

## 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: +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.