

COMPLAINTS NOTICE – POLAND

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 by post, within 30 (thirty) days of the complaint being received. The decision may be sent to you by e-mail if you requested this and provided an e-mail address.

If it is not able to provide you with a decision within 30 days because it is a complex complaint, you will be contacted. You will be advised of the reason for the delay, the circumstances that must be established to handle the case and the expected timescale within which a response will be provided, which will not be more than 60 (sixty) days after the complaint has been received.

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

Financial Ombudsman
Al. Jerozolimskie 87
02-001 Warsaw
Poland

Tel: +48 22 333 73 26/27

Fax: +48 22 333 73 29

E-mail: biuro@rf.gov.pl

Website: www.rf.gov.pl/

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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