

COMPLAINTS NOTICE – LATVIA

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

A decision on your complaint will be provided to you, in writing, within 20 calendar days of the complaint being made.

If this term objectively cannot be observed, the insurer must explain the reasons for it and indicate a reasonable term for providing the response. Should you remain dissatisfied with the final response or if you have not received a final response within 20 calendar days of the complaint being made, you may be eligible to refer your complaint to the Latvian Insurers Association (LIA). The contact details of the organisation are as follows:

Latvian Insurers Association (LIA)
4, Toma street, 1st floor
Riga, LV-1003
Latvia

E-mail: office@laa.lv

Website: <https://www.laa.lv/en/>

Tel: +371 67360898

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.

LBS0055D
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