

COMPLAINTS NOTICE – GERMANY

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

Your complaint will be acknowledged, in writing, promptly, and no longer than 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, without any unnecessary delay, and no longer than 6 (six) weeks of the complaint being made.

When an answer cannot be provided within the expected time limits, the insurer will inform you in an appropriate manner about the causes of the delay and indicate when the investigations will be likely concluded.

Should you remain dissatisfied with the final response or if you have not received a final response within 6 (six) weeks of the complaint being made, you may be eligible to refer your complaint to the Insurance Ombudsman.

The contact details are as follows:

Insurance Ombudsman
Versicherungsbundsmann e.V.
Postfach 080632
10006 Berlin
Germany

Complaints may be submitted online:

<https://www.versicherungsbundsmann.de/dasschlichtungsverfahren/schlichtungsantrag/>

Tel: 0800 3696000

Tel: +49 (0) 30 206058 99 (from outside Germany)

Fax: 0800 3699000

Fax: +49 (0) 30 206058 98 (from outside Germany)

www.versicherungsbundsmann.de

You may refer your complaint to the Insurance Ombudsman if you are a consumer or in a consumer-like position concerning an insurance contract, the complaint does not relate to private health and nursing care insurance and the value of the complaint is EUR 100,000 or less. 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.

LBS0063B
30/10/2023