

COMPLAINTS NOTICE – LATVIA

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 8 (eight) weeks of the complaint being made.

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 made, you may be eligible to refer your complaint to the Consumer Rights Protection Centre or the Financial and Capital Markets Commission. The contact details of these organisations are as follows:

Consumer Rights Protection Centre
Brivibas Street 55
Riga
LV-1010
Latvia

Tel: +371 6545 2554

Fax: +371 6738 8634

E-mail: ptac@ptac.gov.lv

Website: www.ptac.gov.lv/en/content/consumer-protection-0

Financial and Capital Market Commission
Kungu iela 1
Riga
LV-1050
Latvia

Tel: 67774800

E-mail: fktk@fktk.lv

Website: www.fktk.lv/en/commission/about-us/2011-10-19-consumer-complaints-hand.html

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