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Notice of cancellation to be sent to the insurer by the contractor, or vice versa, within a certain period of notice established in the contract.

Captive company provides its products and services to companies in its group.

Event insured against in the contract.

Notice of claim the insured has to give his/her insurer or agent after a damage or loss. Unless otherwise specified in the contract.

Adjuster a worker or employee of an insurance company who evaluates the economic damage when an accident occurs.

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Code of Ethics written a voluntary basis outlining the Company's commitments to internal stakeholders. The Code of Ethics is approved by the Board of Directors.

Contract whereby the same risk is shared and insured by one or more insurance companies. In the event of claim, the insured can choose the insurer to be held liable.

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Collision damage waiver covers accidental damage to the insured vehicle.

Commission for claims and expenses expressed as a percentage of the value of earned premiums for the financial year.

Business element of the work relation with the agency. The agent's obligation to deal with contract underwriting comes from the business element.

Confederation of Italian Industry representing Italian companies.

Consolidated Financial Statements and asset status, economic results and variations in the shareholders' equity.

Concessions of business for a company operating in many fields.

Competence critical to the development and success of a company.

Corporate Center Group that is responsible for managing, coordinating and controlling activities within the scope of the Group.

Corporate Governance encompassing various bodies (levels, composition, competence, etc.) and the rules that govern their activities.

Credit rating by quantifying the likelihood of a person's/company's insolvency.

Customer satisfaction clients' perceptions and expectations concerning a service or product. It is used to compare the quality of the service provided to the client.

Cost of service provided to the client.

Deductible excess limiting the insurance cover whereby a certain amount of the damage is still to be charged to the insured.

Direct business insurance contracts.

Dividend the net profits of a joint-stock company distributed to shareholders annually.

Dow Jones Euro Stoxx 50 presents 50 leading European companies in their fields, listed on the Dow Jones Euro Stoxx 50 index.

Dow Jones Euro Stoxx Insurance capitalization measuring the performance of the insurance sector in European Monetary Unit.

