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: +44 800 088 57 86

If the matter has not been resolved to your satisfaction, you may also write to:

The Financial Supervision Commission
1000 Sofia,
16 Budapeshta str.
Fax: +359 2 9404 606
Documents/complaints: delovodstvo@fsc.bg
Website: http://www.fsc.bg/bg/za-potrebitelya/zhalbi/

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