

## COMPLAINTS NOTICE – ICELAND

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 39

E-mail: [enquiries.lloydsbrussels@lloyds.com](mailto:enquiries.lloydsbrussels@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 Financial Supervisory Authority in Iceland. The contact details are as follows:

The Insurance Complaints Committee  
Financial Supervisory Authority  
Höfðatún 2  
105 Reykjavík  
Iceland

Tel: + 354 520 3700

Fax: +354 520 3727

E-mail: [urskvatr@fme.is](mailto:urskvatr@fme.is)

Website: [www.en.fme.is/supervision/consumer-affairs/the-insurance-complaints-committee/](http://www.en.fme.is/supervision/consumer-affairs/the-insurance-complaints-committee/)

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](http://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.

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