

COMPLAINTS NOTICE – MALTA

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 3940

E-mail: loydseurope.complaints@lloyds.com

Your complaint will be acknowledged, in writing, with 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 15 (fifteen) working days of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 15 (fifteen) working days of the complaint being made, you may be eligible to refer your complaint to the Arbiter for Financial Services in Malta. The contact details are as follows:

Office of the Arbiter for Financial Services
1st Floor
St Calcedonius Square
Floriana FRN 1530
Malta

Tel: 80072366 (from inside Malta)

Tel: +356 212 49245 (from outside Malta)

Mobile and Whatsapp: +356 79219961

Email: complaint.info@asf.mt

Submitting a complaint online: <https://financialarbiter.org.mt/oafs/enquiry>

Website: <https://financialarbiter.org.mt/>

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.

LBS0037C
01/04/2025