

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: +420800040410

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

The Czech National Bank,

Na Příkopě 864/28,
115 03 Praha 1,
Czech Republic

Website: <https://www.cnb.cz/cs/>

or

your national competent Alternative Dispute Resolution authorities:

Czech Trade Inspection

Štěpánská 567/15
120 00 Praha 2
Czech Republic

Website: <https://www.coi.cz/mimosoudni-reseni-spotrebitelskych-sporu-adr/>

or

the Office of Ombudsman at the Czech Association of Insurers

Elišky Krásnohorské 135/7
110 00 Josefov
Praha 1
Czech Republic

Website: <https://www.ombudsmancap.cz/reseni-sporu/informace-o-adr>

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