



COMPLAINTS NOTICE

GERMANY



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, promptly.

A decision on your complaint will be provided to you, in writing, within 6 (six) weeks of the complaint being made.

You may refer your complaint to the Federal Financial Supervisory Authority (BaFin) in Germany without first contacting the party identified above, or at any time after you have made your complaint. The contact details are as follows:

Federal Financial Supervisory Authority (BaFin)

Graurheindorfer Strasse 108
53117 Bonn
Germany

Tel: 0800 2 100 500 (from inside Germany)

Tel: +49 (0)228 41080

E-mail: poststelle@bafin.de

Website: www.bafin.de/EN/Verbraucher/BeschwerdenAnsprechpartner/beschwerdenansprechpartner_node_en

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



Tangiers Underwriting Services SRL

Avenue des Arts 6
1210 Brussels, Belgium

Tel: + 32 (2) 8810125
email: europa@battleface.com

Collinson Assistance Services

24h emergency: +44 (0)207 111 1101
e-mail: medicalops@collinsongroup.com

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