



COMPLAINTS NOTICE

MALTA



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, with 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 Arbitrator for Financial Services in Malta. The contact details are as follows:

Office of the Arbitrator for Financial Services

1st Floor St Calcedonius Square
Floriana FRN 1530
Malta

Tel: 80072366 (from inside Malta)

Tel: +356 212 49245 (from outside Malta)

Email: complaint.info@financialarbiter.org.mt

Website: www.financialarbiter.org.mt/en/Pages/Home.aspx

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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