

## COMPLAINTS NOTICE

AUSTRIA



# COMPLAINT HANDLING ARRANGEMENTS

Any complaint should be addressed in the first instance to:

Service Manager  
Operations Team  
Lloyd's Insurance Company S.A.  
Bastion Tower  
Marsveldplein 5  
1050 Brussels  
Belgium

Tel: +32 (0)2 227 39 40

E-mail: [lloydsbrussels.complaints@lloyds.com](mailto:lloydsbrussels.complaints@lloyds.com)

Your complaint will be acknowledged, in writing, within 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 8 (eight) weeks of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 8 (eight) weeks of the complaint being made, you may be eligible to refer your complaint to the Financial Market Authority (FMA) in Austria. The contact details are as follows:

Austrian Financial Market Authority  
Consumer Information and Complaints department  
Otto-Wagner-Platz 5  
1090 Vienna  
Austria

Tel: +43 1 249 59 3444

Fax: +43 1 249 59 3499

E-mail: [fma@fma.gv.at](mailto:fma@fma.gv.at)

Website: [www.fma.gv.at/en/complaints-and-points-of-contact/](http://www.fma.gv.at/en/complaints-and-points-of-contact/)

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online Dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>.

The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.

07/07/2020

LBS0040A

**battleface**<sup>®</sup>

**battleface Underwriting Services SRL**

Avenue des Arts 6 - 9,  
1210 Saint-Josse-ten-Noode,  
Brussels, Belgium.

**t:** +32 (2) 881 0125

**e:** [europa@battleface.com](mailto:europa@battleface.com)

BIS/030223