

## COMPLAINTS NOTICE

GREECE



# 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, promptly.

A decision on your complaint will be provided to you, in writing, within 50 (fifty) calendar days of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 50 (fifty) calendar days of the complaint being received, you may be eligible to refer your complaint to the Hellenic Consumers Ombudsman, the Bank of Greece or the General Secretariat of Consumer Affairs in Greece. The contact details of the above organisations are as follows:

Hellenic Consumers Ombudsman  
144 Alexandras Avenue  
114 71, Athens  
Greece  
Tel: +30 210 646 0862  
Fax: +30 210 646 0414  
E-mail: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr)  
Website: [www.synigoroskatanaloti.gr/index.html](http://www.synigoroskatanaloti.gr/index.html)

Complaints referred to the Hellenic Consumers Ombudsman must be submitted to it within 3 (three) months of you becoming aware of the act or omission that gave rise to the complaint.

Bank of Greece  
21 E. Venizelos Avenue  
102 50, Athens  
Greece  
Tel: +30 210 320 1111  
Fax: +30 210 323 2239/2816  
E-mail: [complaints@bankofgreece.gr](mailto:complaints@bankofgreece.gr)

General Secretariat of Consumer Affairs  
Kaniggos Sq.  
10181 Athens  
Greece  
E-mail: [info@efpolis.gr](mailto:info@efpolis.gr)  
Website: [www.efpolis.gr/](http://www.efpolis.gr/)

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>.

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