

## COMPLAINTS NOTICE – SLOVENIA

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](mailto: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 30 (thirty) business days of the complaint being received.

Should you remain dissatisfied with the final response or if you have not received a final response within 30 (thirty) business days of the complaint being received, you may be eligible to refer your complaint to the Mediation Centre of the Slovenian Insurance Association. The contact details are as follows:

Mediation Centre of the Slovenian Insurance Association  
Železna cesta 14  
1000 Ljubljana  
Slovenia

Tel: 00386 1 3009381

E-mail: [irps@zav-zdruzenje.si](mailto:irps@zav-zdruzenje.si)

Website: [www.zav-zdruzenje.si/en/adr-alternative-consumer-dispute-resolution/](http://www.zav-zdruzenje.si/en/adr-alternative-consumer-dispute-resolution/)

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](http://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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