

battleface[®]



COMPLAINTS NOTICE
AUSTRIA



Complaint handling arrangements

Any complaint should be addressed in the first instance 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 Financial Market Authority (FMA) in Austria. The contact details are as follows:

Austrian Financial Market Authority

Consumer Information and Complaints department
Otto-Wagner-Platz 5
1090 Vienna
Austria

Tel: +43 1 249 59 3444

Fax: +43 1 249 59 3499

E-mail: fma@fma.gv.at

Website: www.fma.gv.at/en/complaints-and-points-of-contact/

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online Dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://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.

07/07/2020

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battleface Insurance Services

Suite 24,
80 Churchill Square, Kings Hill,
West Malling, Kent, ME19 4YU, UK

Intana Global

24h emergency: +44 (0)207 111 1101

e-mail: medicalops@intana-assist.com

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