

COMPLAINTS NOTICE – MALTA

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, with 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 Arbiter for Financial Services in Malta. The contact details are as follows:

Office of the Arbiter for Financial Services
1st Floor
St Calcedonius Square
Floriana FRN 1530
Malta

Tel: 80072366 (from inside Malta)

Tel: +356 212 49245 (from outside Malta)

Email: complaint.info@financialarbiter.org.mt

Website: www.financialarbiter.org.mt/en/Pages/Home.aspx

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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