

**battleface**<sup>®</sup>



**COMPLAINTS NOTICE**  
BULGARIA



## Complaint handling arrangements

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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](mailto:lloydsbrussels.complaints@lloyds.com)

Your complaint will be acknowledged, in writing, promptly.

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 Supervision Commission in Bulgaria. The contact details are as follows:

### **Financial Supervision Commission No. 16**

Budapeshta Str. 1000  
Sofia Bulgaria

E-mail: [delovodstvo@fsc.bg](mailto:delovodstvo@fsc.bg)

Website: [www.fsc.bg/en/for-the-consumers/complaints/](http://www.fsc.bg/en/for-the-consumers/complaints/)

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.

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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](mailto:medicalops@intana-assist.com)

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