

## COMPLAINTS NOTICE – LITHUANIA

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 received.

A decision on your complaint will be provided to you, in writing, within 14 (fourteen) calendar days of the complaint being received if you are a consumer and within 30 (thirty) calendar days of the complaint being received if you are not a consumer.

Should you remain dissatisfied with the final response or if you have not received a final response within 14 (fourteen) or 30 (thirty) calendar days (as applicable) of the complaint being received, you may be eligible to refer your complaint to the Bank of Lithuania. The contact details are as follows:

Bank of Lithuania  
Supervision Service  
Žirmūnų g. 151  
LT-09128 Vilnius  
Lithuania

Tel: +370 5 268 0029

Fax: +370 5 268 0038

E-mail: [info@lb.lt](mailto:info@lb.lt)

Website: [www.lb.lt/consumer\\_protection](http://www.lb.lt/consumer_protection)

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.

LBS0041  
01/01/2019