

battleface[®]



COMPLAINTS NOTICE

SWITZERLAND



Complaint handling arrangements

Any complaint should be addressed in the first instance to:

Complaints

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

T: +44 (0)208 865 3054

F: +44 2036 081 283

Email: contact@battleface.com

The Lloyd's managing agent Argo Global or the party named above that it has appointed to adjudicate on your complaint on its behalf, will acknowledge your complaint in writing.

The Lloyd's managing agent Argo Global, or the party named above that it has appointed to adjudicate on your complaint on its behalf, will aim to provide you with its decision on your complaint, in writing, within eight weeks of the complaint being made.

Should you remain dissatisfied with the final response from the above or if you have not received a final response within eight weeks of the complaint being made, you may be eligible to refer your complaint to the Ombudsman of Private Insurance. The contact details are as follows.

Head office and office for German speakers:

Ombudsman of Private Insurance

In Gassen 14
Postfach 181
8024 Zurich
Switzerland

Tel: 044 211 30 90

Fax: 044 212 52 20

E-mail: help@versicherungsombudsman.ch

Branch office for French speakers:

Ombudsman of Private Insurance

Chemin des Trois-Rois 2
Case postale 5843
1002 Lausanne
Switzerland

Tel: 021 317 52 71

Fax: 021 317 52 70

E-mail: help@ombudsman-assurance.ch

Branch office for Italian speakers:

Ombudsman of Private Insurance

Via Giulio Pocobelli 8
Casella postale
6903 Lugano
Switzerland

Tel: 091 967 17 83

Fax: 091 966 72 52

E-mail: help@ombudsman-assicurazione.ch

The complaints handling arrangements above are without prejudice to your rights in law.

01/01/2019

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F: +44 2036 081 283

email: contact@battleface.com

Collinson Assistance Services

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

e-mail: medicalops@collinsongroup.com

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