

## COMPLAINTS NOTICE – LIECHTENSTEIN

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](mailto: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 8 (eight) weeks of the complaint being made.

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 made, you may be eligible to refer your complaint to the Financial Market Authority. The contact details are as follows:

Financial Market Authority  
Landstrasse 109  
P.O. Box 279  
9490 Vaduz  
Liechtenstein

Tel: +423 236 73 73

Fax: +423 236 72 38

E-mail: [info@fma-li.li](mailto:info@fma-li.li)

Website: [www.fma-li.li/en/client-protection/complaints.html](http://www.fma-li.li/en/client-protection/complaints.html)

You may also be eligible to refer your complaint to the Conciliation Board. The contact details are:

Conciliation Board of Liechtenstein  
Dr. Peter Wolff, Attorney-at-Law  
Landstrasse 60  
PO Box 343  
FL-9490 Vaduz  
Principality of Liechtenstein

Tel: + 423 220 20 00

Fax: + 423 220 20 01

E-mail: [info@schlichtungsstelle.li](mailto:info@schlichtungsstelle.li)

Website: [http://www.schlichtungsstelle.li/index\\_en.html](http://www.schlichtungsstelle.li/index_en.html)

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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