

COMPLAINTS NOTICE – DENMARK

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.

A decision on your complaint will be provided to you, in writing, within reasonable time, and no longer than 8 (eight) weeks of the complaint being received.

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 received, you may be eligible to refer your complaint to the Insurance Complaints Board in Denmark.

The contact details are as follows:

Ankenævnet for Forsikring
Østergade 18, 2
1100 København K
Denmark

Tel: +45 33 15 89 00

E-mail: ankeforsikring@ankeforsikring.dk

Website: www.ankeforsikring.dk/english

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.

LBS0032D

01/04/2025