

COMPLAINTS NOTICE – NETHERLANDS

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 2 weeks of the complaint being received.

A decision on your complaint will be provided to you, in writing, within 8 (eight) weeks of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 8 (eight) weeks after the complaint has been received by the insurer, you may be eligible to refer your complaint to the Financial Services Complaints Tribunal (Kifid) in the Netherlands. The contact details are as follows:

Financial Services Complaints Tribunal - Klachteninstituut Financiële
Dienstverlening (Kifid)
Postbus 93257
2509 The Hague
The Netherlands

Tel: +31 (0) 70 333 8 999

E-mail: consumenten@kifid.nl

Website: www.kifid.nl

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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