



# COMPLAINTS NOTICE

## ICELAND



## Complaint handling arrangements

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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 Supervisory Authority in Iceland. The contact details are as follows:

### **The Insurance Complaints Committee**

Financial Supervisory Authority  
Höfðatún 2 105  
Reykjavík  
Iceland

Tel: + 354 520 3700

Fax: +354 520 3727

E-mail: [urskvatr@fme.is](mailto:urskvatr@fme.is)

Website: [www.en.fme.is/supervision/consumer-affairs/the-insurance-complaintscommittee/](http://www.en.fme.is/supervision/consumer-affairs/the-insurance-complaintscommittee/)

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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07/07/2020

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**Tangiers Underwriting Services SRL**

Avenue des Arts 6  
1210 Brussels, Belgium

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

**Collinson Assistance Services**

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

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