

COMPLAINTS NOTICE – ROMANIA

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) 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 Supervisory Authority (ASF). The contact details are as follows:

Financial Supervisory Authority / Autoritatea de Supraveghere Financiara
Splaiul Independentei No. 15, sector 5
050092 Bucharest
Romania

Tel: +4 08 00 825 627 or 004 021 668 1208

Fax: 021 659 60 51 or 021 659 64 36

E-mail: office@asfromania.ro or office@salfin.ro

Website: [Autoritatea de Supraveghere Financiară - SAL-Fin \(asfromania.ro\)](http://Autoritatea de Supraveghere Financiară - SAL-Fin (asfromania.ro))

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.

LBS0057C
01/04/2025