the cashback payment does not work by one of these means, the amount of the cashback will be paid to the bank account that you will have mentioned in the form. Finally, should we have a problem, we will contact you to obtain your bank account number to make the payment.

4. What steps does the customer have to take to obtain cashback?

You must fill in the form which is available in the email we will send you once you have subscribed to the « Protect Home Insurance ». This form will ask you for the following information:

- Your account number to make the cashback refund (in case there is a problem with the refund on the account number you used to pay),
- Your national number from your identity card.

5. When does the customer receive cashback?

The cashback payment is made no later than 30 days after the end of the 3-month period following the start date of the insurance contract.

6. Which products are explicitly eligible for cashback?

The « Protect Home Insurance » insurance product administered by Qover in partnership with Immoweb FS.

7. Important

For the participation in this action, the administrator will exclusively take into account the purchase date of the Protect Home Insurance contract.

The action is limited to contracts purchased between 17/08/2020 and 17/10/2020 inclusive.

8. Settlement, scope and duration

The administrator reserves the right to modify this settlement for objective reasons, such as changes in legislation. He will inform customers by e-mail and on his website.

The administrator can close the action early by a unilateral decision.

9. Any complaints?

Are you experiencing problems with this action and have not found a solution with your insurance advisor or one of our staff? Complaints can be submitted to

Qover – Complaints department

Rue du commerce, 31 – 1000 Brussels - Belgium

Mail : compliance@qover.be

If you are not satisfied with the solution proposed by Qover, you can submit your complaint to the Insurance Ombudsman.

Insurance Ombudsman

Square de meeûs, 35 - 1000 Brussels - Belgium

Tél. : 02 547 58 71

Mail : info@ombudsman.as

Site web : www.ombudsman.as

This action is governed by Belgian law. Any dispute will be subject to the exclusive jurisdiction of the Belgian courts.