

COMPLAINTS NOTICE – BULGARIA

Any complaint should be addressed to:

Service Manager
Operations Team
Lloyd's Insurance Company S.A.
Bastion Tower
Marsveldplein 5
1050 Brussels
Belgium

Tel: +32 (0)2 227 39 40

E-mail: lloydsbrussels.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 1 (one) month of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 1 (one) month of the complaint being made, you may be eligible to refer your complaint to the Financial Supervision Commission in Bulgaria. The contact details are as follows:

Financial Supervision Commission
No. 16 Budapeshta Str.
1000 Sofia
Bulgaria

E-mail: delovodstvo@fsc.bg

Website: www.fsc.bg/en/for-the-consumers/complaints/

If you have purchased your contract online you may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is www.ec.europa.eu/odr.

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.

LBS0051A
01/02/2019