

COMPLAINTS NOTICE – ICELAND

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 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 4 (four) weeks of the complaint being made. If it is not possible to respond to you within this time period, you will be advised of the reason for the delay and the date when a response will be provided to you.

Should you remain dissatisfied with the final response or if you have not received a final response within 4 (four) weeks of the complaint being made, you may be eligible to refer your complaint to the Financial Supervisory Authority in Iceland. The contact details are as follows:

The Insurance Complaints Committee
Guðrúnartún 1 105 Reykjavík
Iceland

E-mail: tryggingar@nefndir.is

Website: <https://en.fme.is/supervision/consumer-affairs/the-insurance-complaints-committee/>

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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