

COMPLAINTS NOTICE

LITHUANIA



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 5 (five) business days of the complaint being received.

A decision on your complaint will be provided to you, in writing, within 14 (fourteen) calendar days of the complaint being received if you are a consumer and within 30 (thirty) calendar days of the complaint being received if you are not a consumer.

Should you remain dissatisfied with the final response or if you have not received a final response within 14 (fourteen) or 30 (thirty) calendar days (as applicable) of the complaint being received, you may be eligible to refer your complaint to the Bank of Lithuania. The contact details are as follows:

Bank of Lithuania
Supervision Service
Žirmūnų g. 151
LT-09128 Vilnius
Lithuania

Tel: +370 5 268 0029

Fax: +370 5 268 0038

E-mail: info@lb.lt

Website: www.lb.lt/consumer_protection

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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battleface Underwriting Services SRL

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