

## COMPLAINTS NOTICE – BULGARIA

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](mailto: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 1 (one) month of the complaint being made.

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 made, you may be eligible to refer your complaint to the Financial Supervision Commission in Bulgaria. The contact details are as follows:

Financial Supervision Commission  
No. 16 Budapeshta Str.  
1000 Sofia  
Bulgaria

Tel: +359 2 9404 999

Fax: +359 2 9404 606

E-mail: [delovodstvo@fsc.bg](mailto:delovodstvo@fsc.bg)

Website: <https://www.fsc.bg/?lang=en>

The Consumers Protection Commission may also be contacted. Contact details are as follows:

Consumers Protection Commission  
4A Slaveykov Sq., fl. 3, 4 and 6  
1000 Sofia  
Bulgaria

Tel: 0700 111 22

E-mail: [info@kzp.bg](mailto:info@kzp.bg)

Website: [www.kzp.bg](http://www.kzp.bg)

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.

LBS0051C  
01/04/2025