



# Loan protection insurance

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## Think ahead and secure your future.

Have you considered what you would need to get by on sickness allowance or in the event of unemployment, a critical illness or disability? What would happen to your family's livelihood if you should die?

Often, the need for life and personal insurance is seen only when it is too late. While the home and cars may be insured, the family's personal risks are insured only partially or ignored altogether. When taking out a loan, particularly a home loan, it is necessary to supplement your insurance cover. The larger the loan, the more important it is to secure the ability to repay it.

Our loan protection insurance is a unique insurance package designed for borrowers' needs. When you have insured your loan with comprehensive loan protection insurance, you will not have to worry even if your income level drops because of a sick leave or unemployment, for example. In this case, the monthly compensations will help you repay loan instalments.

Your finances will remain stable even in more serious situations, such as the death of the other borrower. In this case, the insurance pays a lump-sum compensation that is used to repay the outstanding insured loan. The compensation paid out from the cover is not influenced by other compensations from voluntary insurance policies or public benefits.



## How does loan protection insurance help you repay loans?

In the event of illness, accident or unemployment

Repaying a loan may seem like an impossible burden if your income drops due to a sick leave. It is also possible to get laid off from even the most secure of jobs. In these situations, loan protection insurance helps you pay monthly instalments on your loan.

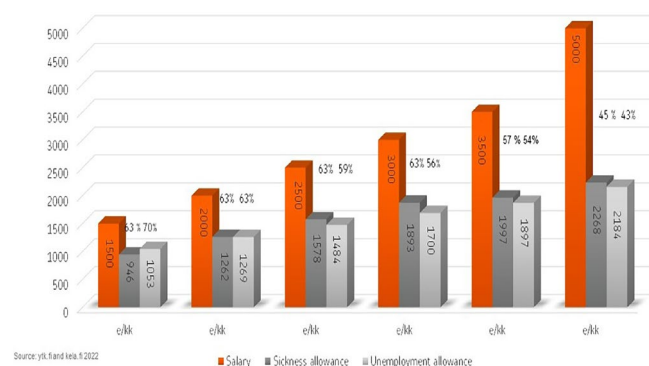
**Example:** A family takes out a loan of 120,000 euros with a monthly repayment instalment of 746 euros and selects to include loan protection insurance for cover. After a year, the family's father loses his job for production-related reasons. The lay-off is followed by 11 months of unemployment.

Net salary used to calculate the allowance	EUR 2,408
Earnings-related daily allowance (gross):	EUR 2,000
Withholding tax	- EUR 530
Earnings-related daily allowance (net):	EUR 1,470
Loan protection insurance compensation (gross):	EUR 746
Withholding tax	- EUR 198
Loan protection insurance compensation (net):	EUR 548

After taxes, earnings-related daily allowance amounts to 1,470 euros and the compensation for unemployment to 548 euros for a monthly total of 2,018 euros. As a result, the father's monthly take-home pay drops only by 390 euros. Thanks to loan protection insurance, the family is able to make payments on the loan despite the unemployment.

For a person living alone, loan protection insurance is at least as important in these situations as their household relies on a single income.

### Earnings-related sickness and unemployment allowance



Do you know what public benefits you are entitled to if you end up on sick leave or become unemployed? Could you and your family manage your monthly expenses on these benefits alone?



## Protects your family in serious situations

The loan's borrower can become disabled or critically ill or die unexpectedly. In these cases, loan protection insurance is an irreplaceable help to your family's finances. It covers the remaining sum insured or a part of it in accordance with the insurance terms and conditions. In the event of the insured's death, the insurance always pays out the remaining sum insured. Thanks to the insurance compensation, the family can repay the home loan without financial strain and ensure that the home does not need to be sold, for example.

**Example:** A family of five takes out a mortgage for 82,000 euros with a monthly repayment instalment of 564 euros. Four years later, the family's 36-year-old father dies in a road accident. The family's loan is paid back with a compensation equal to the outstanding loan principal of 69,100 euros.

## Calculate your family's life insurance needs

Loan protection insurance covers your family's loans, but you will also need life insurance. Life insurance helps the family pay larger expenses and secures the children's future.

To get a rough estimate of your needed amount of life insurance and an insurance recommendation, fill in your family's loans, gross income and number of children in the table below. Deduct your current life insurance and your family's savings from the amount shown. The remaining sum is the amount of life insurance you currently need.

### Life insurance needed in the event of death

Family's loans
+ annual gross income of the parent's guardians
+ number of dependent children x €20,000 per child
= Total life insurance coverage needed
- Current life insurance coverage
- Current funds (savings and investments)
= Additional life insurance coverage needed

In addition to loan protection insurance and life insurance, we recommend purchasing other personal insurance cover such as critical illness insurance and Pohjola Health Insurance for the treatment expenses of illnesses and accidents.

## Extensive and flexible insurance cover

Loan protection insurance consists of two parts that you can choose from or combine for an insurance cover that suits your needs.

Insured person	Jointly insured person
Cover against incapacity for work and unemployment (wage earners) or cover against incapacity for work and critical illness (self-employed persons).	Cover against incapacity for work and unemployment (wage earners) or cover against incapacity for work and critical illness (self-employed persons).
Cover against permanent disability caused by an accident and death (wage earners and self-employed persons).	Cover against permanent disability caused by an accident and death (wage earners and self-employed persons).

Cover against incapacity for work, unemployment and critical illness is issued by Pohjola Insurance Ltd. Cover against accidental permanent disability and death is issued by OP Life Assurance Company Ltd (see page 10 for details). The companies are hereinafter referred to collectively as the insurance companies.

AXA handles all customer service related to insurance and claims settlement for loan protection insurance on behalf of and by authorisation of Pohjola Insurance Ltd and OP Life Assurance Company Ltd (see page 11 for details).

Loan protection insurance is available for both wage earners and self-employed persons. The difference between loan protection insurance for wage earners and self-employed persons is that instead of unemployment, self-employed persons are insured against critical illness. All other covers and both parts of the cover can be granted to both wage earners and self-employed persons.

You can purchase loan protection insurance for a loan that you have taken out jointly with your spouse or another person and customise the insurance to suit your needs. In this case, each insured person can independently select the types of cover they need.

We recommend that you insure the entire loan. If you already have extensive insurance cover, you can insure only a part of the loan. In this case, keep in mind that in an claim event, the borrower is responsible for the uninsured part of the loan or the loan's monthly instalment.

The maximum lump-sum compensation payable from the insurance is the amount of insured loan specified in the calculation appended to the insurance application at the time when the right to compensation arises. If a partial lump-sum compensation for accidental permanent disability has been paid based on the insurance, or the insurance company has been notified of some other change to the repayment plan and change to the insurance contract, the maximum lump-sum compensation is the amount of insured credit specified in the new repayment plan at the time when the right to compensation arises.

The maximum monthly payment is the monthly payment specified in the insurance application. If partial compensation for permanent disability is paid under the insurance in the form of a lump-sum compensation, this reduces the amount of insured credit and the monthly payment calculated based on it, as any compensation received must be used to fulfil obligations of the credit agreement. The monthly compensation may also be reduced as the result of changes to the loan's repayment plan or the insurance con-

tract. As described above, the sum insured is the amount of insured credit that the policyholder has at the time when the right to compensation arises.

## Eligibility criteria for the insurance

What kinds of loans can be insured with loan protection insurance?

Loan protection insurance can be used to insure the home loan of a new or previously purchased home with

- an insured amount of up to 300,000 euros
- a maximum calculatory monthly compensation of 2,500
- a maximum insurance term of 30 years.

Who is eligible for loan protection insurance?

You can be eligible for loan protection insurance if

- you are aged between 18–59,
- you are healthy (see the health prerequisites) and
- you have been domiciled in Finland for the past 12 months

Cover against incapacity for work, unemployment or critical illness also requires that you are

- employed or self-employed (see page 5 for details).

### Health requirements

- You have no disorder, injury, illness, chronic or occasional disease (such as diabetes, epilepsy or back disorder)
- you have not visited a physician for related examinations or treatment during the 12 months preceding the date of the insurance application (does not concern temporary and short-term disorders such as flu, gastric flu or sprains),
- you are not under any regular medication prescribed by a physician (e.g. blood pressure, cholesterol or antidepressant medication).
- you are not under monitoring by a physician due to any health-related finding
- you are not aware of any scheduled medical treatment, examinations or procedures, and
- you have never suffered from a cerebrovascular disorder, myocardial infarction, cancer, psychosis, severe depression, schizophrenia, bipolar affective disorder, borderline personality disorder or delusional disorder, liver cirrhosis or alcoholism, or have received treatment due to any other intoxicant.

Short-term and temporary disorders, such as common cold, stomach pain or other short-term disorders are not an obstacle to receiving the cover, provided that the insured person is not on sick leave when taking out the cover. The insured person is again eligible for cover after the sick leave, or possible controls if the duration of the sick leave has been short.

### Prerequisites related to employment or self-employment

- you have been employed or in an employment relationship or self-employed without interruption for the past six (6) months, and this state of affairs is ongoing.
- you are not off gainful employment due to accident, illness or injury, and
- you are not aware of any future lay-off or unemployment.

### Disclosure of health and employment information

It is important that you provide correct information about your health and employment. If, for example, it turns out later when making a claim that the insured has given incorrect or incomplete information, the entire insurance may be terminated and no compensation paid.

## Cover against incapacity for work, unemployment or critical illness

### Cover against incapacity for work

Cover against incapacity for work applies to both wage earners and self-employed persons. Its purpose is to help the insured person manage their loan repayments during a temporary unemployment.

After the incapacity for work resulting from an illness or accident has lasted at least 14 consecutive days (qualifying period), the insurance pays a daily allowance for each subsequent day of incapacity for work. The amount of daily allowance is calculated as 1/30 of the monthly compensation based on the number of actual days of incapacity for work. The monthly compensation is the amount specified in the insurance application, unless partial compensation has been paid for accidental permanent disability. In this case, the monthly compensation is lower than the stated amount.

The insurance pays out compensation for incapacity for work until the insured returns to work or until compensation on the basis of an inability to work caused by the same illness or accident has been paid for 12 months (360 days), or until the insurance terminates. Monthly compensations are taxable earned income.

No compensation is paid if the direct or indirect cause of the insured's incapacity for work is any of the following. The list is not exhaustive:

- psychiatric illness or symptom or other mental disorder or stress-induced condition
- medically undiagnosed back pain or a similar condition
- pregnancy, childbirth, miscarriage or abortion
- use of alcohol, intoxicants or drugs
- misuse of medication.

For the full list of exclusions from cover in the event of inability to work, see clause 6.5 of the insurance terms and conditions for loan protection insurance with monthly compensation.

## Cover against unemployment

Cover against unemployment applies only to wage earners. The basis for compensation is the termination of the insured person's employment relationship on production-related or financial grounds. The prerequisite for the payment of compensation is that at least 60 days have elapsed between the start date of the insurance and the date when the insured learns about the unemployment and becomes unemployed as a result. If the unemployment is due to a sudden external factor affecting the employer, the 60-day qualifying period does not apply. No compensation is paid for the period of time when the insured receives or is entitled to receive notice pay or holiday compensation.

The insured person must be unemployed and registered at the employment office as an unemployed jobseeker. After the unemployment has lasted 14 consecutive days after the start of the qualifying period for unemployment allowance, the insurance pays an allowance for each subsequent day of unemployment. The amount of daily allowance is calculated as 1/30 of the monthly compensation based on the number of actual days of unemployment. The monthly compensation is the amount specified in the insurance application, unless partial compensation has been paid for accidental permanent disability. In this case, the monthly compensation is lower than the stated amount.

Compensation is paid until the unemployment ends or the insurance is terminated, however no longer than 12 months for the same period of unemployment. After compensation has been paid for 12 months, receiving the next compensation requires that the insured has entered into a new non-fixed-term employment contract that has lasted for at least six (6) months. The maximum period for which compensation for unemployment is payable is 24 months (720 days). Monthly compensations are taxable earned income.

No compensation for unemployment is payable if, for example, the insured

- is laid off temporarily
- is unemployed after the end of the term of a fixed-term employment contract
- is unemployed from work done outside Finland for a non-Finnish employer
- has repeatedly worked in a profession characterised by seasonal unemployment, or if the insured could expect to become unemployed at the time when the insurance took effect
- has been employed by a company owned by a friend or family member or self-employed
- becomes unemployed on purpose
- becomes unemployed voluntarily, such as by mutual agreement with the employer on terminating the employment relationship.

For the full list of exclusions from cover in the event of unemployment, see clause 7.5 of the insurance terms and conditions for loan protection insurance with monthly compensation.

## Cover against critical illness

Critical illness insurance applies to self-employed persons only.

If the insured is diagnosed with any of the critical illnesses listed below during the insurance period, the insurance pays out the sum insured remaining as of the date of diagnosis or a part of it in accordance with the insurance terms and conditions. The lump-sum compensation payable from critical illness insurance is exempt from tax for the insured.

### Insurance events entitling to compensation

- **Cancer**, excluding the initial stage of tumour or tumour resulting from immune deficiency, for example.
- Verified **myocardial infarction**
- **Coronary artery disease bypass operation**, but not percutaneous transluminal coronary angioplasty. The insurance pays half of the sum insured for the bypass of one artery
- **Renal insufficiency** that has led to haemodialysis
- **Stroke** resulting in permanent changes
- **Major organ transplant**, in which the insured is the recipient of a heart, lung, liver, pancreas, kidney or bone marrow transplant.
- **Paralysis**, complete, affecting at least two extremities.
- **MS disease** with verified diagnosis and which has caused symptoms that have been continuous for a period of at least six (6) months immediately preceding the claim.
- **Major burn** with permanent skin changes (III degree), at least 20% of the skin area.
- **Blindness**, loss of sight in both eyes.
- **Coma** that lasts at least one month.

For detailed definitions of insurance events entitling to compensation, see clause 8.2 of the insurance terms and conditions of loan protection insurance with monthly repayment.

No compensation is payable if the critical illness is the result of, for example,

- toxic effects of alcohol or medication
- HIV infection or AIDS.

For the full list of exclusions from cover in the event of critical illness, see clause 8.3 of the insurance terms and conditions for loan protection insurance with monthly compensation.



# Cover against accidental permanent disability or death

## Cover against accidental permanent disability

Cover against permanent disability caused by an accident applies to both wage earners and self-employed persons.

If the insured or jointly insured person is permanently disabled in an accident during the validity of the insurance, loan protection insurance pays the sum insured or part of the sum insured remaining at the time when the entitlement to compensation arose. The degree of handicap of the permanent disability must correspond to at least disability category 4 and must appear within two years of the accident. The disability category may be established 12 months after the occurrence of the disability at the earliest, unless permanency and irreversibility of the disability can be determined with certainty before this time. If the disability categories of both insured parties are established at the same time, and the insurance company is aware of the rights to compensation, both are entitled to a compensation corresponding to their disability category; however, up to a maximum of the full sum insured. If the compensation amounts entitled by the disability categories exceed the full sum insured, compensation is paid to both insured parties proportionally to the compensations entitled by the disability categories.

If partial compensation is paid from the insurance, this reduces the amount of insured loan as any compensation received must be used to fulfil the obligations of the loan agreement.

Amount of compensation	Disability category
40%	4
50%	5
60%	6
70%	7
80%	8
90%	9
100%	10

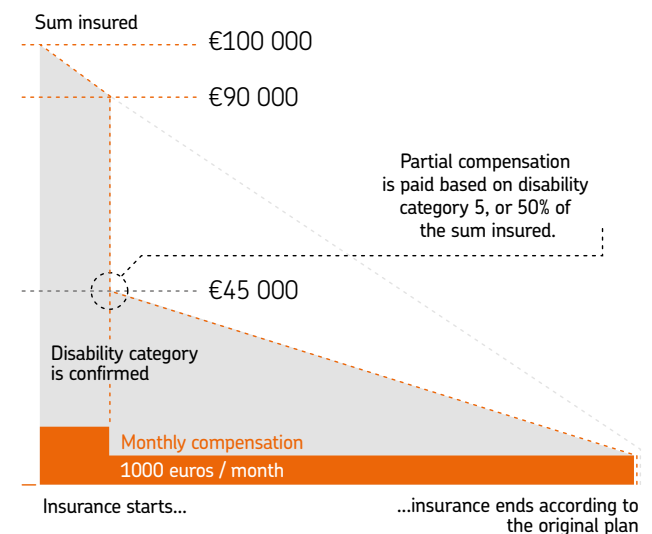
No compensation is paid if the direct or indirect cause of the insured's accidental permanent disability is, for example,

- a surgery or other medical procedure, unless performed to treat an injury caused by an accident
- a toxic effect of alcohol or medication.

For the full list of exclusions from cover, see clause 9.6 of the insurance terms and conditions for loan protection insurance with monthly compensation.

## Example

Taru, 31, takes out a home loan of 100,000 euros. Taru insures the loan with loan protection insurance for a sum of 100,000 euros in the event of death and accidental permanent disability and a monthly compensation of 1,000 euros in the event of inability to work and unemployment. Taru is injured and diagnosed with disability category 5, entitling her to compensation equal to 50% of the sum insured at the time of establishing the disability category. In this case, the sum insured has lowered to 90,000 euros and Taru is paid a compensation of 45,000 euros. The sum insured is reduced based on the percentage of the paid partial compensation. This also reduces the monthly compensation for inability to work and unemployment. The insurance ends according to the original plan.



## Life insurance

Life insurance applies to both wage earners and self-employed persons.

In the event of the death of the insured or jointly insured person during the insurance's validity, loan protection insurance pays out the sum insured remaining on the date of death. If both insured persons die simultaneously, the beneficiaries of each insured are entitled to half of the compensation. The death benefit is pledged to OP cooperative bank by the insurance contract or an itemised pledge and used as a guarantee for the payment of the loan capital, interest and other fees specified in the insurance application or itemised pledge. In other words, the death benefit is paid to the bank and used to repay the loan.

No death benefit is payable if the direct or indirect cause of death is

- suicide committed less than one year after the insurance took effect.
- the insured person's participation in a war, armed conflict or peacekeeping forces abroad.



## Loan protection insurance compensation

The insurance pays a daily and monthly compensation for incapacity for work and unemployment. In the event of a critical illness, accidental permanent disability or death, as specified in the insurance terms and conditions, the insurance pays a sum insured equal to the outstanding loan stated in the calculation appended to the insurance application. Exceptions to this are situations where partial compensations have been previously paid out from the insurance. If partial compensations are paid out from the insurance, they lower the loan amount stated in the appendix to the insurance application, in other words the sum insured.

In joint cover, monthly compensation may be paid to only one insured party at a time. For example, if the father is unemployed and the mother leaves on a long sick leave, the mother is paid compensation for her incapacity for work only after the payment of unemployment compensation to the father has ended, provided that the mother's sick leave continues after this time. In joint cover, lump-sum compensation is paid to the beneficiary or insured person to whom the entitlement to compensation first arises. If the entitlement to compensation arises simultaneously for both insured persons and the entitlement to compensation is known to the insurance company, the compensation for permanent disability is paid to both insured persons based on the disability category, however no more than the sum insured.

If both insured persons die simultaneously, the beneficiaries of each insured are entitled to half of the compensation.

## Validity

Loan protection insurance takes effect on the date stated on the insurance application, provided that the insurance companies can grant the insurance. Validity of the insurance requires payment of the insurance premium. The insurance terms and conditions are enclosed with the insurance contract sent to the policyholder.

Loan protection insurance terminates on the date stated on the insurance application and insurance contract. The insurance will also end for both insured persons when one of the insured persons turns 65 years of age or when the full lump-sum compensation is paid. Other situations in which the insurance ends are listed in clause 3.3 of the insurance terms and conditions for loan protection insurance with monthly compensation.



## Taxation of insurance compensation

Monthly compensation paid for incapacity for work and unemployment are taxable earned income. The insurance company deducts a withholding tax from the compensation.

The lump-sum compensation payable for accidental permanent disability and critical illness is exempt from tax for the insured.

The death benefit is exempt from tax to the extent that it concerns the outstanding loan capital. Any amount exceeding this is taxed similarly to other death benefits. Death benefits are taxed as inheritance when paid to the next of kin and as capital income when paid to other beneficiaries.

The information is based on tax legislation valid as of 1 January 2020 and is subject to changes during the insurance term.

## Insurance premium

The insurance premium is billed monthly on the selected due date from the account reported by the insured on the insurance application. Premiums are not charged from the period during which the insured is entitled to compensation for unemployment or incapacity for work.

The insurance premium is calculated based on the insured person's or persons' age, the selected sum insured, and the validity of insurance cover. Insurance premium for cover against unemployment is not charged for the first 60 days of the insurance period, as the insurer is not liable for compensation for unemployment until 60 days have passed after the start date of the insurance contract. In other respects, insurance premium is charged from the start date of the insurance. In cover against incapacity for work and unemployment or critical illness, the insurance premium stays the same after the aforementioned 60-day period until one year has passed since the start date of the insurance, after which the insurance premium changes annually. In cover against accidental permanent disability and death, the insurance premium changes monthly. If the insured has selected cover for both incapacity for work and unemployment as well as accidental permanent disability and death, the insurance premium changes monthly. The insurance premium also changes whenever the insurance pays out partial compensations and the sum insured becomes smaller as a result.

AXA will mail the insured person the insurance contract and billing details of insurance premiums for the first 12 months within one month of the start of the insurance. After this, the billing details of subsequent insurance premiums are mailed in connection with the insurance's annual notification.



## Examples of insurance premiums

### Home loan for a couple with children

Anu, 28, and Ismo, 30, are expecting a second child and want to move to a larger home. They need a loan of 100,000 euros for the new home. As soon-to-be parents of two, it is important for them that the home stays in the family's ownership.

Both take out insurance against accidental permanent disability and death. Anu is on childcare leave and does not require other insurance right now. Ismo, who is employed and in practice responsible for repaying the loan, also takes out insurance against incapacity for work and unemployment.

With a loan capital of 100,000 euros, a loan term of 15 years and an interest rate of 2.5%, the loan's monthly repayment is 666.80 euros. The insurance premium for the first and second month is 52 euros per month. When the unemployment insurance takes effect, the premium rises to 59 euros per month, or 2 euros per day.

### Car loan for a couple

Hilkka and Matti, both 38, take out a car loan of 10,000 euros. Because they rely on the car for transport, they want to make sure they can meet the payments on the loan even in the event that one of them loses their job.

Both take out insurance against accidental permanent disability and death. With a loan term of 4 years, an interest rate of 3.5% and a monthly repayment of 223.80 euros, the insurance premium for the joint cover is 5 euros per month, or 0.15 euros per day.

### Home loan for a single person

Hanna, 26, has recently graduated. After finding a steady job, she decides to buy a home. She needs a home loan of 75,000 euros. Since she is solely responsible for her finances, she wants to make sure that she is able to meet the monthly repayments on the loan in case something unexpected happens.

Hanna takes out insurance against incapacity for work and unemployment. In order to enjoy life, she wants to keep her monthly loan expenses at a maximum of 400 euros.

She opts for a loan term of 25 years with an interest rate of 2.5%. The insurance premium for the first and second month is 6 euros per month. When the unemployment insurance takes effect, the premium rises to 9 euros per month, or 0.30 euros per day. This way, Hanna's monthly loan expenses are 345 during the first year of the loan. Without the insurance, the amount is 336 euros.

## Claiming insurance compensation

Claim application forms and instructions for filing a claim are available from OP cooperative banks, online on the OP website at [op.fi](http://op.fi) and from AXA. For more information and advice, call AXA's insurance services and claims settlement at +358 10 802 842

You can also claim compensation for incapacity for work and unemployment in the online claims service: [clp.partners.axa.fi](http://clp.partners.axa.fi) or [vahinkoapu.pohjola.fi/en](http://vahinkoapu.pohjola.fi/en).

## Correction requests

If you are dissatisfied with a decision made by the insurance company or the insurance company's or its representative's performance, you must first contact the insurance company to try to sort out the matter. For independent advice, contact the Finnish Financial Ombudsman Bureau (FINE). In individual cases, the Finnish Financial Ombudsman Bureau and Insurance Complaints Board may recommend solutions to disputes between policyholders and insurance companies. Consumer customers may also appeal a dispute to the Consumer Disputes Board. If no settlement can be reached, disputes between policyholders and insurance companies will be submitted to a general court. Appeals can be made to the District Court in the policyholder's domicile or at the Helsinki District Court.

FINE Finnish Financial Ombudsman Bureau, and Finnish Insurance Complaints Board:  
Porkkalankatu 1, FI-00180 Helsinki, Finland,  
tel. +358 9 6850120  
[fine.fi](http://fine.fi)

Consumer Disputes Board:  
P.O. Box 306, FI-00531 Helsinki, Finland  
+358 29 5665200  
[kuluttajariita.fi/en](http://kuluttajariita.fi/en)

## Termination

The policyholder has the right to terminate the insurance at any time. Such termination must be made in writing at the bank. If the policyholder sends the notice of termination directly to AXA, AXA will notify the OP cooperative bank (pledgee) with whom the rights arising from life insurance have been pledged, of the termination.

Pohjola Insurance Ltd and OP Life Assurance Company Ltd have the right to terminate loan protection insurance during the insurance's validity if, for example, the policyholder has, wilfully or through negligence, given incorrect information and the insurance companies would not have granted the insurance had the information been correct.

## Applicable Law

Loan protection insurance is subject to Finnish law.

## Information about the insurers and their agents

Cover against incapacity for work, unemployment and critical illness is issued by Pohjola Insurance Ltd (Business ID 1458359-3), which is a non-life insurance company owned entirely by OP Financial Group. The company is headquartered at Gebhardinaukio 1, FI-00510 Helsinki. The insurance company is listed in the Trade Register maintained by the Finnish Patent and Registration Office. The insurance company is licenced under the Insurance Companies Act.

Cover against accidental permanent disability or death is issued by OP Life Assurance Company Ltd (Business ID 1030059-2), a life insurer owned entirely by OP Financial Group. The company is headquartered at Gebhardinaukio 1, FI-00510 Helsinki. The insurance company is listed in the Trade Register maintained by the Finnish Patent and Registration Office. The insurance company is licenced under the Insurance Companies Act.

OP cooperative banks act as the agents and representatives of the insurance companies. No party holds a share of ownership or votes exceeding 10% in the other parties. The agents are entered in the insurance intermediary register of the Finnish Financial Supervisory Authority. The registration status of an agent can be checked from the Financial Supervisory Authority. The agents do not sell insurance issued by companies other than Pohjola Insurance Ltd and OP Life Assurance Company Ltd, nor do they provide personal recommendations on insurance policies. Pohjola Insurance Ltd and OP Life Assurance Company Ltd pay the agents a commission based on a percentage of the insurance premium.

The supervisory authority for insurance mediation by the service provider's agents and the operations of Pohjola Insurance Ltd and OP Life Assurance Company Ltd is:

### **Finnish Financial Supervisory Authority**

Snellmaninkatu 6, P.O. Box 103, FI-00101 Helsinki, Finland,  
tel. +358 9 18351  
[finanssivalvonta.fi/en/](https://finanssivalvonta.fi/en/)

**The Financial Supervisory Authority's telephone service provides advice to banking, investment and insurance customers free of charge at**

+358 (0)800 05099 on Tuesdays between 9–10 and 14–15.

The official languages of Pohjola Insurance and OP Life Assurance Company are Finnish and Swedish. The insurance companies can fulfil their legal obligation to disclose information at all stages of the policy's life cycle with these languages. It may not be possible to provide all insurance documents and services in English and therefore the policyholder agrees to translate any documents related to the insurance for themselves when needed.

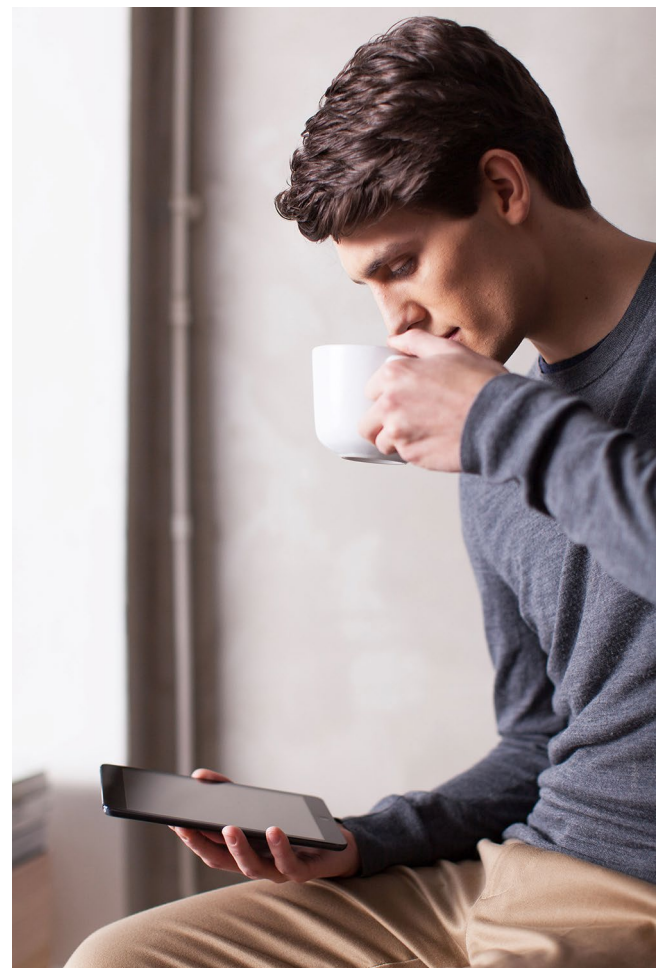
## Personal data processing

Pohjola Insurance, OP Life Assurance Company and AXA process your personal data with confidentiality and in accordance with current law. We recommend reading the companies' privacy statements and privacy notices for more information about personal data processing. The Privacy Statements and Privacy Notices for Pohjola Insurance and OP Life Assurance Company are available at OP cooperative banks and online at [op.fi/dataprotection](https://op.fi/dataprotection). The privacy statement and policies for AXA are available at [clp.partners.axa/fi/tietosuoja](https://clp.partners.axa/fi/tietosuoja).

## Read the insurance terms and conditions carefully

This product description is not a complete description of the product and does not replace the insurance terms and conditions that describe the detailed definitions of coverable loss events, for example.

The insurance terms and conditions and more information about loan protection insurance are available at OP cooperative banks and in AXAs insurance services and claims settlement at tel. +358 10 802 842



## Insurance and Claims Services

AXA handles all customer service related to insurance and claims settlement for loan protection insurance on behalf of and by authorisation of Pohjola Insurance Ltd and OP Life Assurance Company Ltd. AXA Partners, branch in Finland (Business ID 2819443-3), Address: AXA, (Hämeentie 15) P.O. Box 67, FI-00501 Helsinki, Finland, tel. +358 10 802 842

AXA

P.O. Box 67, 00501 Helsinki

Insurance services and claims settlement,  
tel. +358 10 802842, asiakaspalvelu@partners.axa

[clp.partners.axa/fi](http://clp.partners.axa/fi)

Call charges to service numbers: €0.0835/call + €0.1669/min (incl. VAT 24%).  
All calls are recorded for security purposes.

