COMPLAINTS NOTICE – FRANCE

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 10 (ten) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 2 (two) months of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 2 (two) months of the complaint being made, you may be eligible to refer your complaint to the Insurance Ombudsman in France.

The contact details are as follows:

Insurance Ombudsman
TSA 50110
75441 Paris Cedex 09
France

Website: https://www.mediation-assurance.org/Bienvenue

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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