

COMPLAINTS NOTICE – LUXEMBOURG

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 a period not exceeding 10 (ten) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within a period not exceeding 30 (thirty) days from the date of receipt of the complaint.

Where an answer could not be provided within this period, the professional must inform the complainant of the reasons for the delay and indicate the date on which his examination is likely to be achieved.

Should you remain dissatisfied with the final response or if you have not received a final response within 30 (thirty) days from the date of receipt of the complaint, you may be eligible to refer your complaint to the Mediateur en Assurances (ACA). Their contact details are as follows:

ACA, Association des Compagnies d'Assurances et de Reassurances (Luxembourg Insurance and Reinsurance Association) - Mediateur en Assurances (Insurance Ombudsman)

12, rue Erasme
L - 1468 Luxembourg

Tel: (+352) 44 21 44 1

Fax: (+352) 44 02 89

E-mail : aca@aca.lu

Website: <https://www.aca.lu/en/insurance-obudsman>

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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