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## NN Insurance Belgium & NN Insurance Services Belgium

# Ordering and invoicing instructions

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In order to ensure a correct and timely processing, Supplier shall adhere to the ordering and invoicing instructions set forth below, applicable to NN Insurance Belgium and NN Insurance Services Belgium (both entities hereafter being referred to as “NN”).

Invoices and credit notes submitted by Supplier which do not comply to the described requirements shall be rejected by NN and be returned to Supplier, asking for a corrected invoice<sup>1</sup>. This also automatically implies that the payment of the invoice can be delayed and no late payment fees will be accepted.

### 1. ORDERING

- 1.1. All Products and/or Services and/or Deliverables requested by NN shall be supported by a corresponding Purchase Order (“PO”) issued by NN.
- 1.2. If Supplier has not received a Purchase Order for requested Products and/or Services and/or Deliverables, Supplier shall contact the requesting person at NN and ask him / her to provide the PO number.

### 2. INVOICING

- 2.1. Invoices and credit notes shall ONLY be sent as a PDF-file via e-mail to [invoices@nn.be](mailto:invoices@nn.be)
  - No duplicate paper copy shall be sent afterwards.
- 2.2. Supplier shall ensure that all invoices and credit notes sent to NN meet the legal requirements.
- 2.3. Additionally, the invoice shall clearly state following information:
  - the corresponding NN Purchase Order number
  - Clear detailed description of the Products and/or Services and/or Deliverables delivered to NN and date (or term) of delivery
  - NN Contact Person
- 2.4. Supplier shall address the invoice or credit note to the appropriate NN entity as follows:

<b>NN Insurance Belgium NV</b> Suppliers Administration Fonsnylaan 38 B-1060 Brussel BTW BE0890 270 057	<b>NN Insurance Services Belgium NV</b> Suppliers Administration Fonsnylaan 38 B-1060 Brussels BTW BE0890 270 750
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- 2.5. In case Supplier issues a credit note, such credit note shall clearly indicate to which invoice it is related and what credit/correction is being made. All credit notes must be submitted to NN within two weeks after NN and Supplier have agreed a credit note is justified.
- 2.6. Supplier shall include only one invoice or credit note per PDF-file and per e-mail.

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<sup>1</sup> As the initial invoice will not have been processed by NN, Supplier shall send the corrected invoice with the initial invoice number. Supplier shall not send a credit note for the initial invoice, followed by a new invoice.

- 2.7. The first page of the PDF-file has to be the invoice or credit note.
  - Any attachment belonging to the invoice or credit note shall be included in the same PDF-file behind the invoice or credit note (*e.g. supporting documents, accompanying letter*).
- 2.8. Reminders or other invoice related communications shall be sent to [invoices@nn.be](mailto:invoices@nn.be)

### **3. SUPPORTING DOCUMENTS**

- 3.1. If Supplier is supplying services, the NN Invoice Proposal or a signed service sheet shall be attached to the invoice.
  - If Supplier is receiving an Invoice Proposal from NN, the complete Invoice Proposal shall be added to the invoice.
  - For other services not covered by an Invoice Proposal, Supplier shall attach a service sheet, duly signed by a NN representative, to the invoice.
- 3.2. In case of a missing Invoice Proposal or signed service sheet, Supplier shall contact the internal contact person at NN.
- 3.3. In case of questions or remarks with regards to the Invoice Proposal, Supplier shall report this without delay, by e-mail, to the NN Resource Manager mentioned on the document.

### **4. CONSULTANCY SERVICES**

- 4.1. In addition to above invoicing instructions, consultancy services as covered by the Agreement shall be invoiced separately for each external consultant.
  - Supplier shall include only one invoice or credit note per PDF-file and per email for each consultant separately.

### **5. OTHER COSTS**

- 5.1. Supplier cannot charge any costs, fees, taxes or additional work whatsoever, unless stipulated in the schedules of the Agreement and/or prior written approval of NN.
  - If applicable, after prior written approval of NN, these costs shall be invoiced separately. The aforementioned prior approval of NN must be confirmed by an additional PO.