

COMPLAINTS NOTICE – BELGIUM

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 3 (three) business days of the complaint being made, unless an answer on the merits is given in the week.

A decision on your complaint will be provided to you, in writing, within 1 (one) month of the complaint being received.

If it is not possible to adhere to these time frames, the reasons must be made clear to the complainant in writing, indicating the period within which a definite answer can be expected.

Should you remain dissatisfied with the final response or if you have not received a final response within 1 (one) month of the complaint being received, you may be eligible to refer your complaint to the Insurance Ombudsman in Belgium.

The contact details are as follows:

Insurance Ombudsman
Square de Meeûs 35
1000 Brussels
Belgium

Tel: +32 (0) 2 547 58 71

Fax: +32 (0) 2 547 59 75

E-mail: info@ombudsman-insurance.be

Website: <https://www.ombudsman-insurance.be/fr>

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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