

## 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: +41800003252

If the matter has not been resolved to your satisfaction, you may write to the Ombudsman of Private Insurance and of SUVA, Postfach 1061, CH-8024 Zurich, Switzerland or contact him via his website: <http://www.ombudsmanassurance.ch/typo3/index.php?id=182>

The complaints handling arrangements above are without prejudice to your right to start judicial proceedings.