

## COMPLAINTS NOTICE – SLOVAKIA

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, promptly.

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 National Bank of Slovakia. The contact details are as follows:

National Bank of Slovakia  
Department for the Protection of Financial Consumers  
Imricha Karvaša 1  
813 25 Bratislava  
Slovakia

Tel: 02 5787 1111 or 02 5787 3371

E-mail: [info@nbs.sk](mailto:info@nbs.sk) or [spotrebitel@nbs.sk](mailto:spotrebitel@nbs.sk)

Website: [www.nbs.sk/en/consumer/about-us/how-to-file-a-complaint](http://www.nbs.sk/en/consumer/about-us/how-to-file-a-complaint)

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.

LBS0058  
01/01/2019