

## Annex II - List of national Codes of Conduct (EIOPA-BoS-12/074)

MS	Issuer	Title of "Rules" or "Code of Conduct"	Sector	Legally binding (Y/N)	Publication
AT	FMA	Minimum Standards for Information Requirements in the Life Assurance Sector FMA Minimum Standards for Informing the Beneficiaries of Pensionskassen	FMA	These Minimum Standards represent recommendations. FMA expects adherence to these FMA Minimum Standards.	<a href="http://www.fma.gv.at/en/legal-framework/minimum-standards/insurance-undertakings.html">http://www.fma.gv.at/en/legal-framework/minimum-standards/insurance-undertakings.html</a> <a href="http://www.fma.gv.at/en/legal-framework/minimum-standards/pension-companies.html">http://www.fma.gv.at/en/legal-framework/minimum-standards/pension-companies.html</a>
BE		The insurance sector has agreed on codes of conduct. The FSMA has played/plays an active supportive role in the promotion and the effective observance of the codes. The FSMA has launched a moratorium on the commercialization of complex structured products	insurance undertakings and insurance intermediaries	FSMA expects the insurance s	www.assuralia.be, www.fsma.be
BG		Rules			
CZ	Insurance Association	The Code of conduct is written and published by Czech insurance association. The Code lays down ethical standards and principles of conduct and manners in insurance industry to be observed by insurance companies and their employees, and by insurance intermediaries carrying on intermediary activities for these insurance companies.	insurance sector	N	<a href="http://www.cap.cz/ZobrazFolder.aspx?folder=Lists%2fMenu+verejneho+webu+EN%2fAbout+us%2fCode+of+Ethics">http://www.cap.cz/ZobrazFolder.aspx?folder=Lists%2fMenu+verejneho+webu+EN%2fAbout+us%2fCode+of+Ethics</a>
DE	GDV (German Insurance Association)	Verhaltenskodex für den Vertrieb von Versicherungsprodukten ( code of conduct for sales and distribution of insurance products)	insurance sector	N	<a href="http://www.gdv.de/wp-content/uploads/2010/11/Verhaltenskodex.pdf">http://www.gdv.de/wp-content/uploads/2010/11/Verhaltenskodex.pdf</a>
DK	Finanstilsynet	Executive order on good business practice - one for financial undertakings in general and one for insurance intermediaries	financial sector in general and insurance intermediaries	Y	<a href="http://www.finanstilsynet.dk">www.finanstilsynet.dk</a>
EE					/
EL	Association of Insurance Companies	Code of Conduct	Insurance undertakings	N	<a href="http://www.eaee.gr">www.eaee.gr</a>
	<b>Bank of Greece is currently competent to supervise the "Rules"</b> /The Ministry of Commerce as former competent authority was involved in drafting and issuing the Rules	Presidential Decree 298/86	Insurance intermediaries	Y	<a href="http://www.bankofgreece.gr">www.bankofgreece.gr</a>

ES	UNESPA (Assoc. of Spanish Insurers)	Guide on disclosure	Insurance undertakings		<a href="http://www.unespa.es/frontend/unespa/En-Beneficio-De-Nuestros-Clientes--El-Seguro-Va-Mas-Alla-De-Lo-Que-Marcan-Las-Leyes-vn2818-vst15">http://www.unespa.es/frontend/unespa/En-Beneficio-De-Nuestros-Clientes--El-Seguro-Va-Mas-Alla-De-Lo-Que-Marcan-Las-Leyes-vn2818-vst15</a>
		Guide on corporate governance			
		Guide on advertising			
		Guide on unit-linked life insurance			
		Guide on internet			
		Guide on disability			
ADECOSE (Asoc. of intermediaries)	Code of conduct	Insurance intermediaries		<a href="http://www.adecose.com/main.asp?id_pagina=3">http://www.adecose.com/main.asp?id_pagina=3</a>	
INVERCO (asoc. of pension funds and investment funds)	Guide on "internal conduct rules"	Pension Funds	N		
	Guide on information about yield	Pension Funds	N	<a href="http://www.inverco.es/codigoConductaPublicitaria.do?jsessionid=1CEEDB812199F565AE10BBECA9A20434">http://www.inverco.es/codigoConductaPublicitaria.do?jsessionid=1CEEDB812199F565AE10BBECA9A20434</a>	
	DGSFP (General Directorate of Insurance and	rules on conduct: article 85 bis of RD304/2004 (modified in 2008)	Pension Funds	Y	<a href="http://www.dgsfp.meh.es/sector/documentos/legislacion/Actulizada_10_2010/RPFP.pdf">http://www.dgsfp.meh.es/sector/documentos/legislacion/Actulizada_10_2010/RPFP.pdf</a>
FI	Federation of Finnish Financial Services	1) Claims handling guidelines, 2) Risk selection guidelines and 3) Good insurance practice in insurance investigation	Insurance undertakings		website of Federation of Finnish Financial Services: <a href="http://www.fkl.fi">http://www.fkl.fi</a>
	Vakuutusvalvonta (ex-insurance supervisor)	Directions covering for example information giving by IUs and IIMs and good sales practices in life insurance Furthermore, existence in national legislation a concept of "good insurance practise" and a concept of "good insurance mediation practise" and the above codes of conduct form part of these concepts	Insurance undertakings and insurance intermediaries		<a href="http://www.finanssivalvonta.fi/">www.finanssivalvonta.fi/</a>
	Consumer Office		insurance sector		(internet)
FR	Chambre syndicale des courtiers d'assurance	"Moral code of brokers" (=code of conduct for the members of CSCA "Chambre Syndicale des Courtiers d'Assurance)	Insurance intermediaries members of CSCA	N	
HU	Association of Insurance Companies		insurance companies		<a href="http://www.mabisz.hu">www.mabisz.hu</a>

<b>IE</b>	Central Bank of Ireland	Consumer Protection Code	insurance undertakings and insuranc	Y	<a href="http://www.centralbank.ie">www.centralbank.ie</a>
<b>IT</b>	ISVAP	- for insurance companies: code of ethics requested by ISVAP (ISVAP Regulation n.20) and for listed companies also code of conduct for corporate governance;	insurance companies and insurance intermediaries		<a href="http://www.isvap.it">www.isvap.it</a>
<b>LI</b>	LIBA	Code of Conduct for insurance intermediaries	Insurance intermediaries		<a href="http://www.liba.li/docs/Berufsbild_LIBA_Beschlussversion.pdf">http://www.liba.li/docs/Berufsbild_LIBA_Beschlussversion.pdf</a>
		Code of Conduct for insurance undertakings	insurance undertakings		<a href="http://www.lvv.li/CFDOCS/cmsout/admin/index.cfm?GroupID=248&amp;MandID=1&amp;meID=48&amp;">http://www.lvv.li/CFDOCS/cmsout/admin/index.cfm?GroupID=248&amp;MandID=1&amp;meID=48&amp;</a>
<b>LT</b>	Association of Lithuanian life insurers	Code of professional ethics (insurance undertakings)			Internet sites of some of life assurance undertakings.
	Chamber of Insurance Brokers	Code of professional ethics (insurance brokers)			website of Chamber of insurance brokers
<b>LU</b>	ACA (National Association of Insurers)	Code of professional ethics (insurance undertakings and indirectly insurance intermediaries); Code of conduct regarding advertising for individual life insurance (insurance undertakings & directly insurance intermediaries)		N	<a href="http://www.aca.lu">www.aca.lu</a>
<b>LV</b>	Latvian Professional Insurance Brokers Association Latvian Insurance Brokers Association	Code of ethics	Insurance intermediaries	N	<a href="http://www.brokers.lv">http://www.brokers.lv</a>
<b>MT</b>	MFSA	Insurance Intermediaries Rule 4 of 2007 and Insurance Intermediaries Rule 7 of 2007	Insurance intermediaries	Y	<a href="http://www.mfsa.com.mt">www.mfsa.com.mt</a>
	Malta Insurance Association	Handbook of Best Practice for Third Party Motor Liability Claims	insurance companies	N	<a href="http://www.maltainsurance.org">www.maltainsurance.org</a>
<b>NL</b>	Dutch Association of Insurers	guidelines concerning information requirements to consumers regarding return and risk in case of life insurance products (investment bonds / with profit sharing).			
<b>NO</b>	Ministry of Finance	Act nr 41 on Insurance Mediation (2005-06-10) section 5-2-first paragraph	Insurance Brokers	Y	
	Norwegian Association of Insurance Brokers	Code of ethics	Insurance Brokers	N	<a href="http://www.forsikringsmeglerne.no/etiske-retningslinjer">http://www.forsikringsmeglerne.no/etiske-retningslinjer</a>

PL	<p>1. Polish FSA in cooperation with polish insurance industry</p> <p>2. Polish FSA</p> <p>3. Polish FSA</p> <p>4. The Polish Bank Association (ZBP) in cooperation with the Polish Insurance Chamber (PIU)</p> <p>5. PFSA</p> <p>6. The Polish Insurance Chamber (PIU)</p>	<p>1. National code of conduct</p> <p>2. Rules for Processing Complaints by Financial Institutions</p> <p>3. Advertising rules of insurance services</p> <p>4. I and II Good Bancassurance Practice Recommendations</p> <p>5. The Rental Rules of Replacement Vehicle</p> <p>6. Code of the Rental Replacement Vehicle - implementing rules prepared by Polish FSA</p>	<p>1. All industry (banking, insurance and capital sector)</p> <p>2. All industry (banking, insurance and capital sector)</p> <p>3. Insurance sector</p> <p>4. Banking and insurance sector</p> <p>5. Insurance sector</p> <p>6. Insurance sector</p>	No	<p><a href="http://www.knf.gov.pl/dla_rynku/kanon_praktyk/index.html">http://www.knf.gov.pl/dla_rynku/kanon_praktyk/index.html</a></p> <p><a href="http://www.knf.gov.pl/Images/zasady_reklamacji_tcm75-26306.pdf">http://www.knf.gov.pl/Images/zasady_reklamacji_tcm75-26306.pdf</a></p> <p><a href="http://www.knf.gov.pl/Images/KNF_reklamy_ubezpieczeniowe_tcm75-24106.pdf">http://www.knf.gov.pl/Images/KNF_reklamy_ubezpieczeniowe_tcm75-24106.pdf</a></p>
PT	ISP (Instituto de Seguros de Portugal), the Portuguese Insurance and Pension Funds Supervisory Authority	Circular no. 12/2012, of 23 December 2010, incorporates recommendations on a set of principles and standards which correspond to best practices in the context of the business relationship between insurance undertakings and insurance intermediaries	Insurance undertakings and insurance intermediaries	Although not legally binding, those recommendations are expected to be followed by the supervised undertakings as they were approved by a regulatory instrument issued by the supervisory authority	<a href="http://www.isp.pt/winlib/cgi/winlibimg.exe?key=&amp;doc=19790&amp;img=3642">http://www.isp.pt/winlib/cgi/winlibimg.exe?key=&amp;doc=19790&amp;img=3642</a>
PT	"APROSE", the Portuguese Association of Insurance Brokers and Agents and "ANACS", the National Association of Agents and Insurance Brokers	Among other issues, both codes cover "market conduct principles for intermediaries"	Insurance intermediaries	N	www.aprose.pt and www.anacs.pt.
PT	"APFIPP", the Portuguese Association for Investment Funds, Pension Funds and Asset Management	Code of practice, applicable to insurance undertakings managing pension funds (covers market conduct issues, such as information / advice, conflicts of interest, complaints handling, etc.)	Insurance undertakings	N	www.apfipp.pt ( <a href="http://www.apfipp.pt/index2.aspx?MenuCode=AP&amp;ItemCode=AP_CD&amp;name=Self-Regulation, ENG version">http://www.apfipp.pt/index2.aspx?MenuCode=AP&amp;ItemCode=AP_CD&amp;name=Self-Regulation, ENG version</a> )

RO	National Association of Insurance and Reinsurance Co.	Code of Conduct for insurance companies			
	National Union of Insurance Brokerage and Consultancy Societies	Deontological Code for insurance intermediaries			
SE	Swedish Financial Supervisory Authority	Information on Cross-border activities for IU	Insurance Undertakings	No	<a href="http://www.fi.se/Folder-EN/Startpage/Authorisation/Apply-for-authorisation/Notification/">http://www.fi.se/Folder-EN/Startpage/Authorisation/Apply-for-authorisation/Notification/</a>
	Swedish Financial Supervisory Authority	The recommendation on ethical guidelines (FFFS1998:22) is applicable to all the undertakings under the Swedish FI's supervision. IU & IMM should set up ethical guidelines approved by the board of directors.	Insurance Undertakings and Insurance Intermediaries	No	<a href="http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-199822/">http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-199822/</a>
	Swedish Financial Supervisory Authority	FFFS 2011:39 Regulations governing information with respect to insurance and occupational pensions.	Insurance Undertakings	Yes	<a href="http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-201139/">http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-201139/</a>
	Swedish Financial Supervisory Authority	FFFS 2002:23 General Guidelines regarding complaints management concerning financial services for customers	Insurance Undertakings and Insurance Intermediaries	No	<a href="http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-200223/">http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-200223/</a>
	Swedish Financial Supervisory Authority	FFFS 2009:1 Regulations and General Guidelines governing measures against Money Laundering and financing of particular serious crimes in certain circumstances	Insurance Undertakings and Insurance Intermediaries	Yes	<a href="http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-20091/">http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-20091/</a>
	Swedish Financial Supervisory Authority	IU should also issue guidelines to avoid Conflict of Interests according The Insurance Business Act (Försäkringsrörelselag (2010:2043) 8 kap. 7 §. FI has no involvement in drafting or issuing the law.	Insurance Undertakings	Yes	
	Swedish Financial Supervisory Authority	FFFS 2005:11 Regulations and Guidelines regarding insurance mediation with amendments on FFS 2011:44	Insurance Intermediaries	Yes	<a href="http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-200511/">http://www.fi.se/Folder-EN/Startpage/Regulations/Regulatory-Code/FFFS-200511/</a>
	Insurance Sweden	Insurance Sweden is the organization for the insurance undertakings. The organization gives recommendations and financial advice	Insurance undertakings	No	<a href="http://www.svenskforsakring.se/en">http://www.svenskforsakring.se/en</a>
	Insurance Sweden	The organization gives recommendations and financial advice.	Insurance undertakings	No	<a href="http://www.svenskforsakring.se/Startsidan-EN/Huvudmeny/About-the-industry/">http://www.svenskforsakring.se/Startsidan-EN/Huvudmeny/About-the-industry/</a>
	The Swedish Insurance Intermediaries Association	Information and Regulations for members	Insurance intermediaries	Yes, bindig för members.	<a href="http://www.sfm.se/">http://www.sfm.se/</a>

SK	Slovak Insurance Association	Code of Ethics in the insurance industry	Insurance sector	No	<a href="http://www.slaspo.sk/tmp/asset_cache/link/000022700/Code%20of%20Ethics.pdf">http://www.slaspo.sk/tmp/asset_cache/link/000022700/Code%20of%20Ethics.pdf</a>
	Slovak Association of intermediaries in the insurance industry	Code of Ethics of intermediaries in the insurance industry	Insurance intermediaries	No	<a href="http://www.samp.sk/userfiles/Kodex_etiky_SASP.doc?PHPSESSID=86fd6dff8a059f99be4ca1c1c232260&amp;PHPSESSID=86fd6dff8a059f99be4ca1c1c232260">http://www.samp.sk/userfiles/Kodex_etiky_SASP.doc?PHPSESSID=86fd6dff8a059f99be4ca1c1c232260&amp;PHPSESSID=86fd6dff8a059f99be4ca1c1c232260</a>

UK	ABI	Non-Disclosure & Treating Customers Fairly Code of Practice			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/44593.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/44593.pdf</a>
	ABI	Statement of Best Practice for Sales of Individual & Group Private Medical Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/57679.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/57679.pdf</a>
	ABI	Code of Practice for the Disposal of Motor Vehicle Salvage			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/40510.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/40510.pdf</a>
	ABI	Third Party Assistance Code of Practice			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/55270.doc">http://www.abi.org.uk/Information/Codes and Guidance Notes/55270.doc</a>
	ABI	Code of Practice for Endowment Policy Reviews			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/15242.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/15242.pdf</a>
	BIBA	Wholesale Commission Disclosure			<a href="http://www.biba.org.uk/PDFfiles/IndustryGuidanceFINAL.pdf">http://www.biba.org.uk/PDFfiles/IndustryGuidanceFINAL.pdf</a>
	ABI	Guide of Good Practice for Unit Linked Funds			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/43772.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/43772.pdf</a>
	ABI	Best Practice Guide on With-Profits Bonds			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/15290.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/15290.pdf</a>
	ABI	Statement of Best Practice for Critical Illness Cover			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/54766.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/54766.pdf</a>
	ABI	Statement of Practice for Income Protection Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/531.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/531.pdf</a>
	ABI	Statement of Practice for HIV & Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/40588.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/40588.pdf</a>
	ABI	Statement of Best Practice for Long-term Care Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/530.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/530.pdf</a>
	UK (TP R)	ABI	Genetic Testing - ABI Code of Practice		
ABI/BMA		Guidelines on Medial Information & Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/527.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/527.pdf</a>
ABI		Critical Illness Oral Disclosure Guidance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/52185.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/52185.pdf</a>
ABI		Statement of Principles for Trade Credit Insurance			<a href="http://www.abi.org.uk/Information/Codes_and_Guidance_Notes/15289.pdf">http://www.abi.org.uk/Information/Codes and Guidance Notes/15289.pdf</a>
CCSC		Contract Certainty code of practice			<a href="http://www.marketreform.co.uk/index.php?option=com_content&amp;view=article&amp;id=210:index&amp;catid=35:contract-certainty-guidance&amp;Itemid=136">http://www.marketreform.co.uk/index.php?option=com_content&amp;view=article&amp;id=210:index&amp;catid=35:contract-certainty-guidance&amp;Itemid=136</a>
ABI		Best Practice Guide on Retirement Choices			<a href="http://www.abi.org.uk/Publications/61167.pdf">http://www.abi.org.uk/Publications/61167.pdf</a>