

COMPLAINTS NOTICE – ITALY

Any complaint should be addressed, in writing, to:

Complaints Department
Lloyd's Insurance Company S.A.
Corso Garibaldi 86
20121 Milan
Fax: +39 02 6378 8857
E-mail: lloydsbrussels.servizioreclami@lloyds.com or
lloydsbrussels.servizioreclami@pec.lloyds.com

Your complaint will be acknowledged, in writing, within five (5) business days of the complaint being made. A decision on your complaint will be provided to you, in writing, within forty-five (45) calendar days of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within forty-five (45) calendar days of the complaint being made, you may be eligible to refer your complaint to the Institute for Insurance Supervision (IVASS). The contact details are as follows:

Institute for Insurance Supervision (IVASS)
via del Quirinale 21
00187 Rome
Italy
Telephone no.: 800 486661 (from Italy)
Telephone no.: +39 06 42021 095 (from outside Italy)
Fax no.: +39 06 42133 745 or +39 06 42133 353
E-mail: ivass@pec.ivass.it

The IVASS website provides further information about how to refer your complaint to IVASS and a template letter that may be used. Please see the link below.

www.ivass.it

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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