

COMPLAINTS NOTICE – ESTONIA

All complaints should be addressed to:

Complaints Manager
Lloyd's Insurance Company S.A.
Bastion Tower
Marsveldplein 5
1050 Brussels
Belgium
Tel: +32 (0)2 227 39 40
Email: LloydsEurope.Complaints@lloyds.com

Receipt of your complaint will be acknowledged in writing within 5 (five) working days of submission. A written decision regarding your complaint will be provided within 15 (fifteen) calendar days of submission.

If you are not satisfied with the final response, or if you have not received a final response within 15 (fifteen) calendar days of submitting your complaint, you may have the right to refer your complaint to the European Consumer Centre.

Contact details:

Endla 10a
10122 Tallinn
Estonia
Tel: +372 620 1707
Email: consumer@consumer.ee
Website: <https://consumer.ee>

A complainant may also contact the Estonian Financial Supervision and Resolution Authority (EFSA) for independent advice and explanations if the insurer is unable to resolve the issue or if the complainant believes that insufficient explanations have been provided. General contact details for EFSA are:

Finantsinspektsioon
Sakala 4
15030 Tallinn
Estonia
Tel: +372 668 0500
Fax: +372 668 0501
Email: info@ttjafi.ee
Website: <https://www.fi.ee/en/consumer/when-should-i-contact-finantsinspektsioon>

The above complaints handling procedure does not affect your right to commence legal proceedings or alternative dispute resolution procedures in accordance with your contractual rights.

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