

COMPLAINTS NOTICE – SLOVAKIA

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 National Bank of Slovakia. The contact details are as follows:

National Bank of Slovakia
Department for the Protection of Financial Consumers
Imricha Karvaša 1
813 25 Bratislava
Slovakia

Tel: +421 2 5787 1111

Fax: +421 2 5787 1100

E-mail: info@nbs.sk

Website: <https://regfap.nbs.sk/skusky/podanie>

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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