

COMPLAINTS NOTICE – SWEDEN

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

Your complaint will be acknowledged, in writing, promptly. You will be informed of the name of the Complaints Manager at Lloyd's Insurance Company S.A. and the guidance that may be obtained from the Swedish Consumers' Banking and Finance Bureau, the Swedish Consumers Insurance Bureau and through municipal consumers' advice officials.

You will be provided with an update on the progress of the investigation of your complaint, in writing, within fourteen (14) calendar 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 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

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.

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