

Complaints

Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: mediation@qover.com

QOVER SA Mediation Department

Rue du Commerce, 31
1000 Brussels
Belgium

Phone: +43800802265

If the matter has not been resolved to your satisfaction, you may also write to Complaints office about insurance companies in the

Federal Ministry of Social Affairs, Health, Care and Consumer Protection,

Department III/3
Stubenring 1
1010 Vienna

Phone: +43 (1) 71100 – 862501 or 862504

E-mail: versicherungsbeschwerde@sozialministerium.at

or

Information and complaints office of the Austrian Insurance Association (VVO)

Austrian Association of Insurance Companies (VVO)
Schwarzenbergplatz 7
1030 Vienna

Link to the online form: https://www.vvo.at/vvo/vvo.nsf/sysPages/Informations_Beschwerdestelle.html

E-mail: info@vvo.at

The complaints handling arrangements above are without prejudice to Your right to start judicial proceedings and for quality purposes.