

COMPLAINTS NOTICE

SLOVENIA



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 30 (thirty) business days of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 30 (thirty) business days of the complaint being received, you may be eligible to refer your complaint to the Mediation Centre of the Slovenian Insurance Association. The contact details are as follows:

Mediation Centre of the Slovenian Insurance Association
Železna cesta 14
1000 Ljubljana
Slovenia

Tel: 00386 1 3009381

E-mail: irps@zav-zdruzenje.si

Website: www.zav-zdruzenje.si/en/adr-alternative-consumer-dispute-resolution/

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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