

COMPLAINTS NOTICE – AUSTRIA

Any complaint should be addressed to:

Head of Complaints Management
Lloyd's Insurance Company S.A.
Bastion Tower
Marsveldplein 5
1050 Brussels
Belgium

Tel: +32 (0)2 227 39 40

E-mail: lloydseurope.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 reasonable timeframe, and no longer than 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 Office for Complaints concerning insurance intermediaries in Austria at the Federal Minister for Labour, Social Affairs, Health and Consumer Protection.

The contact details are as follows:

Beschwerdestelle über Versicherungsvermittler im BMAW,
Bundesministerium für Arbeit und Wirtschaft
Stubenring 1, 1010 Vienna,
Abteilung VI/A/1

<https://www.bmaw.gv.at/public.html>

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.

LBS0040D

01/04/2025