

## 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](mailto: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](mailto: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](https://www.vvo.at/vvo/vvo.nsf/sysPages/Informations_Beschwerdestelle.html)

E-mail: [info@vvo.at](mailto:info@vvo.at)

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