

COMPLAINTS NOTICE – NORWAY

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 5 (five) working 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 received.

If a final answer can not be provided within 15 working days of the complaint being received, the insurer must send a preliminary answer to the complainant with a clear indication of the reasons why the answer is not yet available, and with an indication of when the complainant will receive a final answer.

In extraordinary cases, beyond the insurers control, the deadline for sending such a preliminary response can be extended to up to 35 working days from receipt.

Should you remain dissatisfied with the final response or if you have not received a preliminary answer within 15 (fifteen) working days of the complaint being received, or at any time after you have made the complaint to the party named above, you may refer your complaint to the Norwegian Financial Services Complaints Board. The contact details are as follows:

Norwegian Financial Services Complaints Board (FinKN)
Postboks 53 Skøyen
0212 Oslo
Norway

Tel: +47 23 13 19 60

Fax: +47 23 13 19 70

E-mail: post@finkn.no

Website: www.finkn.no/English

If you have a 'Fire & Natural perils' policy and you experience a decreased compensation or a refusal of compensation from the Insurer, you have the right to appeal to the Appeals Board for Natural Damage Cases. The contact details are as follows:

Norwegian National Scheme for Natural Damage Assistance/Appeals Board for Natural Damage Cases c/o Norwegian Agriculture Agency

Post-box 1450 Vika
N-0116 Oslo
Norway

Tel: +47 2413 1000

Email: postmottak@landbruksdirektoratet.no

Website: www.naturskadeordningen.no

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.

LBS0030E

01/04/2025