

Complaints?

We are sorry to hear that.

Please let us know so that we can improve our service. You can also contact one of the following instances:

Qover

You should, in first instance, write to QOVER SA/NV's Mediation Department, Rue du Commerce, 31 – 1000 Brussels (Belgium),

Email : mediation@qover.com

Tel: +32 2 588 97 16

Ombudsman

If the matter still has not been resolved to your satisfaction, you may contact the insurance Ombudsman.

The Insurance Ombudsman, Square de Meeûs 35, 1000 Brussels, Belgium

Email: info@ombudsman.as

Tel : +32 2 547 58 71

Fax: +32 2 547 59 75

European Online Dispute Resolution Platform

If you arranged your policy with us online or through other electronic means (e.g. phone, SMS, fax or mobile device), and have been unable to contact us either directly or through the Financial Ombudsman Service, you may wish to register your complaint through the European Online Dispute Platform – <http://ec.europa.eu/odr>

Your complaint will then be redirected to the Financial Ombudsman Service and to us to resolve. There may be a short delay before we receive it.

Any telephone calls made in connection with this Policy may be monitored or recorded to assist with staff training and for quality purposes.

Please note that 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 right.