



COMPLAINTS NOTICE

NORWAY



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, promptly.

A decision on your complaint will be provided to you, in writing, within 8 (eight) weeks of the complaint being received.

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 received, or at any time after you have made the complaint to the party named above, you may be eligible to refer your complaint to the Complaints Board for Consumers in Banking and Finance Matters. The contact details are as follows:

Complaints Board for Consumers in Banking and Finance Matters (FinKN)

Postboks 53
Skøyen 0212
Oslo
Norway

Tel: +47 23 13 19 60

Fax: +47 23 13 19 70

E-mail: post@finkn.no

Website: www.finkn.no/English

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

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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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