

COMPLAINTS NOTICE – ITALY

Any complaint should be addressed, in writing, to:

Complaints Department
Lloyd's Insurance Company S.A.
Corso Garibaldi 86
20121 Milan

Fax: +39 02 6378 8857

E-mail: LloydsEurope.ServizioReclami@lloyds.com
Certified e-mail: LloydsEurope.ServizioReclami@pec.lloyds.com

A decision on your complaint will be provided to you, in writing, within forty-five (45) calendar days of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within forty-five (45) calendar days of the complaint being made, you may be eligible to refer your complaint to:

Insurance Arbitrator (AAS)

Telephone no.: 800 486661 (from Italy)
Telephone no.: +39 06 40414679 (from outside Italy)

Website: www.arbitroassicurativo.org

Institute for Insurance Supervision (IVASS)

Via del Quirinale 21 - 00187 - Rome
Telephone no.: 800 48 66 61 (from Italy)
Telephone no.: +39 06 404 14 679 (from outside Italy)

Fax no.: +39 06 42133 206

E-mail: email@ivass.it
Certified e-mail:
tutela.consumatore@pec.ivass.it

Website: www.ivass.it

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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