

COMPLAINTS NOTICE – SWEDEN

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. You will then also be informed of the name of the Complaints Manager at Lloyd's Insurance Company S.A. You may also obtain guidance from the Swedish Consumers' Banking and Finance Bureau, the Swedish Insurance Bureau, the Swedish Consumers Agency and through municipal consumers' advice officials.

A decision on your complaint will be provided to you, in writing, within 14 (fourteen) calendar days of the complaint being made.

If a response cannot be provided within 14 (fourteen) calendar days of receipt of the complaint, you will be provided with an update on the matter. The distributor must notify you and indicate the reasons for the delay and the timescale within which a response will be provided.

Should you remain dissatisfied with the final response or if you have not received a final response within 14 (fourteen) calendar days of the complaint being made, you may be eligible to refer your complaint to the National Board for Consumer Complaints. The contact details are as follows:

National Board for Consumer Complaints (ARN)
Box 174
101 23 Stockholm
Sweden
Tel: +46 8 50 88 60 00
Fax: + 46 8 50 88 60 01
E-mail: arn@arn.se
Website: www.arn.se or www.arn.se/om-arn/anmalan/

The complaints handling arrangements above are without prejudice to your right to commence a legal action in court or an alternative dispute resolution proceeding in accordance with your contractual rights.

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