Information and advice sheet prior to taking out the "MEETCH - SEE TICKETS" insurance policy No. ORD121068S8V1

You have just purchased one or more tickets for an event and would like to protect yourself against certain unforeseen circumstances that could prevent you (or your loved ones) from attending this event.

Based on the information you have provided us regarding your insurance needs, we believe that the "MEETCH SEE TICKETS" insurance policy is a solution that is tailored to your requirements.

- The "MEETCH SEE TICKETS" ticket insurance is provided by **Solucia Service et Protection Juridiques**, a brand of Solucia Protection Juridique (hereinafter referred to as "the Insurer" or "Solucia SPJ"), 111 avenue de France – CS 51519 – 75634 Paris Cedex 13, SA with a management board and supervisory board, with capital of €9,600,000 – RCS Paris no. 481 997 708 – Company governed by the Insurance Code and subject to supervision by the ACPR- 4 Place de Budapest- CS 92459- 75436 PARIS CEDEX 09 (www.acpr.fr);

- Which entrusts the management, including claims, to **MEETCH**, a brand of **Phenomen**, a simplified joint stock company with capital of €10,000, whose registered office is located at 141 avenue de Wagram 75017 Paris, registered with the Paris Trade and Companies Register under number 833 740 699 and with ORIAS under number 18 000 514 www.orias.fr (hereinafter the "Managing Broker").

- **Phenomen** offers you the "Billetterie MEETCH SEE TICKETS" insurance contract through **SEE TICKETS,** a simplified joint stock company with capital of €290,482.40, whose registered office is located at 10, place de la Joliette, les Docks Atrium 10.5, 13002 Marseille, registered with the Paris Trade and Companies Register under number 453 942 948 and with ORIAS under number 11 063 329 (www.orias.fr), in the name and on behalf of its subsidiaries and acting as an intermediary on an ancillary basis in accordance with Article L.513-1 of the French Insurance Code
  of the Insurance Code or through its network of brands as an ancillary intermediary under Article
  L.513-1 of the Insurance Code (hereinafter the "Distributor").

Phenomen and Solucia SPJ are companies governed by the Insurance Code and subject to supervision by the French Prudential Supervision and Resolution Authority
de Contrôle Prudentiel et de Résolution (Prudential Control and Resolution Authority), 4 place de Budapest CS 92549-75436 Paris Cedex 09 (www.acpr.fr).

Coverage*:

You are covered for the events listed below:

- Physical accident, illness of one of the Insured Parties;
- Accidental injury, illness or death of a family member resulting in the inability to attend the Show;
- Physical accident, illness or death of the person who was supposed to look after the Insured's minor children during the Show;
- Pregnancy complications;
- Birth of a child or grandchild of the Insured;
- Public transport strike on the day of the insured event;
- Significant material damage affecting the Insured's home or business premises;
- The Insured being summoned to serve as a juror or witness;
- The Insured being summoned to a resit examination;
- Professional constraints on the Insured;
- Theft of the Insured's identity documents needed to travel to the location of the insured event or to collect their insured Ticket;
- Theft of the insured Ticket(s) through burglary or assault;
- Immobilisation of the Insured's vehicle until the day after the event;
- Any other unforeseeable event* preventing the Insured from attending the Show.

Scope of your cover:

Ticket reimbursement is covered up to €1,000 including VAT per claim and up to €5,000 including VAT per basket if you provide all the supporting documents requested.

If the required supporting documents are not provided, an excess of 30% of the purchase price including VAT of the insured ticket will be applied.

Exclusions*:

Claims resulting from the following events are excluded:

- **Error in entering the ticket selection and/or error in entering the order, namely: error in the number of tickets, error in the date, error in the location, error in the choice of seat category, duplicate purchase of tickets by the Insured or by a Third Party on behalf of the Insured at the time of booking;**
- **Cancellation of the Show itself or postponement or change in the date, location, schedule, programme or organisation of the Show initially booked;**
- **Malfunctions of the booking platform;**
- **Accidents or illnesses that have been initially diagnosed, treated, relapsed or hospitalisation prior to the date of joining the Contract;**
- **Illnesses requiring psychiatric medication and/or psychotherapy, except when they have resulted in hospitalisation for more than 4 consecutive days, including the date of the Show;**
- **Nervous breakdowns resulting in hospitalisation for more than 4 consecutive days, including the date of the Show;**
- **Suicide or attempted suicide;**
- **Inability to access the Event site due to failure to present a valid health or vaccination pass for each holder of an insured Ticket;**
- **Failure to comply with current health regulations put in place by the government for access to shows or any type of venue open to the public;**
- **Loss of insured tickets;**
- **Loss of identity documents;**
- **Suspension of public transport following a judicial or administrative decision;**
- **Tickets checked by any means by the event organisers at the entrance to the event venue;**
- **Theft of insured tickets committed without breaking and entering or assault;**
- **Cosmetic treatments, spa treatments;**
- **In vitro fertilisation;**
- **Periodic medical examinations for monitoring or observation;**
- **Epidemics, pandemics, as defined by the Ministry of Health or the WHO;**
- **Intentional or fraudulent misconduct committed by the Insured;**
- **Negligence on the part of the Insured;**
- **Reasons known to the Insured at the time of signing the Contract as being likely to affect the Contract;**
- **Criminal proceedings against the Insured;**
- **Failure to present, for any reason whatsoever, one of the documents required to collect the Ticket(s) , except in the case of theft of identity documents;**
- **Acts of war or civil war and similar events, internal unrest, acts of violence for political reasons, attacks or terrorist acts, lockouts and industrial disputes, expropriations or interventions equivalent to expropriation, seizures, withdrawals, decrees or various interventions by a higher authority, as well as damage resulting from natural disasters or nuclear energy;**
- **Pollution, strikes (other than public transport strikes), riots, popular movements;**
- **The following are always excluded from the ticket cancellation guarantee: any Insured Party listed in any official, governmental or police database of proven or suspected terrorists, any Insured Party who is a member of a terrorist organisation, a drug trafficker, or involved as a supplier in the illegal trade of nuclear, chemical or biological weapons.**

** A comprehensive description of the "MEETCH SEE TICKETS" insurance policy and its exclusions can be found in the attached information leaflet, which we invite you to read carefully before deciding whether or not to take out the policy.*

Duration:

The contract takes effect on the day of subscription to the contract on the Distributor's website at the time of purchase of the insured Tickets, subject to payment of the insurance premium.

If you have opted to pay for the insured Tickets in instalments, the cover takes effect on the day on which the price of the insured Tickets has been paid in full.

Coverage automatically ends on the date and time of the reserved Show or, in the case of tickets valid for several days, at the end of the first day of the reserved Show.

Price:

The amount of the subscription fee depends on the total amount including VAT of the number of tickets purchased by the Member. The amount is indicated to the Member before they agree to join and then, once they have joined, on the insurance certificate
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The insurance premium is paid in full by the Member at the same time as the purchase of the insured Ticket from the Distributor.

Withdrawal from membership:

In the case of online membership, in accordance with Article L.112-2-1 of the Insurance Code, the Member may withdraw from the Contract within 14 (fourteen) days of accepting the contract and receiving the relevant contractual documents, by cancelling their insurance application with the Managing Broker.
Termination takes effect upon notification of cancellation.
The Managing Broker, on behalf of and for the account of the Insurer, will then reimburse the policyholder for the insurance premium paid at the time of
enrolment.
However, **if the Insured requests to benefit from the cover during the withdrawal period, under the conditions set out in the Policy Schedule, they may no longer exercise their right of withdrawal, as this declaration constitutes their agreement to the performance of the Contract.**

The right of withdrawal cannot be exercised if the term of the Contract is less than one month.

You also have the right to withdraw from this contract within thirty (30) calendar days of signing up, without incurring any costs or penalties. However, if you are offered one or more insurance contributions, such that you do not have to pay a contribution for one or more months at the start of the contract, this period shall only run from the date of payment of all or part of the first contribution.
The exercise of the right of withdrawal is subject to the following four conditions:

1. You have entered into this contract for non-professional purposes;
2. This contract is supplementary to the purchase of goods or services sold by a supplier;
3. The contract you wish to cancel has not been fully performed;
4. You have not reported any claims covered by this contract.

In this situation, you may exercise your right to cancel this contract by sending us a letter or any other durable medium. We are required to refund the premium paid within thirty days of your cancellation.

Furthermore, to avoid multiple insurance coverage, you are invited to check that you are not already covered by a policy that covers any of the risks covered by the contract you have taken out.

This waiver is only valid if it is sent within the above-mentioned time limit, legibly written, fully completed and signed. **Furthermore, this right of waiver may no longer be exercised after the date of the Show or if a Claim has been reported during the waiver period**.

Model letter of waiver:
"I, the undersigned, Surname, First name and Address, hereby declare that I am cancelling my SEE TICKETS Ticket Cancellation Insurance policy. Date and Place, Signature".

Complaints

If the Member is not satisfied, they may submit a complaint to the Claims Department of the Managing Broker, which can be done in the following ways:

- By email: reclamation@meetch.io
- By post: PHENOMEN – 141, avenue de Wagram – 75017 PARIS.

From the date the complaint is sent, the Complaints Department undertakes to acknowledge receipt of the complaint.

within 10 working days and, in any event, to respond to the complaint within a maximum of 2 months. The above procedure does not apply if the dispute has been referred to a court by either the Member or the Insurer.

If the disagreement persists after the response given by the Insurer or the Managing Broker, the Member may seek the opinion of the Insurance Ombudsman, who can be contacted as follows:

- Online atwww.mediation-assurance.org
- By post at the following address: La Médiation de l'Assurance TSA 50110 75441 PARIS CEDEX 09.

Referral to the Insurance Ombudsman is free of charge but can only take place after you have sent us a written complaint. The provisions of this paragraph are without prejudice to other legal remedies.

Rights of individuals regarding the protection of their personal data

In accordance with the French Data Protection Act No. 78-17 of 6 January 1978, amended by Act No. 2004-801 of 6 August 2004, Law No. 2018-493 of 20 June 2018 on the protection of personal data (LPD) and Regulation (EU) 2016/679 (General Data Protection Regulation) of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR), You have the right to access, rectify, erase (inaccurate, incomplete, ambiguous, outdated or unlawfully processed data), restrict processing (in the cases provided for by law), object on legitimate grounds, and delete your personal data. You have the right to data portability (in cases provided for by law) and the right to define guidelines for the storage, erasure and communication of this data after your death. Finally, you may object to commercial prospecting at any time and free of charge.

To exercise these rights, you may send us a letter or email to:

- PHENOMEN – 141, avenue de Wagram – 75017 PARIS –dpo@meetch.io Or
- SOLUCIA SERVICE ET PROTECTION JURIDIQUES - Data Protection Officer - 111 avenue de France - CS 51519 - 75634 Paris cedex 13- dpo.solucia@soluciaspj.fr

You also have the right to register free of charge on the cold calling opposition list managed by Worldline. For more information: www.bloctel.gouv.fr.

Furthermore, in order to meet its legal obligations, PHENOMEN AND SOLUCIA SERVICE ET PROTECTION JURIDIQUES have implemented a monitoring system designed to combat fraud, money laundering and terrorist financing, and to enforce financial sanctions. In accordance with the provisions of Article L561-45 of the Monetary and Financial Code, data processed in the context of the fight against money laundering and terrorist financing is retained for a period of 5 years.

However, if the request concerns processing carried out for the purpose of identifying persons subject to asset freezing measures or financial sanctions, in accordance with the amended Data Protection Act No. 78-17 of 6 January 1978, You may exercise your right of access by sending a letter accompanied by a copy of both sides of your identity document to our address mentioned above.

You have the right to lodge a complaint with the CNIL on its website: www.cnil.fr or by post at the following address: Commission Nationale Informatique et Libertés - TSA 80715 - 3 Place de Fontenoy- 75334 PARIS CEDEX 07, if you consider that the processing of your personal data constitutes a violation of the regulations relating to the protection of personal data.

Applicable law

The language used throughout the membership period is English.

Pre-contractual relations and the Notice are governed by French law. Any dispute arising from the execution or interpretation of the Notice shall fall within the jurisdiction of the French courts.