

COMPLAINTS NOTICE – CROATIA

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 40

E-mail: lloydsbrussels.complaints@lloyds.com

Your complaint will be acknowledged, in writing, within 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 Croatian Financial Services Supervisory Agency (HANFA). The contact details are as follows:

Croatian Financial Services Supervisory Agency (HANFA)
Miramarska 24b
Zagreb
HR - 10000
Croatia

Tel: +385 1 6173 200

Fax: +385 1 4811406

E-mail: potrosaci@hanfa.hr

Website: <https://www.hanfa.hr/consumer-protection/complaints-to-hanfa/>

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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