

COMPLAINTS NOTICE – HUNGARY

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 made.

A decision on your complaint will be provided to you, in writing, within 30 (thirty) calendar days of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 30 (thirty) calendar days of the complaint being made, you may be eligible to refer your complaint to the Financial Consumer Protection Centre or the Financial Arbitration Board in Hungary. The contact details for these organisations are as follows:

Financial Consumer Protection Centre
Hungarian National Bank
BKKP Postafiók: 777
1534 Budapest
Hungary

Tel: +36 80 203 776

Email: ugyfelszolgalat@mnb.hu

Website: www.mnb.hu/en/financial-consumer-protection-center

The Financial Arbitration Board
Krisztina korut 39
1013 Budapest
Hungary

Tel: +36 14 899 100

Email: pbt@pszaf.hu

Website: www.mnb.hu/en/hungarian-financial-arbitration-board

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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01/02/2019