



# **COMPLAINTS NOTICE**

## SLOVENIA



## Complaint handling arrangements

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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, 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](mailto:irps@zav-zdruzenje.si)

Website: [www.zav-zdruzenje.si/en/adr-alternative-consumer-dispute-resolution/](http://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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07/07/2020

LBS0040A



**Tangiers Underwriting Services SRL**

Avenue des Arts 6  
1210 Brussels, Belgium

Tel: + 32 (2) 8810125  
email: [europa@battleface.com](mailto:europa@battleface.com)

**Collinson Assistance Services**

**24h emergency:** +44 (0)207 111 1101  
**e-mail:** [medicalops@collinsongroup.com](mailto:medicalops@collinsongroup.com)

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