

General Terms and Conditions

1. Who are we?

We are Alicia Benefits B.V.

We offer customised group insurance for freelancers. We also offer other services for freelancers such as access to a help desk for legal advice. We always align our services to the requirements of freelancers. An overview of our current offer can be found on our website www.aliciabenefits.com.

Alicia Benefits is regulated as an intermediary for concluding group insurance under the Dutch Authority for the Financial Markets (AFM) number 12046794.

We work together with platforms and customers for whom freelancers work or for whom they carry out an assignment. Together with these platforms and customers we put together a package where 1) you, as freelancer, can take out a subscription, or 2) to which you will be automatically subscribed through the platform or the customer through whom you procure services. This package contains one or more of our services.

The platform or the customer will give you the possibility to subscribe to a package of Alicia Benefits or will ensure that you will be automatically subscribed through them. As of that time you will be a member of Alicia Benefits, and you can make use of all advantages this offers.

2. Our contact details

We can be reached in the following ways:

By email: hello@aliciabenefits.com

Through the contact form on the website: www.aliciabenefits.com/contact

By calling: +31 10 899 0432

If you have a question or you would like to contact us for another reason, please contact us by means of one of the above methods. We will then see to it that your message is taken into consideration. We will then contact you as soon as possible.

3. What do these General Terms and Conditions say?

We use these General Terms and Conditions to explain to you how we work.



Furthermore, these General Terms and Conditions set out the agreements that apply to the membership you take out with us.

4. Who is who and what is what?

The following terms that we use in these General Terms and Conditions have the following meaning:

Certificate:

The document that we send to you which sets out which services you are procuring from Alicia Benefits. The certificate also includes additional information on these services. You will only receive this certificate if you are not automatically registered through the platform or the customer, and you subscribe to Alicia Benefits yourself.

Services:

The services we offer, including group insurance and other related services.

Freelancer/You:

You, who as freelancer with Alicia Benefits, takes out or is offered a membership by a third party for the services.

Alicia Benefits/We/Us:

Alicia Benefits B.V., who purchases group insurance and other services.

Customer:

The party for whom you carry out an assignment as freelancer.

Platform:

The party that arranges assignments and other related matters for you.

5. When do these General Terms and Conditions apply?

These General Terms and Conditions apply when you take out or are offered membership of Alicia Benefits. The General Terms and Conditions apply during the term of the membership.

A current version of the General Terms and Conditions is always on our website www.aliciabenefits.com.

6. To what do these General Terms and Conditions apply?

These General Terms and Conditions apply to the contract you make with us. That contract consists of the services you procure from us (the membership). An overview of this contract is on the certificate that you receive from us with an individual registration or on the website which was made for your chosen



platform or customer.

If you can no longer find the certificate or the website, please contact us. Our contact details are at the top of these General Terms and Conditions under point 2.

7. Membership and certificate

On the request of the platform or the customer, we will send you an email to register with Alicia Benefits, or to inform you that you have been automatically registered through the platform or the customer. After the registration you will be an official member of Alicia Benefits and we will have made a contract.

In case of individual registration you will receive confirmation by email. The certificate is in this confirmation. The certificate contains an overview of the services which you can make use of as of that time.

The certificate also sets out the starting date of the services and other important information.

If you have any questions when receiving the certificate, you can contact us. Our contact details are at the top of these General Terms and Conditions under point 2. In case of automatic registration you will not receive a certificate and all relevant information will be on the website which has been made for the platform or the customer through whom you are registered.

8. Details and changes

If you give us (contact) details, we assume that these are accurate and complete.

During the time you are a member you might move house, fall ill or something else might change.

If something changes in your situation, please let us know as quickly as possible.

You can contact us in this respect. Our contact details are at the top of these General Terms and Conditions under point 2.

9. How does Alicia Benefits handle your data?

In order to perform the contract you make with us, it is necessary that we process your personal data. This may also be necessary in the run-up to taking out the membership. It may also be necessary to share your personal data with others with whom we work when providing services connected with your membership, such as Alicia Insurance B.V., the insurer or the help desk.

We treat your personal data carefully and we act in accordance with the provisions of the General Data Protection Regulation and any other Dutch legislation in the area of data protection. For more information on the use of your personal data, please see our privacy and cookie statement on our website.



10. Duration and end of membership

The duration of the membership is equal to the duration of the assignment which you carry out for the customer (through the platform). When the assignment ends, the membership with Alicia Benefits automatically ends too. You do not have to do anything for this. The services you procure from us will end automatically, unless we have agreed something different. If we have agreed something different in this respect, this will be stated on the certificate or on the website which was made for the chosen platform or the customer.

When the membership ends, we would like to refer you to Alicia Insurance B.V. and the services offered by it. Not only do we have a legitimate interest in this, you do too. If at some later point in time you would prefer this not to happen, you can always easily let us know by contacting us. Our contact details are at the top of these General Terms and Conditions under point 2.

11. Changes in the membership

During the membership, the contents of the membership (the services we provide to you) may change.

This can happen because:

- You make other agreements with the platform or the customer. The platform or the customer will notify us of a change. We will implement a change as quickly as possible.
- The platform or the customer makes other agreements with us.
- One of our suppliers changes its terms.

In that case the contents of the membership will change for you. We will always inform you about this in time and prioritise your interests.

If you do not agree to the change or modification, you have the right to terminate the membership. You do not have to pay any costs for this termination. You can terminate the membership through the platform or the customer. The platform or the customer will inform us about your termination.

12. Costs

The costs of the membership will be charged to you through the platform or the customer or will be paid by the platform or the customer. The platform or the customer will share this information with you, before you become a member of Alicia Benefits.

These costs are on the specification you receive from the platform or the customer.

We have agreed with the platform or the customer that they must clearly indicate these costs on the specification. In this manner it is clear for you what amount you pay for our services and the membership. If you have any questions about this, please contact us. Our contact details are at the top of these General Terms and Conditions under point 2.



13. Change in pricing

We have the option of increasing the prices of membership and our services. We will only do this if this is really necessary. For example, we can do this when our vendors and service providers increase their prices. In addition, we can also do this in case of unforeseen circumstances. We will always inform you in advance if we are going to change our prices.

If you do not agree to the change or modification, you have the right to terminate the membership. You do not have to pay any costs for this termination. You can terminate the membership through the platform or the customer. The platform or the customer will inform us about your termination.

14. Our liability

We carry out the services as carefully as possible.

If you nevertheless suffer loss due to our services, we will only be liable for this if such is the result of our intent or gross negligence.

For example, we are not liable for your loss which is caused by:

- A disruption in the Alicia Benefits systems (including the website).
- New or changed legislation.
- Other causes which are beyond our control or area of risk.

If we engage third parties for the provision of the services, we will do so carefully. As long as we do so carefully and such third party makes a mistake which causes loss for you, we are not liable for this.

If we are liable to you, our liability is limited to your direct loss. This does not include indirect loss, consequential loss and lost profit. We are not liable for this. We are only liable up to the amount paid out by our liability insurer.

15. The IP rights of Alicia Benefits

Alicia Benefits holds the copyright to the contents, the appearance and the lay-out of the website(s) of Alicia Benefits, as well as all illustrations and texts. Without the explicit prior written consent of Alicia Benefits, it is not permitted to publish and/or reproduce these elements.

Without the explicit written consent of Alicia Benefits it is not permitted to use the marks and symbols of Alicia Benefits, in whatever form.

16. Changes to these General Terms and Conditions

We can make changes or additions to these General Terms and Conditions at any time.

If we want to do this, we will let you know by email. We will do this at least one month before we want to implement the change or addition. We will also explain why we wish to implement said change or addition.

If you do not agree to the change or modification, you have the right to terminate the membership. You do not have to pay any costs for this



termination. You can terminate the membership through the platform or the customer. The platform or the customer will inform us about your termination. If we do not receive any message from you before the start date of the change or the modification of our General Terms and Conditions, we may assume that you have agreed.

17. Transfer

The control over Alicia Benefits can change due to, e.g., a takeover, merger or demerger. If the control over Alicia Benefits changes, nothing will change for you. The new legal successor or owner of Alicia Benefits will independently exercise all rights and obligations that Alicia Benefits has with regard to you.

Alicia Benefits can also transfer the contract it has made with you to a new owner of Alicia Benefits. By concluding a contract with Alicia Benefits you have cooperated with this takeover (contract takeover). Alicia Benefits will always send you a written notice in this respect.

18. Dutch law

The contract we agree upon with you is governed by Dutch law.

19. Dutch court

If we have a dispute we cannot resolve ourselves, the District Court of Amsterdam has jurisdiction.