

Lemonade

Lemonade Agency B.V.

Spuistraat 112A, 1012 VA, Amsterdam, The Netherlands

PHONE NUMBER

0800 0668531

EMAIL

helpuk@lemonade.com

INTERNET

<https://www.lemonade.com/uk>

CHAMBER OF COMMERCE

Nr. 75134454

BOARD OF DIRECTORS

Daniel Schreiber, Ron Voortman, and Emmanuelle Barralis

RELEVANT SUPERVISORY AUTHORITIES

The Financial Conduct Authority (FCA)

12 Endeavour Square

London E20 1JN

United Kingdom

Lemonade Agency B.V. is authorised by the Autoriteit Financiële Markten, deemed authorised and regulated by the Financial Conduct Authority.

Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

Lemonade Agency B.V. acts as the agent of Lemonade Insurance N.V. It is authorised to conclude contracts of insurance in the name of Lemonade Insurance N.V., to answer questions in regard to Lemonade insurance contracts and to provide other services in connection with Lemonade's insurance activities. We do not provide any personal recommendations with regard to the insurance products offered. When you buy an insurance product through the Lemonade App or website it is sold by Lemonade Agency B.V. which receives a service fee from Lemonade Insurance N.V. on the basis of a percentage of the gross written premium for the insurance policies sold and serviced. Employees of Lemonade Agency B.V. and of Lemonade Insurance N.V. are paid a base salary and may be entitled to more on the basis of the performance of the Lemonade Group as a whole and at all times subject to regulatory limits. We do not pay our employees on the basis of commission.

ONLINE DISPUTE RESOLUTION

The Financial Ombudsman Service (FOS) is an independent dispute resolution organisation.

If you are unable to resolve a complaint you have with us, you can contact the FOS on

Tel: **0300 1239 123** or **0800 0234 567**.

Further information can be found at: <https://www.financial-ombudsman.org.uk>