

COMPLAINTS NOTICE – NETHERLANDS

Any complaint should be addressed 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 6 (six) weeks of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 6 (six) weeks after the complaint has been received by the insurer, you may be eligible to refer your complaint to the Complaints Institute for Financial Services (Kifid) in the Netherlands. The contact details are as follows:

Complaints Institute for Financial Services (Kifid)
Postbus 93257
2509 The Hague
The Netherlands

Tel: +31 (0) 70 333 8 999

E-mail: consumenten@kifid.nl

Website: www.kifid.nl

If you have purchased your contract online, you may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is www.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.

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