

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: +45 80 82 04 51

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

Ankenævnet for Forsikring

Anker Heegards Gade 2, 1.
Postboks 360
1572 København V

Tlf. 35 15 89 00 (10:00-13:00)

Website: www.ankeforsikring.dk

Filing a claim at the Ankenævn for Forsikring costs a fee of 200 DKK. There is a special form to be filled out on the website.

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

Public court

Like other disputes, you may also proceed to a public court to have your case tried. In such cases, contact your nearest district court if you want to know more about how to proceed.