

COMPLAINTS NOTICE

BULGARIA



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

Your complaint will be acknowledged, in writing, within 3 (three) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 1 (one) month of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 1 (one) month of the complaint being received, you may be eligible to refer your complaint to the Insurance Ombudsman in Belgium. The contact details are as follows:

Financial Supervision Commission No. 16
Budapeshta Str. 1000
Sofia Bulgaria

E-mail: delovodstvo@fsc.bg

Website: www.fsc.bg/en/for-the-consumers/complaints/

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.

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battleface Underwriting Services SRL

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

t: +32 (2) 881 0125

e: europe@battleface.com

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