

## COMPLAINTS NOTICE – CZECH REPUBLIC

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: [loydseurope.complaints@lloyds.com](mailto:loydseurope.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 Czech National Bank. The contact details are as follows:

Czech National Bank  
Consumer Protection Department  
Na Příkope 864/28  
115 03 Prague 1  
Czech Republic

Reg. No. 48136450

Tel.: +420 224 411 111

Fax: +420 224 412 404

Green line Tel.: +420 800 160 170

Electronic form: <https://www.cnb.cz/en/public/contacts/electronic-form/index.html>

Website: <https://www.cnb.cz/en/public/contacts/complaints-concerning-financial-institutions/index.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.

LBS0042D  
01/04/2025