

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.