

## COMPLAINTS NOTICE

LATVIA



# 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 Consumer Rights Protection Centre or the Financial and Capital Markets Commission. The contact details of these organisations are as follows:

Consumer Rights Protection Centre  
Brivibas Street 55  
Riga  
LV-1010  
Latvia

Tel: +371 6545 2554  
Fax: +371 6738 8634  
E-mail: [ptac@ptac.gov.lv](mailto:ptac@ptac.gov.lv)  
Website: [www.ptac.gov.lv/en/content/consumer-protection-0](http://www.ptac.gov.lv/en/content/consumer-protection-0)

Financial and Capital Market Commission  
Kungu iela 1  
Riga  
LV-1050  
Latvia

Tel: 67774800  
E-mail: [fktk@fktk.lv](mailto:fktk@fktk.lv)  
Website: [www.fktk.lv/en/commission/about-us/2011-10-19-consumer-complaintshand.html](http://www.fktk.lv/en/commission/about-us/2011-10-19-consumer-complaintshand.html)

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**<sup>®</sup>

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