

## COMPLAINTS NOTICE – SLOVENIA

Any complaint should be addressed to:

Charles Taylor (CEGA), PO Box 1124, Portsmouth PO1 9XY, United Kingdom

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 30 (thirty) business days of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 30 (thirty) business days of the complaint being received, you may be eligible to refer your complaint to Lloyd's Insurance Company S.A..

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](mailto:lloydseurope.complaints@lloyds.com)

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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