

## 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**

Avda. De Europa 26 ATICA 5, 2º planta, 28224 Madrid (Spain)

Phone: +34 800 694 371

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

### **Dirección General de Seguros y Fondos de Pensiones**

Paseo de la Castellana, 44

Madrid

21 28010 Madrid

Website: <http://www.dgsfp.mineco.es/es/Paginas/Iniciocarrousel.aspx>