



BINDING CORPORATE RULES (EU):

APPENDIX 6

COMPLAINT HANDLING PROCEDURE (CONTROLLER)

- 1.1 Reinsurance Group of America Inc.'s (" ") "Binding Corporate Rules: Controller Policy" and "Binding Corporate Rules: Processor Policy" (together the " " or, respectively, the " " and the " ") safeguard Personal Information transferred between the RGA group members (" "). In order to affect individuals' third party beneficiary rights under the Binding Corporate Rules, RGA maintains a Complaint Handling Process for individuals to directly contact RGA regarding its compliance with the Policies. The purpose of this Complaint Handling Procedure (Controller) is to describe the practical steps individuals whose Personal Information is Processed by RGA under the Controller Policy may take to submit complaints and how such complaints are dealt with by RGA.
- 1.2 This procedure will be made available to individuals whose Personal Information is Processed by RGA under the Controller Policy.

Individuals may bring complaints in writing by contacting RGA's Chief Privacy Officer at privacy@rgare.com.

Who handles complaints?

- 3.1 RGA's Data Protection Team

Change Log

Date	Change
October 2021	Added 'EU' to distinguish from UK BCRs
May 2022	No update – date refresh only
Feb 2023	No update – date refresh only